



Sapphire Living News

Winter 2021





Message from our Operations Manager, Michelle Leonard

As we journey through winter, it is important that we keep mentally and physically active. There is a lot you can do even in these colder months.

Your Home Care Package can be used to assist you with Lifestyle and Wellness activities to keep you connected with your community this winter and we encourage you to speak to us about how we can further connect you within your local community, including:

- Social outings
- Attending functions
- Shopping companion
- Medical appointments

We understand that information surrounding the vaccination roll-out can be confusing. Rest assured we're here to support you to find a local vaccination clinic and be on hand to take you to your appointment if you choose to do so.

Remember that we are here for you, and that you can contact your Care Manager or our office to support you.

Stay safe and have a lovely winter. Please contact us if there is anything you would like us to assist you with.

Best wishes

Michelle

The importance of companionship

We help you stay connected with your family and community



Companionship often decreases as we age. This can be due to being less active, family moving away, retirement or losing a partner. This can lead to loneliness and health issues.

Our team can take you on social outings, you may have a favourite cultural or sporting event you would like to go to, or see a movie, or attend a function.

Shopping is easier when you have us as a companion to take you, we can even go to a café with you and enjoy a chat.

We can be your support by taking you into your medical appointments.

Contact your Care Manager and discuss how we can help you get out and about and stay connected to your community.

Meet Eunice



Eunice has been a L4 HCP client with Sapphire Living since 2018.

Eunice takes part in Inala day respite – 5 days per week and enjoys all aspects of outings/activities and friendly atmosphere that the centre provides.

Eunice also has access to our Allied Health services in which she utilises podiatry and physiotherapy on a regular basis. Eunice especially loves her weekly massages – it enhances her health and wellbeing.

Eunice loves a regular visit from our nursing team – who always go above and beyond to make sure

all our clients have all their nursing needs met.

Eunice would be lost without all these services and in her words – Sapphire Living has made a huge difference to her life.

She is looking forward to more adventures with the Respite Team and her Community Care Team.

Her quality of life is exceptional and she knows she can call on Mel her Coordinator as things change to review the care that she gets through her Home Care Package.

Tips for avoiding scams

SCAM ALERT!

Scams can look and sound genuine, which can make it difficult to tell when something is fake. Some common signs that something may be a scam include:

- The phone call, text or email is unexpected
- There is a deadline to comply with and a sense of urgency
- There are threats of fines, debts or jail
- There is a promise of financial benefit

Scammers work by deception, pretending to be someone they are not, e.g.:

- Pretending to be from a Government organisation like Centrelink, Australian Taxation Office
- Telecommunications office like Telstra or Optus

Most scams attempt to get your personal details or financial details. They then can use these to:

- Misuse your identity to commit fraud or other crimes
- Access your online accounts, including bank accounts or your myGov account
- Use your credit card
- Scam your friends and family

Although this can be alarming there are some things you can do and be aware of for avoiding scams:

- If you receive a suspicious phone call, take the caller's details, hang up and contact the company they claim to represent via the official communication channels listed on their website. Never call a number provided by the scammer

- If you receive a "robocall" telling you that you are about to be charged for something or have action taken against you, then hang up
- Do not share your financial details over the phone e.g. bank details, credit cards or passwords

Do not believe that an unsolicited phone call can demand that you:

- Provide your identity documents or information e.g. date of birth, Medicare card, Centrelink Customer Reference Number (CRN)
- Pay fees or transfer money on the spot
- Buy gift cards or vouchers e.g. iTunes gift cards to pay off a debt
- Buy cryptocurrencies
- Give "remote access" to your computer to "help you"
- Be on the lookout for myGov related SMS and email scams asking you to verify your myGov details
- Be aware of fake SMS messages from Australia Post that have links to a fake Australia Post website. Clicking on these links can infect your device with malicious software (malware)

For more information visit:

www.scamwatch.gov.au provides news and alerts on the different types of scams to be aware of
www.cyber.gov.au/acsc/view-all-content/alerts/individuals-and-families

If you're unsure you can always call the office. A legitimate caller will have no issue with you arranging a suitable time for a call back.



10 Winter warmer tips

Being comfortable and being warm go together.

