

# Support

Caring better together

*at home*

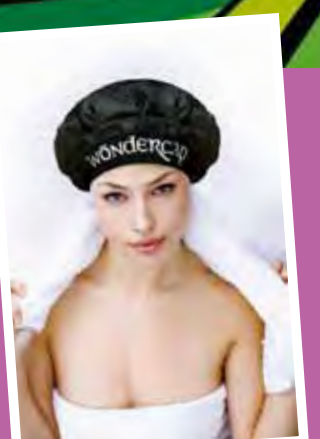
Ideas +  
Advice!

## Five A Day!

Easy ways to serve  
fruit and veges

### INSIDE

- + Upskilled care?  
who decides?
- + Your questions  
network feedback



# welcome

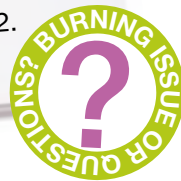


*Family Care* often receives letters and emails from support workers and those receiving help at home about issues they want to share with others.

Our *Support At Home* section is published to help families and those working with them better understand one another's points of view, and share ideas about how to manage common issues.

Send your comments, opinions, and ideas for articles to us so we can include them in future editions, and get answers to your questions!

Email them to [info@carers.net.nz](mailto:info@carers.net.nz), or post them to PO Box 133, Mangonui Far North 0442.



Are the differences between support workers, nurses, and other health professionals clear enough? RL's letter raises important concerns.

**Share your opinion or experiences! We'll publish responses in our next issue.**

## *Dear Support at Home*

Mum has a District Nurse in to do a procedure for her morning and night.

Her normal nurse didn't come and, through speaking with the replacement, I become aware that this person was not a District Nurse but an 'upskilled carer'.

I found out that the District Nurse had been taken off Mum and replaced with this upskilled carer.

I have no problem with carers being upskilled if they can safely do the job.

But I do have a problem with the fact that this worker was dressed exactly like a District Nurse.

Under the name on the name badge it did say something else, but half the time you don't get to see these badges, or else the

writing is so small you cannot see it easily (even though I am not elderly).

In making inquiries I also found out that if a doctor asks for a District Nurse to be sent to a person, it is up to the company that has been contracted to provide care that decides who is sent to do the work.

Then it is up to the sick or elderly person or their family to complain, or to get their doctor to complain, if the service isn't right.

Apparently a District Nurse does oversee this worker and pops in once a week to check (if this is requested).

Am I the only one that thinks this is strange?

How do you realise someone is not what they appear to be when they are dressed exactly like a

District Nurse?

Maybe I am just new to this area, and still learning how things work.

I have noticed that it seems to be the question you do not know to ask that is at the heart of many problems.

Maybe this is not happening everywhere in New Zealand, or maybe people just have not noticed (as I nearly didn't).

Thanks for listening and for your suggestion of putting this in writing.

I look forward to any feedback!

Sincerely, RL

*What do you think?*

[info@carers.net.nz](mailto:info@carers.net.nz)

PO Box 133, Mangonui,  
Far North 0442

## Do Unto Others?

As a new reader of *Family Care*, I was encouraged to read about privacy matters while receiving services in your last issue.

I have received home help for 30 years.

A recurring problem is workers arriving unexpectedly outside their appointed days, and just walking into my home without knocking. Mainly they want their time sheet signed, or to discuss something relating to their hours.

I will think I am alone, then suddenly someone's there, in my home!

I have been caught in the toilet twice, in the shower, in my underwear in the bedroom, and in other situations.

Not only is this a huge invasion of my privacy, but when I hear the front door opening, I'm terrified. I don't know who is entering my home: it's an intruder, for sure, but are they going to rob or even murder me?

When I explain to home helpers that this is my private home, and that I'd like them to phone before arriving, or at least knock and wait for me to answer the door, they become highly offended.

Some have told their employer that they "can't work for her", and leave.

I wonder if other readers have had these problems?

KC, Te Aroha



## Receive every issue!

At the ripe old age of 72 I have become a support worker, and enjoy this very much. Recently I was lent a copy of your magazine and would like to receive my own subscription. How can I do this?

