

Chat with us

Are you concerned about being treated respectfully, fairly and appropriately?

Do you need assistance with:

- Ensuring your right to have visitors is upheld
- Understanding aged care provider services or fees
- Accessing, or getting the most from, your services
- Having a say in your care and the things that impact your life

If your answer is yes, or you simply want advice about your aged care services:

**Chat with us
1800 700 600**

We will talk through the issue with you to get a full understanding of the situation and your wishes.

We are guided by what you want.

We work for you - free, confidential and unbiased.

Advocare

Empowering older people in WA

**Free Advocacy Line
1800 700 600**

OPAN | Older Persons
Advocacy Network

Find out more visit:
opan.pub/home4
or scan the QR code



News for You

Aged Care Advocacy Newsletter | August 2022 | Issue 4



Jason van Genderen with his mother Hendrika, known as Oma

Everybody's Oma – a family's journey with dementia

Jason van Genderen's video experiments with his mum captured hearts around the globe. They shed light on his family's journey caring for family matriarch, Oma as she lived with dementia. We spoke to Jason and Megan, about involving their kids in Oma's life.

Jason: Kids bring this beautifully unfiltered response. As adults we sometimes get caught up in the complexities of care and we forget how simple care can be. And one of the beautiful things with Arty that we saw was just the ability to have a plate of mashed potato and apple sauce with Oma. And he would love it just as much as she did!

Megan: The kids were Oma's life force. When Evie was born, we were starting to notice Oma couldn't make conversation anymore. But with Evie, there was this unbelievable bond. Oma didn't need to speak to her. She could communicate just by smiling and touching and holding.

Megan & Jason: Oma taught Arty and Evie that she's not going to be around forever, and we had to make the most of opportunities and find memories together. She taught them so much respect, compassion and resilience. That is a beautiful gift she's given to our kids.

Watch the full interview here: opan.pub/oma
Everybody's Oma screens in cinemas throughout August.

RICHARD'S STORY*

How an advocate supports your choices about your care, and personal and social life.

I entered aged care after being hospitalised suffering confusion. My medical team diagnosed me with advanced dementia, but my symptoms were the result of an infection.

After being treated, my health improved but my son David had arranged for me to be in aged care permanently. I called Advocare for information about my options with my living situation. My Advocate listened when I told them how I'd arrived in aged care without my clothes, personal items, or keys.

I had asked David if I could go home to collect my things, but

he said that aged care is the best option for me and that he was planning to sell the house. My Advocate helped me to access a geriatrician who confirmed that I could make my own decisions. My Advocate then phoned David to arrange a family meeting.

After the meeting David returned the keys to my home and withdrew as my Enduring Power of Attorney. My Advocate organised for me to visit my home and supported my decision to have my grandson Peter appointed Enduring Power of Attorney.

I chose to stay in aged care and with the help of my Advocate was able to arrange the sale of my home on my terms.



Contact Advocare for free and confidential information and advice on:

- ★ the quality of your care
- ★ having a say on your care
- ★ receiving visitors

**Chat with us by calling
1800 700 600**

*Circumstances and names have been changed for privacy reasons.

Local Hero winner – Jack Cooney

Meet News for You's first Local Hero

Jack Cooney was nominated as Local Hero for generously giving his time to other residents at his aged care home. Jack is a volunteer room visitor who keeps other residents company and brings their concerns to the management when needed.

Jack also participates in the Men's Shed where the men come to have a chat. "I go round to their rooms on a pretty regular basis and say hello and see if they've got any problems or they want me to do anything for them."

"I'm just your average guy, I don't see myself as being a great troubadour for

change. I'm happy to listen to other people, help them and transfer their problems to the people that can do something about it."

Read our full interview with Jack here: opan.pub/local-hero1

Send us a nomination for your local hero for Issue 5 and go into a draw to win hampers for your local hero and your aged care home.

