

# Juniper Home and Community Care

Newsletter | December 2023

## Unveiling the true meaning of 'occupation' in OT

They may have “occupation” in their title, but Juniper’s Occupational Therapy team says for their Home Care customers “occupation” doesn’t just mean helping at work but extends to supporting people to continue or get back to doing things they love.

“The most important thing we want our customers, and the general public, to know is that as Occupational Therapists, ‘occupation’ does not just mean work, or what a person does for a living,” said Juniper Occupational Therapy Clinical Team Leader Kesha Logan.

“It includes your self-care, your engagement with your community, driving, shopping...basically anything people enjoy doing.”

In the home care space, an OT can maintain and improve an older person’s independence so they can continue living in their community safely in many ways, such as the prescription of Assistive Technology, seating, pressure care and home modifications.

Stepping into a newly created role as of Clinical Team Leader of Occupational Therapy, Kesha not only wants to upskill, mentor and grow her team of Occupational Therapists, she also wants to highlight the purpose and benefits of OT to Juniper customers.

Overseeing a team of 16 Juniper OTs, which continues to grow as demand for Allied Health services in home care increases, Kesha has settled well into her role since joining Juniper less than six months ago.

“I feel so privileged to be part of the Juniper team,” she said.

“There is such a broad range of clinical skills and experience, and each OT brings a unique way of looking at things.



“Each person we work with also brings a unique perspective to the world and it’s about the OT connecting with that person and uncovering how we can make things better and increase their independence such as home modifications to make their home safer rather than taking things away from them.”

**If you are interested in Juniper’s in-home OT service, please speak with your Customer Care Lead.**

### Home Care service hours over Christmas

On Monday 25th December (Christmas Day), Tuesday 26th December (Boxing Day), and Monday 1st January (New Year’s Day) Juniper will maintain essential services only.

If you require a non-essential service, please contact the community admin team at 08 6119 5061.



## Hello from Angie

As the year draws to a close, I wanted to say thank you to each and every one of you for being an integral part of our Juniper community.



Our commitment to keeping you independent at home, engaged in what you love, and connected to your community remains unwavering. **This year alone we have helped 2,250 Western Australians just like you keep doing, or get back to doing, the things they love in life.**

I am excited to share that our Home and Community Care team has recently had a restructure to better support your needs, now and into the future. The new structure introduces a 'care community' approach that will be organised by geographical areas to create a tighter collaboration among all stakeholders. Geographical areas will now be overseen by dedicated Customer Care Leads, ensuring a closer, more integrated relationship between customers, support workers, nurses, and allied health professionals like physiotherapists and occupational therapists.

I am also thrilled to share another exciting announcement; Juniper was awarded a contract to offer a new Transitional Care Program (TCP) in both Residential Aged Care and Home and Community Care settings. The TCP service provides alternative options for those in need of short-term care after a hospital stay. We have started taking admissions into TCP Home and Community Care already. As our capacity to deliver TCP in Home and Community Care increases so will the number of admissions in the metropolitan area.

As Juniper Home and Community Care continues to grow, I want to extend my heartfelt thanks for your ongoing support. Together, we are making a significant impact on the lives of Western Australians, enabling more individuals to live independently for longer.

Wishing you and your loved ones a very happy holidays. May the coming year bring you continued happiness and good health.

Warm regards,

**Angie Slater**  
**Director of Home Care and Retirement Living**

## Keep safe this bushfire season

Bushfires can happen all year round. But during the hottest and driest times of the year, bushfire risk is at its highest. Please remember to stay informed, have a bushfire survival plan, prepare your property, stay calm and act early.

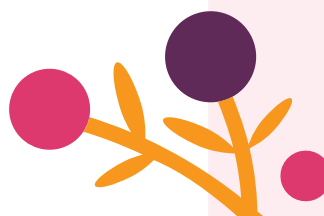


## Share your thoughts in our Focus Groups!

We value your feedback. Your input is crucial to help us improve our services. We are currently organising sessions to hear your thoughts on our services and talk about the changes to Home Care. We'd love you and/or your loved ones to come along.

Express your interest by calling our community admin team at **08 6119 5061** or emailing [communityadmin@juniper.org.au](mailto:communityadmin@juniper.org.au).

Depending on the response, we'll coordinate a convenient time for everyone involved.



## Hello from Leanne

I am pleased to inform you that Juniper Home and Community Care has successfully passed its Quality Audit Report for our Home Care and Commonwealth Home Support Packages services.