Julie Murray

To receive a free individual subscription to *Family Care*, just contact us (details opposite). Employers and agencies can also request bulk copies for their workers and clients (a koha of \$1 per copy is requested to offset postage costs).

## Dear Support At Home,

I noticed your recent giveaway for a Warming Wondercap and would like to enter this for my shower giver, who turns up to give me my shower at 8am with wet hair hanging around her neck and shoulders.

She lives on a yacht at the wharf and has cold showers every morning when she runs out of gas for the califont.

She is so caring, massaging and rubbing lotion into my skin. I do appreciate her wonderful support.

My husband is my 24/7 carer (I have multiple sclerosis and had a stroke several years ago, so need lots of help). I think that a Wondercap would be a help to my support worker. I would hate to be the cause of her getting pneumonia!

Jayne Smith, Thames

**Thank you Jayne. We have sent a special Wondercap gift pack for your support worker, and hope this helps to ward off autumn chills! Wondercap products can be heated in the microwave to soften and condition hair. Watch for new Wondercap products in May 2010!**

**DRAKE** MEDOX

# Drake Medox Homecare

## We'll provide a needs-specific homecare plan that works for you.

Drake Medox is contracted to ACC to provide support to people in their own homes. We also provide care for private clients.

The carers that we make available to you are screened thoroughly to meet your requirements. At Drake Medox all clients and carers have the personal support of our consultants 24 hours a day.

Call us today – we would like to help you.

Contact details: Drake Medox, PO Box 5846, Wellesley Street, Auckland. Telephone: 09 573 0595, 0800 DRAKE1, Facsimile: 09 573 0585, Email: [homecare@nz.drakeintl.com](mailto:homecare@nz.drakeintl.com)

**DRAKE** O U T P E R F O R M

[drakeintl.com](http://drakeintl.com)

# healthy snacks

By Sharon Mark



Fruit and vegetables are tasty and packed with vitamins, minerals, and fibre to help us maintain healthy body functions.

Fruit and veges also have a role in keeping us hydrated. The recommended daily intake of fruit and vegetables is five handfuls or more each day.

This sounds easy enough, but for busy carers, the elderly and those with illnesses or certain disabilities, achieving our daily dose of healthy nutrients can be difficult.

## Daily needs









Nutritional requirements vary according to age, activity and health.

Generally, a healthy diet should include reasonable amounts of protein, fibre, minerals and vitamins, but not too much sugar or animal fat.

Whole grains, cereals, fresh fruit and vegetables are high in vitamins and fibre, and should thus be eaten as often as possible.

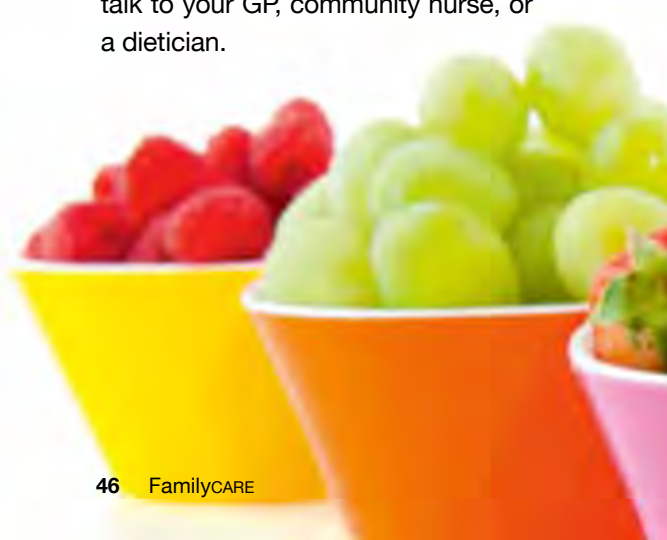
Fibre is especially important in helping to prevent constipation in someone who isn't fully mobile. If the person you support needs assistance with their intake of food and liquids, talk to your GP, community nurse, or a dietician.