1. Dress the part

- Go for layers of looser fitting clothing to trap in your body heat
- Wear natural fibres like wool, cotton and silk
- Hats and scarves can look and feel great
- Gloves can make a big difference when you are in the wind outdoors

2. Keep your feet warm

- Make sure that you are not wearing anything that would be slippery that could risk a fall

3. Throws

- Have one on your couch to snuggle in when you are watching TV

4. Stay active

- Exercise in accordance with your health and fitness level
- Stretch with resistance bands – ask your exercise physiologist or physiotherapist for the best ones for you

5. Keep hydrated

- Warm drinks are comforting
- Soups are great for getting your fluids and vegetable intake
- Select warming herbal teas like ginger tea and use cinnamon sticks to stir just about any herbal tea

6. Keep your skin hydrated too

- Cold winds can dry out your skin, so keep up the moisturiser and lip balm

7. Eat well

- Roast dinners are comforting and having the oven on can also warm the kitchen too
- Chilli warms you up and you can have it in many ways, like Mexican food, Asian food and Italian meals

8. Manage your windows

- During the day open blinds and windows and let in the sunlight
- At night close the blinds and curtains to better insulate
- Replace thin curtains with heavier drapes to insulate the windows

9. Block drafts

- Check the gaps between the bottom of doors and the floor – a door snake can make a huge difference to block off drafts
- Close doors to rooms that you are not using

10. Consult your health practitioner

- B vitamins and iron are available in foods, however some people may not get enough or absorb enough



Meet our team

Melissa Denholm - Coordinator

Where is your home base office?

Currently based in Inala

How did you come to work for Sapphire Living Services?

I applied as a Care Worker 5 years ago – was employed as a Senior Care Worker 2 years ago and was promoted to Coordinator 1 year ago.

What is the best thing about Sapphire Living Services?

The uniqueness of the company – the long standing team members.

What's a common question you get from clients?

What more can I spend my contingency on? What else can I buy?

What is something you would love clients to know about you?

That I am as busy as I say I am.....

If you could share a great tip with a client for winter – what would it be?

Stay warm, layer up, use extra blankets and keep hydrated

What do you like most about your job?

The team that I work with – they are great! We make each other all look good.

What do you like to do when you aren't working? Camping/hiking

What's a fun fact about you many people may not know?

I have 5 step children and 11 grandkids

What does the word care mean to you?

To look after someone or something

Being in the care industry - Caring for others can be mentally and physically draining? What do you do to take care of yourself – how do you relax and refresh – any great tips?

I am a regular 4.30 am gym goer, drink lots of water, take care of yourself first

Where is your favourite café or coffee spot in your local area? What do you love about it?

Zarraffa's Heathwood. It's close to the office and the staff are always so nice – also very quick with their service.

What is your favourite spot to holiday in Australia?

Anywhere near the mountains - barefoot in the grass is the best feeling

What is the most courageous thing you have ever done?

Anytime I have to ask for help – it's not my usual 'go to'

If you could learn to do anything what would it be?

Sign language – it's on my to do list

Is there anything else you would like to share with us? Hobbies, sporting teams, funny stories?

I have been involved in the scouting movement for around 30 years as a youth member and also as a volunteer leader in various roles – now I am in charge of 8 scout groups in my local area. Yes, I am busy busy busy!



Easy tasty chicken soup

► INGREDIENTS

- 600mls organic chicken broth (or veg broth)
- 1 tbs ghee
- 3-4 leaves of silverbeet spinach
- 1/4 bunch parsley
- Sea salt
- Black pepper

► METHOD

1. Bring the broth to the boil
2. Remove from the heat and pour into blender
3. Add the remaining ingredients
4. Place hand on top of the blender
5. Blitz for 20-30 seconds or until mostly blended
6. Season and remove from the jug
7. Serve

Get more out of your Home Care Package

Get support for your mind, body and home. Your Home Care Package can fund more – call us and we can talk about how to assist you best.



► FLEXIBLE RESPITE SUPPORT

Carers and family members play an important role and they sometimes need a break. We work with you to determine the frequency of support you need.

Whether it's a regular break to recharge, or if something unexpected comes up, we're able to help so give us a call today and check the services available in your area.

Our flexible respite services include: regular weekly support, extra help and support, short stay recovery, day stay and overnight stay.

► ALLIED HEALTH

We partner with Allied Health Practitioners, they are part of your health support team. Check with your care manager about services available in your area. Our Allied Health services provided include:

Physiotherapy

Caring for people with physical limitations and chronic conditions. Treating conditions including osteoarthritis, strokes and pain management.

Occupational Therapy

Enabling people to participate in everyday life, including modifying the environment and activities.

Exercise Physiology

Clinical exercise interventions with a broad range of health issues including cardiovascular disease, pulmonary disease, and arthritis.

Podiatry

Supporting people with diabetes, circulatory diseases and clinical diagnosis of falls. Conditions include heel pain, bunions, ingrown toenails and calluses.

Speech Therapy

Assisting difficulties in swallowing safely, and communication disorders resulting from illness.

Dietetics

Managing diets and nutrition for health conditions including diabetes, heart disease, cancer, food allergies and obesity.



Sapphire LIVING

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Sapphire Living – the care that comes from here

We always put people first. Our long-standing staff are the best people for their job, which not only means they're the most qualified and skilled, but also the most caring, empathetic and respectful people. Our team works towards our vision of Home Care that puts the Queensland people we care for, first and foremost – every time, in everything we do.



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Also available online sapphireliving.com.au

Part of the **myHomecare** Group