



# Mercy Matters

Autumn 2023

## A Year of Change and Hope

The new year has well and truly arrived and for the Mercy Services team we are geared up for a year of change as we prepare for the Commonwealth Government changes to residential, home and community care, and community transport within aged care. Although the details are yet to be released we are preparing behind the scenes so that when the details are released we will be able to keep you, your families and carers informed about how this will affect you.

Prior to these announcements we do face many challenges, the biggest of which is the recruitment of and supporting existing staff to meet the ever-developing needs of our community. We would like to take this opportunity to thank you for your ongoing patience and understanding as we struggle, at times, to fill various shifts across home and community care, transport and residential services.

Regardless of the current environment and what is to come the team at Mercy Services are as committed as ever in our endeavour to provide exceptional support and care in the tradition of the Sisters of Mercy. Be assured that the delivery of our core values, Justice, Respect, Care, Service and Unity, remain Mercy Service's number one priority as we strive to support you.

Finally, a thank you to for your ongoing support of the staff and volunteers at Mercy Services. Last year over 600 clients, residences

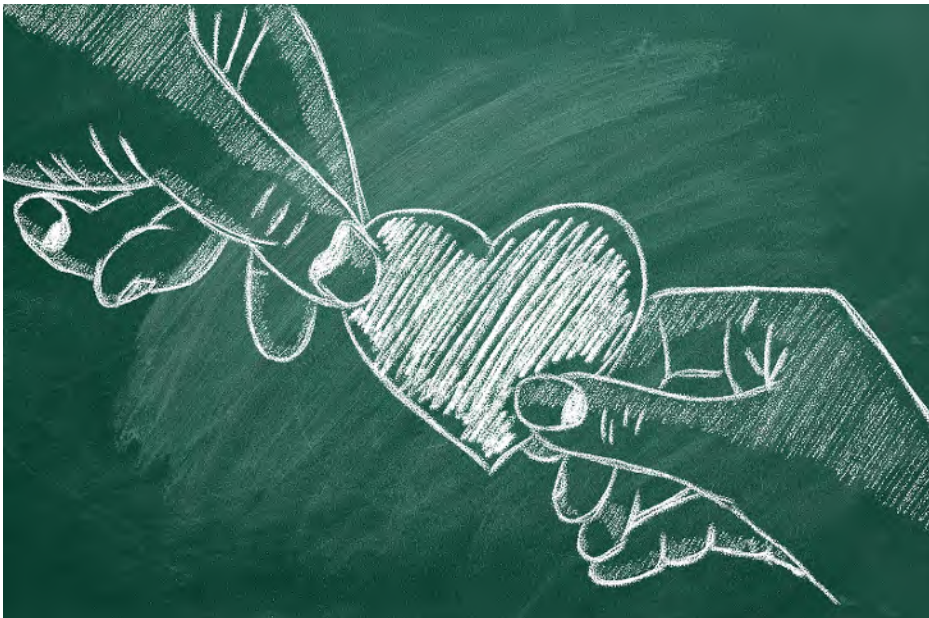
and family members took part in a client survey providing much welcomed feedback on all that Mercy Services provides. It was very encouraging to see that all sectors at Mercy Services performed very well, averaging a 93% satisfaction rating, more details are included in this newsletter. As with all services however, there is always room for improvement so we strongly encourage you to contact staff with any concerns you may have and to continue to provide us your ongoing feedback. By working together, we can ensure that Mercy Services continues to deliver high quality care and services that meet your needs.





# The Results are In ...

The results from last year's client survey have been compiled and we're very pleased with our 93% satisfaction rating. A breakdown of the other results are now available below.



**CLIENT SURVEY RESULTS 2022**

Across our services, over 600 clients, residents and family members responded with feedback on the amazing work you are doing.

All services had a similar theme and outstanding results in the following areas

**CONGRATULATIONS!!**

Happy Fantastic  
 Exceptional Great  
 Helpful Courteous RESPECT  
 Service DIGNITY  
 Spectacular POLITE  
 Quality Care

**FELT TREATED WITH DIGNITY AND RESPECT 98%**

**FELT STAFF WERE POLITE AND RESPECTFUL 90%**

**WOULD RECOMMEND MERCY SERVICES 90%**

*Exceptional care*

**COMMUNITY TRANSPORT CLIENT SURVEY RESULTS 2022**

clients agreed Mercy Transport Services provided appropriate communication on pick up times **99%**

clients agreed Mercy took their choices and opinions into consideration when delivering their service. **91%**

clients agreed Mercy Transport took appropriate precautions to prevent the spread of COVID-19 infection. **99%**

would recommend Mercy Services to a friend or family member **9.7/10**

Clients who had a complaint or concern felt it was handled in a fair and professional manner **97%**

