

## Aged Care Services



*Lynda is living an easier life with specialist assistance at home.*

## Staying at home and loving life

“I was lying in bed one morning and I could feel the sensation and texture of the sheets. It was lovely!”

It's a simple thing many of us take for granted, but for Lynda it was a revelation in her journey to an easier life.

Lynda has a complex medical history, experiencing Lymphoedema (excessive swelling due to blockage in the lymphatic system) in both legs. Through MercyCare's Short Term Restorative Care (STRC)

Service, under its Community and Home Support, a specialist Lymphoedema physiotherapist and a regular physiotherapist were enlisted to visit Lynda twice a week, as well as an occupational therapy home assessment and personal care assistance.

MercyCare trialled and then purchased a pneumatic pump, which has been life changing

for Lynda. With the fluid being more easily offloaded, the swelling in her legs reduced and she found feeling returned in her feet and lower legs.

With the improvement in her legs and a personalised set of exercises, Lynda's mobility has increased, enabling her to do more around the home.

“The program has made everything easier,” Lynda said.

“This was my first experience of MercyCare and I cannot recommend them highly enough. They couldn't do enough to help me.

They answered all my questions, arranged equipment that would make a difference and made themselves available whenever I needed them. All the people involved have been just wonderful. It's been so worthwhile.”

Lynda has been one of many that MercyCare has been able to assist to stay in their own homes for as long as possible.

The early intervention program improves the physical strength and wellbeing of older people, assisting people to continue to live independently and most importantly, enjoy life staying connected with family, friends and their community.

In line with MercyCare's person-centred approach, service users take a lead role in identifying what they want to achieve and how the program can be tailored to their needs.



## What is a Home Care Package?

A Home Care Package is a program of personalised care designed to help people stay in their home as they get older.

MercyCare's Home Care Packages put you at the heart of the process. We understand that everyone has different circumstances, desires and lifestyles, so we will tailor a care plan to meet your needs.

This could involve a multidisciplinary team consisting of a Case Manager, GP, nurse, occupational therapist and physiotherapist or exercise physiologist. These health care professionals can be engaged to make sure that every aspect of your care is assessed, planned for and properly delivered.

It is all part of our mission to keep you happy and healthy in your own home for as long as possible.

## Meet some of our friendly staff

### **Kate Bona** Support worker

It's the special moments that touch Community and Home support worker Kate Bona.

"I love the one-to-one interaction. I love hearing the life stories and having the privilege of spending special moments," Kate said.

Kate has been providing care to people in their own homes through MercyCare's Community and Home Support Services for the past four years. She's also been studying nursing and is now a qualified nurse.

Nursing has been an excellent addition to her other skills in providing medical assistance, personal care, domestic services and social support.

Seeing her clients maintain their independence and being able to brighten their day is one of the best parts of her job.



**Kate**

"Because I see the same clients, I am really able to build a rapport with them."

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**"MercyCare's willingness to go above-and-beyond and accommodate requests or changes is what I see sets us apart. Being able to do that for our client builds that great relationship."**

## Luisa Kolo'ofa'I

### Pastoral care

“When I first started in residential aged care, I just knew it was for me – it came so naturally. I kept pinching myself as I don't feel like I'm even doing a job,” Luisa Kolo'ofa'I said.

For the residents who remind her of her own grandparents, she takes a all-encompassing view of her role.

“I'm here to support people emotionally and spiritually in a holistic way. Every person's spiritual needs are different.

“Spirituality runs outside of religion – it's about what matters to them.

I always delve into each person's culture and background, and by knowing that, I am able to support them.”

Luisa's pastoral care extends across all the residents, but has a special focus on palliative care and new arrivals.

She runs a support group with families transitioning their loved one into care. She also gets residents who have been through the experience themselves to encourage and support the new arrivals.



Luisa

## Lynette Rademeyer

### Senior enrolled nurse

“When I emigrated from South Africa to New Zealand my Mum fell sick. I was working so my sister went back to care for her. My working in aged care is giving back when I couldn't for my Mum. I can look after other people's Mums and Dads,” MercyCare senior enrolled nurse and palliative care specialist Lynette Rademeyer said.

Lynette's passion for aged care is personal, and she has treated the employees and residents at MercyCare Residential Aged Care over the past nine years as family.

“It's something about this place, the people. I live across from an aged care centre, yet I still drive all the way here to do my work.”

As with many of MercyCare's Residential Aged Care staff, Lynette is a long-term member and has seen the huge difference that makes to residents.

“When you know the residents, it's easy. You know what to look for, notice subtle changes and can stay on top of their care.

“Every single person is an individual with personal needs – and when the staff know them well it makes it easier to meet those different needs and wants.”



Lynette



Volunteers Whiskey and Alison bring joy at MercyCare's Wembley Residential Aged Care Centre.

