



## Introducing Jenny Chua - General Manager (Care Services)



Hi all, my name is Jenny Chua. I am going to take on the new role of General Manager (Care Services) overseeing both Residential Care and Community Care from 1<sup>st</sup> May 2021.

Some of you may have already met me as I have been working as the General Manager for Residential Care in ANHF since August 2019. The new change is desired to facilitate a better coordination of the operations and policies and procedures between all branches of Care Services, in particular both Residential Care and Home Care must be compliant to the same Age Care Standards.

I was born in Hong Kong. After finishing Secondary School in Hong Kong, I went on to complete my tertiary education in the United Kingdom. I obtained a BA (Hons) in Social Studies at the University of Newcastle-Upon-Tyne, majors in Social Administration, Social Statistics and Issues in Health Care; then a Master degree in Social Policy and Planning at the London School of Economics & Political Science at the University of London. I am a Justice of the Peace in NSW.

I can speak English, Cantonese and Mandarin. I had lived in Auckland New Zealand for 13 years before migrating to Sydney in 2000. Over the last 21 years, I worked my way up from a community care worker to senior executive positions in aged care. I have passions in continuous improvement, professional development and positive culture building. This is because I believe that these three areas are the keys to the success in delivering high quality of care services to aged care residents and families.

Although my office is located in Burwood, I look forward to meeting you in the nearest future where possible. You can always reach me by leaving a message via our general enquiry number.

### Have you got the flu vaccine this year?

Annual vaccinations can boost your antibody levels and protect you and others from the flu. In order to fight new flu varieties, the latest vaccine must be available every year, as the influenza virus can change year after year.

The onset of the flu season is unpredictable and can begin as early as April and last until October. Vaccination is most effective before the start of the flu season, but can be injected at any time and will take effect after about two weeks.

We can arrange the transport service for our home care package consumer to attend vaccination. If you want to know more, please contact your home care advisor.



### Changes to Home Care Newsletter

ANHF has been emphasizing our communication with service users like providing service and health information to the elderly. Our Home Care Newsletter will be out on an irregular basis to ensure better use of resources and timely notices, with some contents integrated into our ANHF Newsletter from the head office. Information or notices with a time element will be sent to service users when appropriate.

ANHF will still continue to provide information on aged care services and elderly health on weekend editions of Australian Chinese Daily, 2CR radio sessions 'Happy Friends' (Cantonese) and 'Happy Golden Years' (Mandarin) and WeChat.

Recently we set up a WeChat support group where the elderly share topics of mutual concerns as well as participating in the monthly live information sessions. Details are in another article on 'Online Happy Hub'.

Please call the Home Care Service office on 9784 0840 for any inquiries.

WeChat QR code  
Scan to reach us



### Apply for Dine & Discover NSW Vouchers

The NSW Government has launched Dine & Discover NSW to encourage the community to get out and about and support dining, arts and tourism businesses.

NSW residents aged 18 and over can apply for 4 x \$25 vouchers, worth \$100 in total.

- 2 x \$25 Dine NSW Vouchers to be used for dining in at restaurants, cafés, bars, wineries, pubs or clubs.
- 2 x \$25 Discover NSW Vouchers to be used for entertainment and recreation, including cultural institutions, live music, and arts venues.

The vouchers:

- can be used 7 days a week, including public holidays
- can be used at participating NSW businesses that are registered as COVID Safe
- are valid to 30 June 2021.

You can apply for vouchers any time up until 30 June 2021.

For more details, please find the follow links

<https://www.service.nsw.gov.au/transaction/apply-dine-discover-nsw-vouchers>



## Online Happy Hub 開心天地線

**Topic: Gentle Exercise for Seniors (Cantonese)**

**Speaker: Fifi Lai (Physiotherapist)**

**Date/Time: Tuesday, 18 May (11am –11:30am)**

**Topic: Reduce Risk of Dementia (Cantonese)**

**Speaker: Eliza Chan (Dementia Care Advisor)**

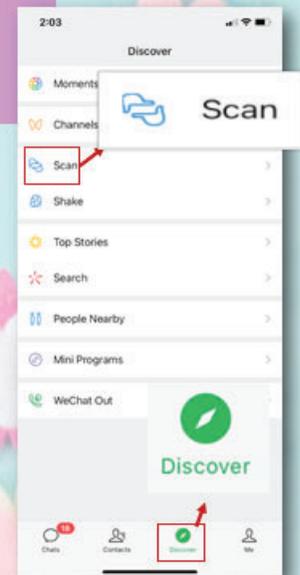
**Date/Time: Tuesday, 22 June (11am –11:30am)**

**RSVP: contact June Yu on 0466 238 466**

**Please join the ANHF chat group first by scanning the QR code. Then you can watch the live presentation via the chat group on the scheduled date and time.**



Join ANHF chat group by scanning this QR code



**ANHF**  
澳華療養院基金  
Culturally Appropriate Aged Care Since 1980

Online Happy Hub aims to provide health and aged care service information via online platforms to our consumers. It helps them maintain social connection with broader community during the pandemic.

### Common infection in aged care: Urinary tract infection

A **urinary tract infection (UTI)** is an infection of the urinary system, which is very common for women, particularly the elderly. Around 1 in 2 women and 1 in 20 men will get a UTI in their lifetime. UTI can happen anywhere in urinary tract. The most common UTIs is called as Cystitis, involve the urethra and bladder in the lower tract, which causes the bladder lining to become raw and inflamed (swollen). UTIs can involve the ureters and kidneys, located in the upper tract, called as Pyelonephritis. Although upper tract UTIs are more rare than lower tract UTIs, they're also usually more severe. These can be potentially life threatening if bacteria move from the infected kidney into the blood.