**HOME AND COMMUNITY CARE CLIENT SURVEY RESULTS 2022**

clients agreed that Mercy responds to enquiries in an appropriate timeframe **96%**

clients felt safe and secure in the care of Mercy Services **98%**

clients agreed that their choices and opinions are considered and applied in their service delivery. **90%**

clients agreed that their issues or concerns were dealt with appropriately in a timely manner **91%**

clients agreed care staff (Care Managers and CCAs) are polite and respectful at all times **93%**

**RESIDENTIAL AGED CARE RESIDENTS AND SUPPORTERS SURVEY RESULTS 2022**

relatives/supporters were satisfied with how well our staff knew their loved one and how they protected them in the course of their duties. **100%**

residents felt they were treated with dignity and choice and their privacy is respected. **4/5**

relatives/supporters would recommend Mercy Services to their family or friends **8.7/10**

relatives/supporters were satisfied with the cleanliness of their loved ones rooms **93%**

relatives/supporters feel they are consulted in assessment and planning their individualised care **4.6/5**



# A successful completion

West Wallsend Day Centre has been host to the new ESTEEM Program since November 2022.

What is the ESTEEM program?

ESTEEM stands for Exercising, Socialising and Thinking: An Environmental Enrichment Model after Stroke.

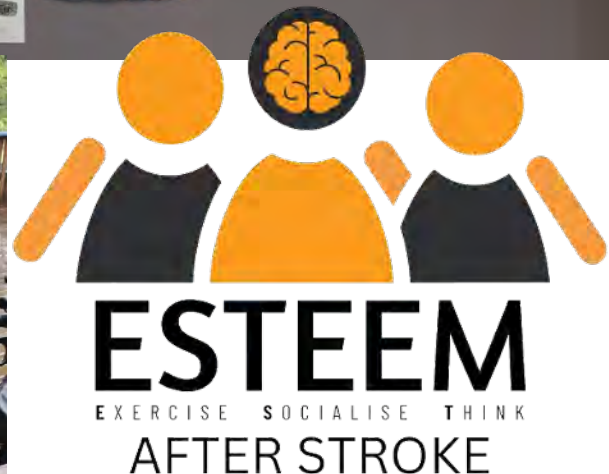
Participants are involved in all components of the program. The ESTEEM Program has been designed by people living with Stroke, health professionals, people working in community groups (eg exercise and creative arts people) and Hunter Medical Research Institute Researchers.

ESTEEM is based on the evidence that recovering in an environment where you can exercise, socialise and engage in new and interesting thinking activities will help the brain recover.

Since November 2022 we have completed our first group of 10 participants, who came for 90 minutes twice a week for ten weeks.

Feedback from participants has been very positive, with everyone not wanting the program to end! The participants are very proud of the art works they have made. They are happy with the physical, social and cognitive benefits of the movement to music, exercise and social time together. It is great to see the improvement in participants over the 10-week program!

If you know someone that is living with stroke and think they would benefit from The ESTEEM Program, please feel free to contact the ESTEEM Team on 0439 640 404 to learn more.





# Valentines Day at West Wallsend

Clients celebrated Valentines Day at West Wallsend with painting and decoration-making. Afterwards they received and enjoyed chocolate roses and entertainment from Brian and Shirley.





# Meet Dean ... an Elvis fan

Dean is one of our regular clients who has been traveling with Mercy Services Community Transport since 2004.

Dean is also an avid Elvis fan. Dean travels to many Elvis festivals all over Australia and he has even been on an Elvis themed cruise. This is Dean, preparing to attend the Elvis Festival at Katoomba. The costume was lovingly made by his mum, Joy.



## Community Art Classes with De

We're excited to introduce a new 2-hour Community Art Class at our West Wallsend Day Centre on Monday afternoons from 1.00pm.

This art program is run by Deanne Newland who has a Bachelor of Visual Arts and Diploma in Education, with 30 years' experience of art mentoring.

The program will benefit participants to engage in creative expression in an encouraging community environment. Participating in creative activities will increase fine motor skills as well as promote motivation and self-confidence, which in turn helps improve positive mental health. Participants will get to experiment with a broad range of art mediums and express themselves through art. It is a fun and relaxing program with professional guided tuition.

If you are interested and would like to know more, please contact Deanne Newland on 02 4962 6680 or [deanne.newland@mercyservices.org.au](mailto:deanne.newland@mercyservices.org.au).

**Mercy SERVICES**

*De's*  
**community**  
**Art Class**

Email [deanne.newland@mercyservices.org.au](mailto:deanne.newland@mercyservices.org.au) for more information or to book in

**This is a beginners class where you will come and be creative in a friendly and relaxed environment.**

**Monday 1pm till 3pm.**  
**Taught by Deanne Newland**  
**\$80 per class includes all art materials and profession tuition.**  
**Part of the fee can be deducted from your NDIS, CHSP, HCP depending on which package you have.**  
**At: 13 Brook Street, West Wallsend. NSW**





# Always something to do at Singleton Mercy Aged Care

At the Singleton Mercy Aged Care our residents participate in a variety of activities throughout the week.