## Does the person you support need help with eating and drinking?

-  Invest in nonslip or rubber mats to stop chopping boards and plates sliding during meals.
-  Use cutlery with large easy grip handles to promote independence if regular cutlery is hard to use.
-  Provide finger food if it's difficult to use cutlery. Eat together around the table to enjoy shared meals.
-  Serve soup in a mug so it's easier to drink.
-  Invest in a sipper cup or flexi-straws to make drinking easier.
-  Place food within easy sight and reach. Invest in appealing napkins or clothing protectors to make meal times easier. Provide favourite, healthy, appetising foods.
-  Try a lap tray with bean bag padding underneath for meal times and snacks if someone can't eat at the table.
-  Play soothing classical or 'old time' music (or favourite radio stations) to make meal times special and enjoyable.

## If the person you support has a poor appetite, it may help to serve small meals which are light, nutritious, and attractively presented.

Allow plenty of time to eat meals, and serve them in comfortable, quiet surroundings. Remember, if the person spends a lot of time in bed, they may not have a big appetite. In any case, it isn't easy to eat lying down, so it may help if the person can have their meals sitting at a table. If they have difficulty getting food to their mouth, you may need to help them, or you can buy specially adapted crockery and cutlery (an occupational therapist or your nearest Disability Information Centre can give advice). When you are helping someone to eat, sit beside them and offer small mouthfuls, allowing plenty of time for chewing and swallowing.



# eat well drink plenty



Cherry tomatoes, strawberries and grapes are small, juicy, easy to eat, and require no preparation. Keep them in the fridge or fruit bowl and grab a handful when you're hungry. 🍓

Keep a bowl of fruit on the table or bench. If you see fruit you are more likely to eat it. Buy fresh seasonal fruits and veges. They will be less expensive and taste their best.

🍓 Invest in a blender: smoothies are a simple, tasty way to get your fruit and veges. Add Weetbix and other grain foods to your smoothie for a real nutrient boost. Dried pineapple, mango, banana chips, raisins,

sultanas, dates, figs, apples, and apricots are all healthy snacks which are readily available at supermarkets, health food stores and bulk food outlets like Bin Inn. Kept in airtight containers, they will last for weeks and are a convenient snack on the run. 🍓

Water straight from the tap, filtered, or boiled is a convenient, low cost way to stay hydrated. Try squeezing an orange, lemon or lime into your glass or bottle of water for a zesty flavour. Campbell's V8 or other fruit and vege drinks can be consumed on their own, as an ingredient in a smoothie, or frozen into ice blocks as a tasty, healthy alternative to sugary cordials and soft drinks. 🍓

Chilled celery and carrot sticks can be served with cottage cheese or yoghurt as dips (natural yoghurt mixed with grated cucumber, lemon juice, and chopped mint is another yummy option). Try mixing up a jelly in the usual way and add tinned fruit before it sets; this treat is surprisingly filling, easy to swallow, and great for hydration.

## Sammy's Famous Fruit Salad Smoothie

### Ingredients

- 1 can of fruit salad in fruit juice
- 2 tbsp sweetened natural yoghurt
- 2 tbsp vanilla ice cream

### Method

Place all ingredients into a blender and whizz til you think everything is combined. Pour into glasses or mugs and serve.

## Uncle George's Banana Smoothie

### Ingredients

- 1 banana
- 2 tbsp sweetened natural yoghurt
- 250mls milk (1 standard glass)

### Method

Cut banana into bite size chunks, and add to milk and yoghurt in a blender. Whizz til you think everything is combined. Pour into glasses or mugs and serve. For extra creaminess replace ½ the milk with 2 scoops of vanilla or French vanilla ice cream!

## Homecare Support Services

Geneva Health Homecare can support you at home with Nursing Services and Household Assistance

We tailor quality care to provide you or your family member with companionship, basic housework, meal preparation and assistance with personal cares.

Our team of mature and conscientious **Homecare Assistants** are available for homehelp and nursing care, including respite, convalescence and palliative care.

We also have specialised and trained staff in high level needs and challenging behaviours.

From 24-hour care to a few hours per day, we can plan the support required to provide just the right balance of care and independence.

Our Team is available across New Zealand including the main centres and many provincial locations.

**Please call our Homecare Team on 0508 466 322**



# SUPPORT