

Royal Commission Update

Much has been said in the media about the Royal Commission into Aged Care Quality and Safety since the final report was released in 26 February. Royal Commissioners, the Honourable Tony Pagone QC and Lynelle Briggs, AO presented the Final Report as the blue print for Aged Care in Australia, and what it will need to look like in the future to best serve the aging population.

We note that the Final Report states, in part "Over the course of our inquiry, we have identified clear common themes in what the community expects from the aged care system: dignity and respect, control and choice, the importance of relationships and connections to communities, and the desire for a good quality of life and ageing at home." These common themes are shared with Mercy Services' own values, that underpin the work we do for our clients, residents and our community – Justice, Respect, Service, Care and Unity.

A multitude of inquiries and reviews into the aged care sector since 1997, has had little impact as successive governments have failed to act on most of their recommendations. We are heartened to see the substantive list of recommendations that have resulted from the Royal Commission, and welcome any and all changes enacted to address areas where providers fall short. To encourage our elected representatives to enact the recommendations and provide real change, please consider signing the petition at <https://www.careaboutagedcare.org.au/> to let them know how important quality aged care is to you.

Aged Care in all forms should remain firmly tied to the choices of each individual receiving care, in whatever care setting is right for them. Mercy Services looks forward to continuing to provide exceptional care in all forms in our Residential Aged Care service in Singleton, and our home and community services where care is provided at home.

Tony Bidstrup
CEO, Mercy Services

Community Transport Team Recognition

The tireless efforts of our Community Transport Team have been recognised by Aged and Community Services Australia Inc recently. They were nominated for their particularly creative solution to the isolation that the pandemic created for some clients, when they unveiled Exercise Outings for interested clients. The outings were a huge success, and the drivers took a keen interest in finding the best surprise locations for the exercise – and for lunch orders!

Huge congratulations to the whole team for their efforts!

Pictured left are David and Leo with their certificate.

Congratulations

www.mercyservices.org.au



Making, Creating and Eating ...

The residents at Singleton Residential Aged Care have been busy over the last few weeks. They have been making Easter baskets, creating succulents in tea cups and eating wonderful, house-made churros.

Chris was laughing so hard, his churros went flat!

Making



Creating



Eating



*"In all our work we strive to provide compassionate, respectful, high quality and environmentally sustainable practices."
Part of Mercy Services Mission Statement*

A virtual garden tour

The Mercy Services garden at West Wallsend was one of two gardens featured in a virtual garden tour for the Sisters of Mercy. Sr Faith Jones, a volunteer at Mercy Services, along with Karen Maloney (Volunteer Co-ordinator) took visitors for a wander through the garden showing off the many plants, the layout and even the bountiful pumpkin patch.

After visiting Mercy Services, sisters were then treated to a visit to Mercy Connect in Albury by Rosie Lawes who described how their clients built an incredible 'chook shed' called 'Cluckingham Palace'!



Mercy Services in West Wallsend



Mercy Connect in Albury



*"We can never say 'it is enough'".
Catherine McAuley, Foundress, Sisters of Mercy*

Hayylo App for Home Care Clients

We're excited to share the news that we are launching the Mercy Services app to all our valued Home Care customers.

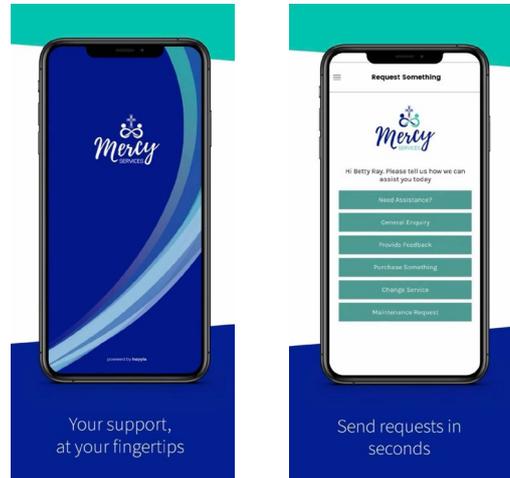
Our new app has been developed as a way to enhance communication with our clients and their families. By allowing real-time access to your scheduled services, billing information, and care plans, we hope to encourage stronger involvement with our customers' families.

Through Mercy Services, you will be able to view your scheduled service visits in an automated calendar with real-time updates. Your care is now in your hands with Mercy Services, allowing you to request new services, or amend existing arrangements on the app.

We've always believed that it's important for families to remain engaged in the Home Care journey. We facilitate this involvement by allowing authorised family members to access the app and see the same information. The

same customer care team will be looking after your schedule and requests. We're still a phone call away, we've just made it easier for you to manage your service.

For more information on how to download and log into the app, ask our friendly reception team on 4962 6680 and they can send you some helpful instructions to get you started.



Volunteers Needed in Singleton

Have you got a couple of hours to spare?

If you enjoy helping others and want to give something back to your local community, we can give you the skills and the opportunity to make it happen. Mercy Services is recruiting volunteers across all areas of service delivery with a focus on our Singleton Residential Facility.

We know the impact COVID has had on the Aged Care sector, so now is the time for you to make a difference in someone's life. Roles include companion visits, assisting with activities, companion gardening, book club and assisting at mealtimes.

We provide orientation and ongoing support and we are only asking for a couple of hours a week of your time.

If this sounds like you or you know someone that may be interested, please contact our Volunteer Coordinator, Karen Maloney, on 0417 315 821.



"We believe in offering services that recognise and honour the whole person: body, mind, heart and spirit"
Part of the Mercy Services Philosophy Statement



White Choc Chip Easter Egg Cookies

Easter is approaching and if you are searching for a quick and simple Easter baking recipe, then look no further than these delicious cookies.

Ingredients

- 250g butter, softened
- 1 1/2 cups soft brown sugar
- 2 tsp vanilla essence
- 2 free range eggs
- 3 cups plain flour, sifted
- 1 tsp baking powder
- 200g white choc chips
- 1/4 cup demerara sugar
- 2 x 125 pkts mini chocolate eggs

Method

1. Preheat oven to 180°C. Line 3 large baking trays with baking paper.
2. Place butter, sugar and vanilla in the bowl of a stand mixer fitted with whisk attachment. Beat until light and creamy. Add eggs, one at a time, whisking well after each addition. Stir in flour and baking powder. Fold through choc chips.
3. Place 1 tbs mixture for each cookie on trays, allowing room to spread. Using the back of a spoon, press down to flatten slightly, then sprinkle a little sugar on top and place 3 mini eggs on each cookie. Bake for 20 minutes or until pale brown.
4. Remove trays from oven. Cool biscuits on trays for 5 minutes before transferring to a wire rack to cool completely.

"We must strive to do ordinary things extraordinarily well."

Catherine McAuley, Foundress, Sisters of Mercy

Spot-the-difference

Try and find the 10 hidden items ... some of them are hidden very well.



Answers, from left to right: tree, flowerpot, cloud, goat, wind mobile, bush, rabbit, chicken, apple, windmill.

*"Keep patience ever at your side, you'll want it for a constant guide."
Catherine McAuley, Foundress, Sisters of Mercy*