

# MacCare NEWSLETTER



WINTER 2023

*We hope you enjoy this winter edition of our newsletter. If you have any questions or feedback, please do not hesitate to contact us.*



PEOPLE WHO CARE ABOUT PEOPLE

## Welcome to MacCare's Winter 2023 newsletter!

Explore our growth in South Africa, overcoming loadshedding challenges, and focus on home care services.

Discover resident activities and the state of care facilities worldwide. Learn about legal curators for those with dementia and meet EQiGate, our new emergency care phones provider. Read about changes in senior personnel and how we embrace the seasons of life.

Stay connected with MacCare's updates and initiatives as we strive to provide quality care and support for older adults.

*Thank you for being part of our journey.*

## Newsletter Highlights Winter Edition

1

### *MacCare's Growth in South Africa*

Growing presence in South Africa, more enquires from developers.

2

### *MacCare's Home Care Expansion*

Increased focus on expanding Home Care service, well-received.

3

### *Transition from Call4Care to EQiGate*

EQiGate acquires Call4Care, positive changes in emergency care.

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*Embrace change, unite in care, and spread compassion like the sun's warmth. Each chapter brings farewells and welcomes, yet together, we strive for excellence and enrich lives with hope. Let our journey inspire hearts, shaping a future of compassion and dedication. In this world of care, together, we make a difference, one smile at a time*



## Winter Wonders

### EMBRACING CHANGE, SHINING TOGETHER

Winter arrived with a vengeance this year, for those living in the Cape. At the time of writing this, it has remained quite mild in the north of South Africa, but we know that can change quickly. Instead of fighting the cold, why not indulge in those activities synonymous with Winter, such as sleeping a bit later, enjoying that extra cup of hot chocolate, lingering at the fireplace, or maybe indulging in a good book?

The first 6 months of this year have sped by at a rapid pace, but a lot has happened within MacCare and at our various facilities. We will discuss a number of these items in this newsletter. We are pleased to announce our presence within South Africa is growing and we are receiving more enquires from developers, and established retirement villages regarding our Care services. Our “age in place”, flexible and person-centred approach to care provides these developments with the opportunity of engaging with a non-profit company which seeks the betterment of all residents in their village.



As loadshedding has become a permanent fixture in South Africa, the challenges of caring for older people have compounded over the past 12 months. We are pleased to announce we have made good progress in “keeping the lights on”. More details to follow.

Despite the lack of Eskom power, we have surged forward with some internal changes to our Care teams. One such change was the increased need to focus on growing our Home care service in all locations where we operate. We are providing this service within the villages we operate, but also in nearby suburbs, which is being well received. If you or someone you know is interested in our home care services, please contact us.

We recently embarked on a “Resident Feedback Survey” at all MacCare locations. Honest and regular feedback from residents (and families) is imperative to our lasting success. No care service is flawless; however, our mission is to continually improve and pay serious attention to areas where we are lacking. We want to thank all of you that contributed to the feedback. The majority of the feedback was positive, and we will work hard in those areas where our service was not up to standard. Please do not see the survey as once-off feedback. We have feedback forms readily available in all our care centres. Please request a form with your local administrator or Care manager.







## Enriching Lives Engagement & Community

We believe that resident activities are an important part of providing a high-quality care service. Activities help to keep our residents active, engaged, and connected with their community.

We offer a wide range of activities at our facilities, including:

- Social activities, such as bingo, card games, and sing-alongs
- Exercise classes
- Arts and crafts classes
- Educational classes
- Religious services



We encourage all residents to participate in activities that interest them, and to volunteer their time to help run some of these activities. We believe that activities are an important part of keeping our residents healthy and happy.

We hope you enjoy this winter edition of our newsletter. If you have any questions or feedback, please do not hesitate to contact us.