For more details visit opan.org.au/localhero or scan the QR code right, or email enquiries@opan.com.au



DENISE'S STORY*

How an Advocate supports your right to live without abuse or neglect.

A staff member in my aged care home was generally rough in how they assisted me resulting in a knock and a wound on my ankle.

The staff member denied any wrongdoing and also refused to call a doctor to examine my injuries until my family insisted. My family asked to speak with the care manager who continued to insist there was no evidence of wrongdoing.

My family called Advocare and spoke to an aged care advocate. The Advocate provided them with information about incident reporting, duty of care and complaint mechanisms. They supported my family in reporting the incident to the Aged Care Quality and Safety Commission (ACQSC) through the new Serious Incident Response Scheme.



The Advocate also suggested they write to the provider requesting a meeting to discuss the incident and request a copy of the incident report. My family felt empowered by my Advocate to request the meeting. They were reassured extra training for staff would be provided to make sure all staff are have the right skills and are careful when physically assisting myself and fellow residents.

For information about concerns with your care call Advocare on 1800 700 600

*Circumstances and names have been changed for privacy reasons.

You deserve to be safe

Australia's Charter of Aged Care Rights demonstrates what you can expect from aged care providers. The 14 rights recognise your fundamental right to be treated with dignity and respect. Know your rights and exercise them. Here are some of them.

You have the right to:

- ★ Safe and high-quality care and services
- ★ Be treated with dignity and respect
- ★ Live without abuse and neglect
- ★ Have a person of your choice, including an aged care advocate, support you or speak on your behalf
- ★ Have control over and make choices about my care, and personal and social life, including where the choices involve personal risk.

Call Advocare for aged care support on 1800 700 600

What is good dementia care in aged care homes?

Good care of people living with dementia in residential aged care involves:

- ★ individualised care plans
- ★ information provided in the resident's preferred language
- ★ the involvement of relatives and friends
- ★ effective pain management
- ★ access to the advice of a variety of health professionals.

For more information on what good care looks like, visit Dementia Australia at dementia.org.au



Keep these numbers handy

Advocare

1800 655 566

Aged Care Quality and Safety Commission

1800 951 822

My Aged Care

1800 200 422

Dementia Australia

1800 100 500

National Seniors Australia

1300 765 050

Lifeline

13 11 14

Legal Aid WA

1300 650 579

FriendLine

1800 424 287

PUZZLE TIME - FIND THE WORDS

WORD FINDER

E	E	J	G	P	P	C	U
X	T	C	A	R	E	O	Z
A	A	O	R	E	H	N	T
C	C	B	K	L	Y	S	A
D	O	R	N	T	L	E	S
D	V	N	E	R	F	N	H
F	D	F	T	A	U	T	T
N	A	R	C	R	A	G	Y
S	E	T	I	Q	O	Y	M
N	S	T	E	G	D	L	U
S	P	G	S	A	H	B	T
Z	A	A	E	I	D	T	C
W	O	R	Y	B	L	A	S

ADVOCATE

AGE

CARE

CONSENT

CONTROL

FACTS

HERO

LISTEN

MYTHS

READY

RIGHTS

SAFETY

SUDOKU

Fill the grid with the numbers 1 to 4 so each number is only used once in each row and column.

	1	2	3
	2		
2	4	3	1
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WIN A \$500 HAMPER



Complete our survey by 30 September to go into the draw to win.

Visit: opan.pub/survey4 or scan the QR code to complete our survey.

We acknowledge the Traditional Custodians of Country throughout Australia and recognise their continuing connection to land, waters and culture. We pay our respects to their Elders past, present and emerging.

Advocare

Empowering older people in WA

advocare.org.au

Advocare is a proud member of the Older Persons Advocacy Network (OPAN), offering free, confidential and independent aged care advocacy. There is a member organisation in each state and territory.

 **OPAN** Older Persons Advocacy Network

opan.org.au

Advocacy Line 1800 700 600

We welcome your feedback. Email: enquiries@opan.com.au