We have Bingo, board games, arts and craft, playing on the sensory table, a Book Club, lunch outings, movies and a Happy Hour each Friday afternoon.

The wonderful volunteer hairdressers are here each Tuesday morning to set the ladies' hair in our gorgeous and unique hairdressing salon.



# Super-easy Jelly Cookies



## Ingredients

250g butter, softened

1/4 cup caster sugar

1 egg

2 1/2 cups plain flour

85g Aeroplane Original Lime jelly crystals

85g Aeroplane Original Raspberry jelly crystals

85g Aeroplane Original Orange jelly crystals

1/4 cup boiling water

*This quick recipe will definitely  
add colour to your table.*

## Method

### Step 1

Using an electric mixer, beat butter and sugar until pale and creamy. Add egg. Beat until combined. Sift flour over butter mixture. Beat until combined. Divide dough into 3 equal portions.

### Step 2

Place jelly crystals in 3 separate bowls. Working with one flavour at a time, add 1 tablespoon boiling water crystals will not dissolve completely). Add 1 portion of dough. Stir with a wooden spoon until well combined. Place on a sheet of plastic wrap. Using plastic wrap to avoid dough sticking to your fingers, shape into an 18cm-long log. Repeat with remaining jelly crystals, boiling water and dough to make 3 logs. Freeze for 30 minutes.

### Step 3

Preheat oven to 180C/160C fan-forced. Line 3 large baking trays with baking paper. Remove 1 dough log from freezer. Slice log into 1cm-thick rounds. Roll each round into a ball. Place balls, 3cm apart, on one of the prepared trays. Press down slightly with palm of hand. Repeat with remaining dough logs. Bake for 12 minutes or until light golden. Cool on trays for 5 minutes. Transfer to a wire rack to cool completely. Serve.



# Puzzle Page

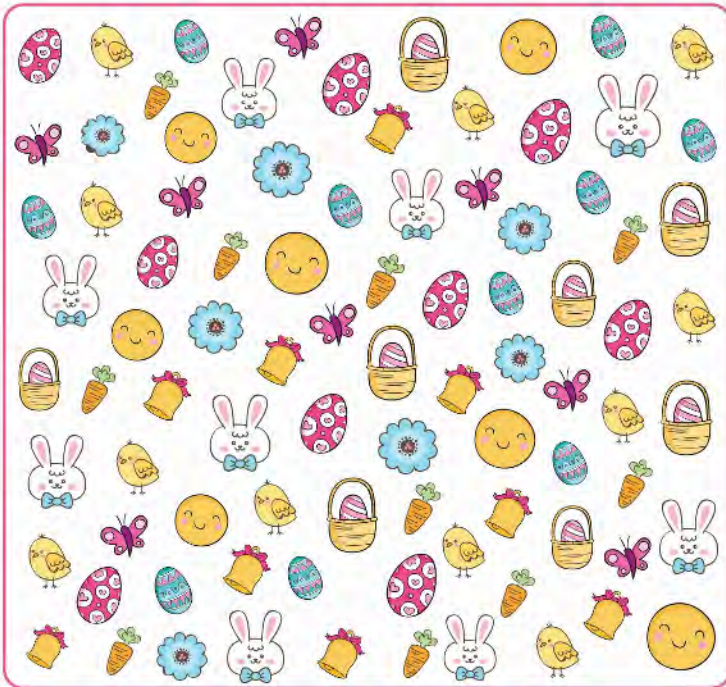
## Easter Word Search



- Basket
- Bonnet
- Bunny
- Candy
- Chicks
- Chocolate
- Daffodil
- Decorate
- Ducks
- Dye
- Easter
- Egg Hunt
- Eggs
- Family
- Flowers
- Grass
- Happy
- Jellybeans
- Lily
- Parade
- Peeps
- Rabbit
- Spring
- Sunday
- Tradition
- Tulips

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

### Easter I Spy ...



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	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>

Can you spot the 10 differences?





# FIGHTING FLU STARTS WITH YOU

## Who should receive the influenza vaccine

Everyone six months and older is recommended to get an influenza (flu) vaccine each year. The flu vaccine not only protects you, but it also can help protect those around you.

### Influenza vaccination is especially important for some

The flu vaccine is strongly recommended and free under the National Immunisation Program for people most at risk of complications from influenza, including:

- **People 65 years and over**
- **Pregnant women (at any stage during pregnancy)**
- **Aboriginal and Torres Strait Islander people aged 6 months and over**
- **Children 6 months to less than 5 years**
- **People 6 months and over with certain medical conditions**

Some states and territories may offer free vaccines for other groups. Talk to your vaccination provider or visit your state or territory health department website to find out.