*Sincerely, The MacCare Board*







## *Weaving Fun and Connection Within Our Community*



*Age is just a number;  
the joy of life lies in  
embracing every moment,  
cherishing connections,  
and dancing with  
happiness.*





# *The state of Care Facilities* **INTERNATIONALLY IN 2023**

The state of care homes internationally in 2023 received mixed reviews. On the one hand, there is a growing recognition of the importance of providing quality care for older adults, and many countries are investing in new care facilities and programs. On the other hand, there are still significant challenges to providing quality care, including high costs, a lack of coordination between different levels of government, and the need to provide care for an aging population.

One of the biggest challenges facing care facilities is the high cost of care. The cost of living in care facilities has been rising faster than inflation in many countries, making it difficult for families to afford care for their loved ones. This is especially true in countries with a universal healthcare system, where the government and even the majority of medical aids does not cover the cost of long-term care.

Another challenge facing care facilities is the need to provide care for an aging population. The global population is aging, and the number of people over the age of 65 is expected to double by 2050. This means that there will be a growing demand for care facilities, and it will be increasingly difficult to meet this demand.

Despite these challenges, there are a number of countries that are making progress in improving the quality of care for older adults. For example, the United Kingdom has recently announced a plan to invest £1 billion in the care home sector. This investment will be used to improve the quality of care, recruit more staff, and build new care homes.

In addition, a number of countries are implementing new programs to help older adults stay in their own homes for as long as possible. For example, the Netherlands has a program called "Home Instead," which provides home care services to older adults who want to stay in their own homes. This program has been shown to be effective in reducing the number of older adults who need to move into a care home.



## *Shaping the Future of Care Facilities*

### **Some additional points to consider...**

The COVID-19 pandemic has had a significant impact on care facilities, both in terms of the health and well-being of residents and staff, and in terms of the financial sustainability of the sector.

There is a growing trend towards providing care facilities that are more integrated with the wider community, such as through the provision of day care services and home care services.

Technology is playing an increasingly important role in care facilities, both in terms of providing care and in terms of supporting staff.

*The future of care homes  
is uncertain. The sector  
needs to find ways to  
reduce costs, improve  
quality, and meet the  
needs of an aging  
population.*





## Keeping the Lights on GRATITUDE FOR SOLAR SOLUTIONS

With the barrage of loadshedding that commenced in September last year, we were left with no option but to approach the Macademia Foundation Trust (owner of our four Care facilities in Mpumalanga and Limpopo) for assistance. MacCare is incredibly grateful to the Foundation Trust for installing backup power at these four facilities in the last 6 months.

The project at each facility was broken down into two phases. The first phase involved the installation of inverters and batteries to ensure we can keep the key essentials in operation. The second phase involves securing funding for the installation of a solar system at each facility.

We will still be reliant on the grid, however the solar system provides that extra bit of comfort and peace of mind, knowing that the power of the sun will see us through times of severe grid shortage.

We want to thank all residents and their families for the patience they have shown while we were working on a solution. It is an incredibly expensive exercise and our gratitude to the Macademia Foundation Trust should not be understated.

We expect that the necessary funding will be received in the next four months, to commence with phase two of the project. We will keep all residents informed of progress in this regard.

**“** *MacCare is incredibly grateful to the Foundation Trust for installing backup power at these four facilities in the last 6 months.*



### *Fun Fact...* **Harnessing the Sun: A Brighter Tomorrow**

Did you know that the energy from the sun can meet Earth's power needs for an entire year in just one hour? Embrace the power of solar as we illuminate our care facilities, ensuring a brighter, sustainable future for all! Thank you for your patience and support during this exciting solar journey.