This marks our first audit since the introduction of new standards in 2019. With you, the customer, at the heart of our service delivery, we are proud to show that we are making a positive difference in the lives of our customers every day. Your well-being is our top priority, and this audit reflects our commitment to ensuring the highest quality of care.

With the Australian summer upon us, it's crucial to remain vigilant about potential challenges associated with extreme heat events. Our team is well-trained to maintain high-quality service and provide care during severe hazards related to hot weather. Please stay informed and take necessary precautions to ensure your safety at home. Staff are also available to provide advice on how to stay safe during summer.

We're still working on simplifying the design of our billing statements for easy reading. The enhanced, user-friendly look will be unveiled soon, so keep an eye out for the update!

From December 2023 to early 2024, the Independent Health and Aged Care Pricing Authority (IHACPA) will conduct a pricing study to determine fair and efficient prices for in-home aged care. This study is a positive step toward enhancing the quality and accessibility of our services, promoting sustainability and efficiency within the aged care sector. We believe a transparent and equitable pricing structure benefits both you and our dedicated team. We are committed to continuous improvement and delivering high-quality care that aligns with your evolving needs.

Wishing you a joyful holiday season filled with warmth and good company. Here's to a healthy and happy New Year.

Warm regards,

**Leanne Plowright**  
Operations Manager Home and Community Care



## Xmas Rocky Road

2 x 180g pkts white chocolate, chopped  
110g pkt Slivered Almonds, toasted  
1/3 cup (45g) Pistachios  
1 cup (50g) pink marshmallows, halved  
1/2 cup (65g) dried cranberries  
1/4 cup (20g) desiccated coconut  
1 tbsp dried cranberries, extra

### Method

Grease an 18cm square cake pan and line the base and sides with baking paper, allowing sides to overhang by 2cm.

Place the chocolate in a large microwave-safe bowl and heat on medium, stirring with a metal spoon every 30 secs, for 2-3 mins or until melted and smooth.

Meanwhile, place 3/4 of the almonds in a large heatproof bowl. Stir in the pistachios, marshmallow, cranberries and coconut.

Add three-quarters of chocolate to almond mixture. Mix well to coat. Spoon mixture into prepared pan, pressing with the back of a spoon to level the surface. Tap the pan on the bench to remove any air bubbles. Pour over remaining chocolate and smooth the surface. Sprinkle with remaining almonds and cranberries. Refrigerate for 3 hours or until firm. Slice.

## Juniper and Bowls WA join forces on the green

Juniper has joined forces with Bowls WA to enhance community well-being, inclusivity, and social connections through the sport of lawn bowls.

The partnership is a testament to both organisations' shared commitment to adding value to local communities so seniors can lead a fulfilled life.

Juniper Chief Executive Officer Russell Bricknell said it was important Juniper was part of the communities in which it operates and contributed to connecting customers with their local community.

"Partnering with Bowls WA is not just about lawn bowls; it's about exercise, social connections, and inclusivity for all abilities. We understand the impact of community-based activities and we are excited to support Bowls WA in their mission to foster vibrant, active, and engaged communities," said Russell.

"Social isolation is a major issue for many older Western Australians. We want to combat that by providing opportunities for our customers to connect to the local community if they choose. Your local bowl-o, whether you take a roll or simply come down to watch and chat, can be a fantastic place to connect with others in the local community."

CEO of Bowls WA Ken Pride said he was thrilled about the partnership as local bowling clubs play a vital role for seniors in the community.

"Bowls clubs are the heart and soul of our communities. Many of them are powered by dedicated volunteers, providing a sense of belonging and purpose," Ken said.

Bowls WA CEO Ken Pride and Juniper Executive Director Community Business Development Jo Wilkinson.



***A fantastic place to connect with others in the local community.***

"Juniper has also sponsored our annual awards, which is a wonderful gesture that not only recognises outstanding sportsmanship but also celebrates the deep community bonds these clubs build."

### Stay COVID-19 Safe

As you are aware the number of COVID-19 cases are on the rise in the Western Australian community.



To protect our customers, we are reintroducing the use of surgical masks for all close contact appointments which includes nursing, OT, physiotherapy and personal care.

Please notify our team if you test positive for COVID-19; you should also stay at home for at least 5 full days and until your symptoms resolve.

### Join Juniper's Consumer Advisory Body

Play a vital role in providing feedback about the care and services we provide across Juniper.

If you are interested in joining, please call our Quality team: 6119 6019 or email [qms@juniper.org.au](mailto:qms@juniper.org.au).