#### Cause of UTI:

Urinary tract infections are caused by germs, usually bacteria that enter the urethra and then the bladder. Most of the time, your body can get rid of these bacteria. However, certain conditions increase the risk of having UTIs. Women tend to get them more often because their urethra is shorter and closer to the anus than in men.



#### Symptoms of a lower tract UTI include:

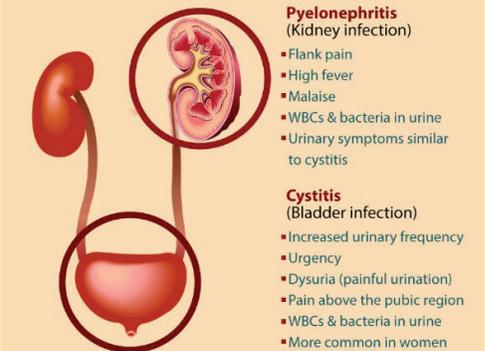
- burning with urination
- increased frequency of urination and only to pass a few drops
- increased urgency of urination

- cloudy, bloody or very smelly urine
- urine that looks like cola or tea
- pelvic pain in women
- rectal pain in men

#### Symptoms of an upper tract UTI include:

- pain and tenderness in the upper back and sides
- chills
- fever
- nausea
- vomiting

#### Symptoms of Urinary Tract Infection (UTI)



#### Risk Factors of UTI:

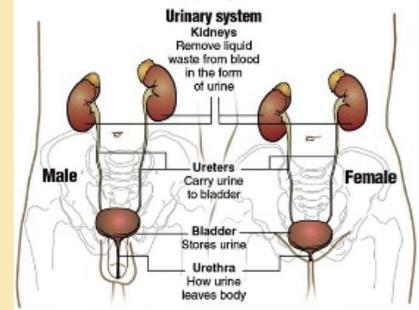
UTIs can affect any person at any age but certain groups are at greater risk.

- Diabetes
- Advanced age
- Problems emptying your bladder completely (urinary retention)
- A urinary catheter
- Bowel incontinence, faecal impaction
- Enlarged prostate, narrowed urethra or anything that blocks the flow of urine
- Kidney stones
- Staying still (immobile) for a long period of time
- Surgery or other procedure involving the urinary tract

#### Urinary tract infections

A urinary tract infection is a very common but painful condition.

**Why do women get them more often than men?**  
Woman's urethra is shorter and opening is closer to the anus.



#### Cause of UTIs

Bacteria that live in intestine spread from anal area to urethra opening

#### Symptoms

• Burning, stinging sensation while urinating  
• Blood in urine

• Urgent need to urinate frequently, even if small amount passes

Source: U.S. National Library of Medicine, U.S. National Kidney and Urologic Diseases, Information Clearing House, "Women's Health Handbook", MCI Graphic: Judy Treiben, Lee Hultberg

### Dealing with Urinary Tract Infection:

- Increase fluid intake, particularly water. Avoid acidic food or drinks that can aggravate the burning when passing urine.



- Notify GP with an immediacy dictated, obtain MSU/CSU as ordered by GP-Before antibiotics are commenced.
- Depending on severity of infection, GP may order antibiotics while awaiting culture and sensitivity results.
- Follow medical management plan, complete antibiotics as per GP order.
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If the UTI does not improve or frequently recurring, it may be a good idea to get a referral to a specialist.

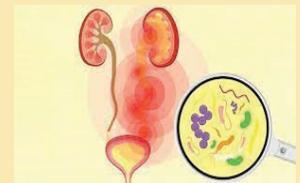
### How to avoid UTIs on elderly:

- Follow effective hygiene routines and guidelines.
- Wipe from front to back when using the toilet, to avoid transferring bowel bacteria to the urinary tract.
- Remove soiled incontinence products from front to back.
- Avoid harsh soap in the sensitive genital area as it can cause imbalance and then cause irritation.

- Use gentle wash cream to clean if the skin is fragile, and barrier cream for protection.
- Dry the skin after cleaning and changing incontinence products since bacteria grows better in moist areas.
- Make sure to properly hydrate.
- Vaginal oestrogen treatment is often recommended to prevent UTIs.

### Toilet assistance to avoid UTI:

- Get help to get to the toilet in time.
- Avoid constipation and ensure regular bowel movements.
- Sit in a good toilet posture, leaning slightly forward with bent knees and feet resting on the ground or on a footstool.
- Encourage repeat to stand up and sit down again a few times. This may facilitate urine to be voided that was left behind the first time.



### We are here to help:

If you need more information or assistance, or just feel worried, please contact your ANHF Home Care Advisor or registered nurse. We will conduct an initial assessment for you or your loved one and arrange referrals to allied health for further investigation and treatment.

### References:

- <https://www.healthline.com/health/urinary-tract-infection-adults#prevention>
- <https://kidney.org.au/resources/factsheets-and-photosheets/urinary-tract-infections-factsheet>
- <https://www.vicniss.org.au/>

## COURTESY REMINDER

Please take note that Monday 14/06/2021 is a public holiday.

Hourly service fee will be charged double of the basic rate.

Please contact your Home Care Advisor if you still need service on this day.