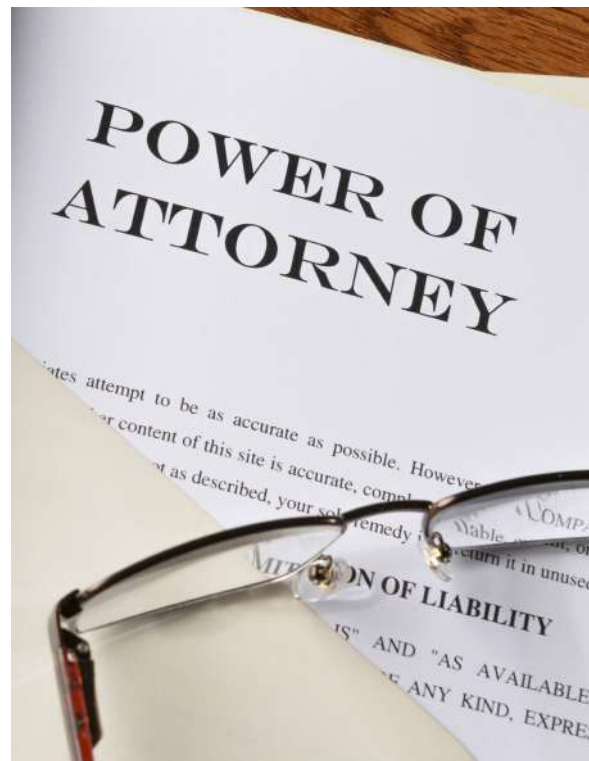


## *Dementia and understanding* **THE NEED FOR A LEGAL CURATOR**

A legal curator is a person who is appointed by the court to act on behalf of someone who is unable to make their own decisions. This can be due to a variety of reasons, such as dementia, mental illness, or injury.

### ***When is a legal curator applicable for those diagnosed with dementia?***

A legal curator may be applicable for someone diagnosed with dementia if they are unable to make their own decisions about their finances, healthcare, or other matters. The court will consider a number of factors when deciding whether to appoint a legal curator, such as the person's level of cognitive impairment, their ability to understand their rights and responsibilities, and their ability to make decisions that are in their best interests.



### ***What are the responsibilities of a legal curator?***

Once a legal curator is appointed, they have a number of powers and responsibilities. These powers and responsibilities will vary depending on the specific circumstances of the case. However, in general, a legal curator will have the authority to:

- Make decisions about the person's finances, such as managing their bank accounts, paying their bills, and investing their money.
- Make decisions about the person's healthcare, such as consenting to or refusing treatment, and making decisions about where they will live.
- Make decisions about the person's other affairs, such as their property, their relationships, and their social activities.



The legal curator must act in the best interests of the person they are appointed to represent. They must also keep the person informed about their decisions and give them the opportunity to express their wishes.

If you or someone you know is diagnosed with dementia, it is important to speak to an attorney about whether a legal curator may be necessary. An attorney can help you understand the process of appointing a legal curator and can represent you in court if necessary.



***Here are some additional things to keep in mind about legal curators:***

- A legal curator can be appointed by the court or by the person with dementia themselves, if they have the capacity to do so.
- A legal curator can be a family member, friend, or professional.
- A legal curator can be removed from their position by the court if they are not acting in the best interests of the person with dementia.

Dementia can place a huge stress on the individual in the early stages, and long-term stress on the family and support system. It is recommended to arrange matters before the condition of the individual concerned deteriorates too far.

If you have any questions about legal curators or believe there may be the need to appoint one for a loved one, don't hesitate to speak to a trusted attorney.

Amidst the complexities of dementia, a legal curator stands as a guiding light, offering unwavering support and assurance. In their presence, individuals find solace, knowing their best interests are safeguarded with compassion and understanding. Together, we embrace the journey, empowering those affected by dementia to navigate with strength and dignity. No longer overwhelmed, but empowered, they embark on a path filled with clarity and peace of mind.







## Transition from Call4Care TO EQIGATE

EQiGate, a leading provider of innovative healthcare technology, has recently acquired Call4Care, the previous supplier of the emergency care phones.

Over the years, the Directors of MacCare have been continually investigating alternate options of emergency care services in South Africa. The key findings have confirmed that the devices and general service from Call4Care have been of a high standard. Sadly, the major factor that negatively impacts their service, and impacts our residents, is the reliance on a reliable cell phone network.



***This issue is well understood by EQiGate, and they have confirmed their commitment to seek solutions that ensure minimal disruptions.***

***There are a number of positive changes with EQuiGate.  
These include:***

The option of portable devices – Which means residents can take the device with them when they leave their home.