If you are not eligible for a free vaccine, you can buy the vaccine. Talk to local vaccination providers to find out how much it will cost.

## About influenza

Influenza is a common viral infection that affects people of all ages.

While it can be a mild disease for some, it can also cause very serious illness in otherwise healthy people. It can lead to hospitalisation and can cause death.

Vaccination is the safest way to protect yourself and others from influenza.

## About the influenza vaccine

Influenza vaccines are given each year to protect against the most common strains of the virus.

The strains can change from year to year so the vaccines may be updated from one season to the next, so it's important to get vaccinated every year.

The vaccine used will depend on your age. Your vaccination provider can tell you which vaccine they will use for you or your child's immunisation.

All National Immunisation Program funded vaccines available for use are quadrivalent (four strains—two influenza A and two influenza B). They are latex free.

## Influenza vaccine safety

The influenza vaccine has been around for many decades and has a great safety record. Common side effects from the influenza vaccine include mild pain, redness or swelling where the vaccine is given. These side effects usually last for a few days and go away without any treatment.

While some effects may seem like influenza, none of the influenza vaccines available in Australia contain live influenza viruses, so they cannot cause influenza.

People with egg allergy (including history of anaphylaxis) can safely receive the NIP flu vaccines. If you have an egg allergy, please discuss this with your vaccination provider.

Serious side effects, such as a severe allergic reaction are extremely rare.

## When to get your influenza vaccine

You should get vaccinated each year from mid-April onwards to be protected before the influenza season, which is usually June to September in most parts of Australia. However, it's never too late to be vaccinated as influenza can spread all year round.

If you had last seasons flu vaccine late last year or early this year, you should still get the new season vaccine this year when it becomes available.

Influenza vaccines can be given on the same day with a COVID-19 vaccines and most other vaccines.



**Where to get your influenza vaccine**

You can book a vaccine appointment at a range of health services including:

- local doctor/general practices
- local council immunisation clinics (available in some states and territories)
- community health centres
- Aboriginal health services
- participating pharmacies.

Not all of these vaccination providers will have the free National Immunisation Program vaccines. Check with your preferred vaccination provider to find out:

- about the specific vaccines they can provide
- when they will be available; and
- when you can book in to have the vaccine
- if there is a consultation or administration fee to get the free vaccines.

**Children under 5**

Babies and children younger than 5 years have a higher risk of complications and being hospitalised from influenza. Even healthy children can get very sick from influenza.

Your child can get an influenza vaccine either on its own or at the same appointment as their other routine vaccinations.

Children under 9 getting the influenza vaccine for the first time need 2 doses, 4 weeks apart. This strengthens the immune response to all vaccine strains.

**People aged 65 years and over**

Vaccination is particularly important for people aged 65 years and over as they are at high risk of complications from influenza.

All adults aged 65 and over are eligible for a free influenza vaccine that is specifically made to boost the immune response for better protection.

**The Australian Immunisation Register**

Your immunisation provider is required to report all influenza vaccinations to the Register. This includes some personal information such as your name, date of birth, contact details, and your Medicare card number.

**Aboriginal and Torres Strait Islander people**

Aboriginal and Torres Strait Islander people are more at risk of getting really sick and going to hospital from influenza.

For protection of your community, everyone aged 6 months and over can get the influenza vaccine for free every year.

**Pregnant women**

Influenza is a serious disease for pregnant women and their babies. The influenza vaccine is recommended, safe and free for every pregnancy and can be given at any stage during pregnancy. It can also be safely given while breastfeeding.

Changes to immune, heart and lung functions during pregnancy make pregnant women more vulnerable to severe illness and complications from influenza.

By getting vaccinated in pregnancy, you pass on protective antibodies through the placenta to your baby. This protects them in their first few months when they are most vulnerable and are too young to be vaccinated themselves.

Pregnant women who had last year's influenza vaccine early in their pregnancy, are recommended to have the current influenza vaccine if it is available before their baby is born.

If you received the vaccine before becoming pregnant, you should be revaccinated during pregnancy to protect your unborn infant.

Influenza vaccination can be given at the same time as pertussis vaccine and/or COVID-19 vaccine.

**People with certain medical conditions**

The influenza vaccine is free for people 6 months and over with the following conditions that put them at higher risk of severe influenza and its complications:

- cardiac disease
- chronic respiratory conditions
- chronic neurological conditions
- immunocompromising conditions
- diabetes and other metabolic disorders
- renal disease
- haematological disorders
- children aged six months to 10 years on long term aspirin therapy.

Talk to your vaccination provider about your medical history and ask if you are at risk.



Ask about the flu vaccine today

[health.gov.au/flu](https://health.gov.au/flu)



All information in this publication is correct as of February 2023.