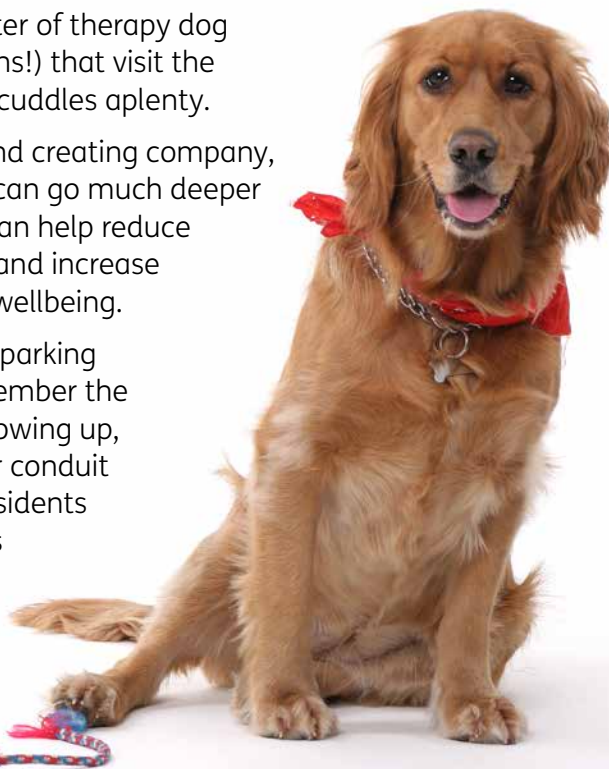
## The power of a pat

With a simple wag of the tail our four-legged volunteers have been bringing joy to residents across MercyCare's residential aged care centres.

Each centre has its own roster of therapy dog volunteers (and their humans!) that visit the centres to receive pats and cuddles aplenty.

While brightening moods and creating company, the benefits of pet therapy can go much deeper with studies showing pets can help reduce blood pressure and fatigue and increase physical activity and social wellbeing.

They are also important in sparking memories as residents remember the dogs they may have had growing up, as well as providing another conduit to the community as the residents connect with the volunteers through the dogs.



### Contact us to find out more

#### Our team is here to help.

Call or email for more details about how we can help provide the services and care that you need.

Please contact us between the hours of 9am and 5pm, Monday to Friday.

**1800 637 299**  
[agedcare@mercyCare.com.au](mailto:agedcare@mercyCare.com.au)



Our Residential  
Aged Care Centres:

Joondalup  
Kelmescott  
Maddington  
Rockingham  
Wembley

## Zac's extended family

Zac Abdullah has 105 extra grandmothers and grandfathers, and he wouldn't have it any other way.

"I enjoy the happiness that comes from the residents. They are happy to see you, they are thankful for what you do for them. It is just like having 105 extra grandmothers and grandfathers," Therapy Assistant Zac said.

Zac has just celebrated 10 years at MercyCare's Residential Aged Care Joondalup having chosen a therapy career as a teenager after being raised with a deep respect for the elder members of our society.

As a therapy assistant, Zac said he loves taking care of the fun outings, exercise and social activities to give residents a sense of home and community.

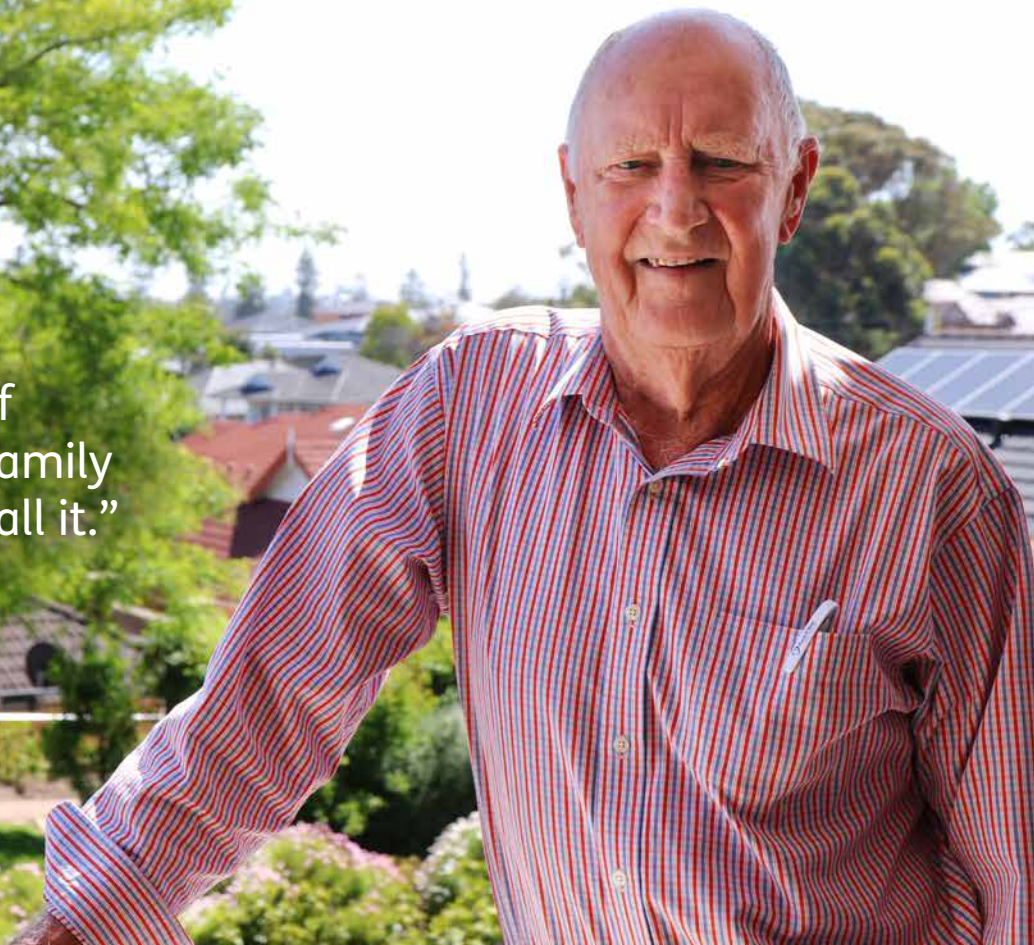
"When you are in an acute aged care setting, there's not a lot familiar from when you were at home. We try to make the place seem as familiar as possible," he said.