Geolocation technology – If you are at the shops and require an ambulance, the ambulance will be able to locate your exact location through the device in your possession.

They employ nursing staff to assist in their call centre. These nurses can provide advice to you while you are awaiting the ambulance.

Equipped with state-of-the-art technology, the EQiGate call centre is fully prepared to handle all national dispatching of ambulances, including road and air ambulances.

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*EQiGate has confirmed that they are taking on all the call4Care staff, so there should be no change with regards to the team that is communicating with you in the Call centre.*

We believe this will be a positive change and wish EQiGate success in their acquisition process.

If you have any questions, comments, or require further information, please do not hesitate to reach out to their customer support team at 087 655 1800 or via email at [enquiries@eqigate.com](mailto:enquiries@eqigate.com).



## *Changes in Senior Personnel*

### **FAREWELLS AND WELCOMING TALENTS**

As with everything in life, there are seasons. Sadly, the season of MacCare for two of our Senior Staff has come to an end. Earlier this year we said a sad goodbye to Sr Kathy de Beer, our White River Care Manager. Kathy was well loved in White River, and had a special bond with many residents, some going back 40 years! Kathy decided to spread her wings and made the move down to the Cape. We wish her everything of the best.



***Farewell Sister Kathy***

This departure of Sr Kathy resulted in a new chapter for Macadamia White River, with the commencement of Sr Estelle Gerber on the 1st of June. Sr Estelle has a wealth of knowledge in caring for older persons and has spent the past 5 years working at M-Care hospital. Estelle has made a great start and we look forward to great things for the staff and residents in White River.



***Welcome Sister Estelle***



***Farewell Sister Erika***

At The Somerset we saw a slightly different change. With the growth of our Home Care service, spearheaded by Sr Erika Janutsch, there was an imminent challenge in serving the growing home care residents, and the Care Centre, to full effect.

We therefore decided to move Erika into her position of expertise and passion, in expanding the home care service, engaging with all residents, old and new alike. This opened the door for Sr Anci Steyn to head up the Care Centre. Sr Anci has brought a great dynamic to the team and has made a positive impact in a number of areas. We envision great things for Sr Anci at The Somerset.



***Welcome Sister Anci***

Sadly, the season for Sr Erika has come to an end at The Somerset. We are incredibly grateful for the service and sacrifice she has given, and we can only wish her all the best in her new venture. Sr Erika will be taking up a role close to her home in Durbanville, which will also provide her more time to spend with her family and the exciting addition of a new grandchild.





**THE ALOES**  
LIFESTYLE ESTATE

P O L O K W A N E



# CRYPTOPODA @ MACADAMIA

Enjoy a carefree and comfortable lifestyle awaits you at our exclusive retirement village. Situated within the picturesque estate of Macadamia, we have a range of modern, wheelchair friendly homes for sale.

This secure community is staffed 24/7 and offers access to a wide range of facilities and amenities, creating an idyllic place to live out your golden years.

- | Plot and Plan in Macadamia
- | Pet Friendly
- | Cleaning and Laundry Service Available
- | On-site Care Centre
- | Weekly Clinic Service
- | 24/7 Emergency Care Response

**NO TRANSFER DUTIES**

**R595 000**  
incl VAT

**for the first 10 stands SOLD**



*Care That Makes You  
Feel At Home*

**Individualised  
Person-Centered Care**

We at Macadamia Care want to help make people's lives easier, and to provide the help that is needed.

We provide services in line with the needs and preferences of our clients, and do so in a way that is not invasive or regimental.



### OUR PERSONALISED SERVICES:

Home-based Care  
Frail Care  
Respite Care  
Assisted Living

*Come To Us Or We'll Come To You*  
**Whatever Your Needs, We Have The Right Solution For You.**

Share your concerns with us and let's discuss some options. We have a range of care solutions for you while staying in your own home, where our companion carers can assist you.

Alternatively, we have homely and safe environments within our Care Centres, and we'll look after you here.

**For ALL care related queries please contact your local Care Manager**

 080 622 2273

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 [www.macadamiacare.com](http://www.macadamiacare.com)



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