Zac's enthusiasm and genuine care for the residents at Joondalup has made him a passionate advocate for MercyCare Joondalup's

intergenerational program. Children from MercyCare's early learning centres and students at Belridge Secondary Education Support Centre visit residents with a host of benefits for young and old.

"When kids come in and you see a heartfelt emotion, the smile comes from their eyes," he said.

"Both parties get equal benefit. For the kids it gives them that confidence to approach someone and have a chat. For the residents it is letting that person into their world."

A photograph of an elderly man, Ron Gibson, wearing a red and white vertically striped button-down shirt. He is smiling and looking towards the camera. The background shows a residential area with green trees and houses under a bright sky.

“There’s a real sense of community – a large family you could just about call it.”

## An easy life

“Life’s pretty easy here, pretty good,” said retired farmer and Mercy Village social club president Ron Gibson.

Together with his wife Gwen, the couple retired to Mercy Village a decade ago after 42 years on their farm near Esperance, in a move that would take them closer to their daughter and grandchildren.

“Mercy Village has a lot going for it. It’s small enough that you know everyone and are there to help if needed,” he said.

“It’s a magic location – really central to the train, buses, freeway. We look over Lake Monger and there are plenty

of places to go and eat close-by if you want to head out.”

As president of the social club Ron co-ordinates events including twice-monthly catered dinners, gatherings every Friday which can include invited musicians, and the monthly “The Floor is Yours” show where anyone can perform.

Day trips are also held, the most recent a trip to Toodyay.

“For those that want to, there is a real social aspect and the opportunity to get together.

“There are a lot of people on their own here, so its nice to provide an opportunity where you can get out and catch up with people.

“There’s a real sense of community – a large family you could just about call it.”

On the historic site in the heart of Wembley, Mercy Village includes a community centre that plays host to the village choir, Tai Chi, craft and bridge groups, and fitness classes.

There is also a village library and gymnasium all surrounded by the beautiful campus gardens.



Mercy Village currently has spacious apartments and villas for sale. To organise an inspection, tour the village facilities and meet our staff, please contact Caryl Sutrisno, Mercy Village Agent, on 0419 185 264 or [caryl@seniorsown.com.au](mailto:caryl@seniorsown.com.au).



## Bringing joy across generations

Whether you're three or 103 years old, age is no barrier to fun. When these two generations get together under MercyCare's leading intergenerational program, special connections are formed that have significant benefits for all.

For the past five years, MercyCare has been connecting residents from its aged care facilities with children from its early learning centres. Aged care residents visit the early learning centres, and vice versa.

The program highlights the importance for people to stay socially connected, no matter what age they are. The experience allows people, young and old, to bring energy, a sense of fun and shared stories to each other's lives.

For the older generation it reinforces the important role they continue to play in society. It is just one avenue MercyCare employs to allow its residents to stay connected to the community to avoid social isolation and loneliness.

"When the residents and the children come together the generation gap evaporates as each learn from each other. You see the mood in the room lift as special bonds are created, residents re-learn things they already knew but had forgotten and it allows them to connect with their own past and the many things they have achieved in their own life," MercyCare Aged Care Services Executive Director Joanne Penman said.

"Just because a person is getting older doesn't mean they want to be isolated, so we do everything possible to minimise that for our residents."

While residents look forward to the program, children too have been quick to embrace the experience and the lessons of older people.

"Children from our early learning centres get many benefits from their social experiences with seniors. Older people have a considerable amount to offer and we believe the interaction helps build respect between generations," MercyCare Early Learning Operations Manager Rosina Smith said.

For the children, activities such as craft, play, reading together, singing and puzzles give them an opportunity to show MercyCare's core values of respect and compassion.

Like all social activities, the intergenerational is unique to each centre, with residents choosing to take part.

MercyCare's status as an early adopter of the increasingly-popular intergenerational care has been recently recognised under a partnership with Griffith University for a research program to show evidence-based benefits and best-practice.

