

MacCare NEWSLETTER



WINTER 2024

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

Welcome to MacCare's Winter 2024 newsletter!

This year has been full of challenges, from loadshedding to high-stakes elections. Yet, amid uncertainty, a new sense of hope emerges with the formation of a "Government of National Unity." At MacCare, we remain dedicated to our mission of providing exceptional care and support to our older adults.

In this issue, we introduce new staff initiatives, including The Greenlight Movement, which empowers our team and enhances care quality. Explore insights from Sr. Heide-Marie Archer on managing adverse incidents and read about our latest Respite Care services.



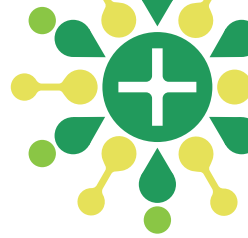
PEOPLE WHO CARE ABOUT PEOPLE

Newsletter Highlights Winter Edition

- 1** *The Care Centre*
Understanding its role, services, and impact on residents
- 2** *Introducing Sr. Kelsey Lamprecht*
Meet Sr. Kelsey Lamprecht, the new Care Manager at The Somerset.
- 3** *The Greenlight Movement Initiative*
MacCare partners with The Greenlight Movement to empower staff and measure social impact.

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*By acknowledging
reality, we can open
doors to new
possibilities.*



Embracing New Horizons

A YEAR OF CHANGE

This year has certainly been eventful. We endured three months of incessant loadshedding, followed by the nail-biting elections and the wait for a new government. It felt like the entire country was holding its breath!

The formation of a "Government of National Unity" came as a surprise, but there's a sense of cautious optimism, which is refreshing. While the future remains uncertain, there's a renewed sense of possibility.

Here at MacCare, we believe we all have a part to play in shaping a better future for South Africa. As individuals, we have our own responsibilities, but as a company, we're particularly focused on ensuring older adults are respected and cared for, and that service is provided at a high standard.

This commitment is at the heart of everything we do. Our board meets regularly to discuss not only current needs, but how we can better serve our communities. A key area of focus for us is empowering our staff. We recognise that engaged, valued, and well-trained staff provide the best possible care to our residents. It is imperative that we support them in their personal and professional growth.

One such staff initiative is The Greenlight Movement, which was rolled out across all our centres in the past six months. This national initiative encourages self-reflection and helping individuals understand their current situation, both positive and negative. By acknowledging reality, we can open doors to new possibilities. Equipped with this knowledge MacCare can introduce various interventions, including training courses, that will help our staff in their various journeys.

Our motto, "People Who Care About People," applies not just to our residents, but to everyone within MacCare. By fostering a supportive environment for staff, we can ensure that this caring philosophy extends to every resident interaction.

A new edition to our Newsletter will be a column from our Director of Care, Heide-Marie Archer, titled "Hello from Heide". Sr Heide sits in the fortunate position of overseeing five Care Centres for MacCare, as well as engaging on monthly forums with other Care Managers and role players in the Care industry. This featured page will be packed with insights and resources that are highly applicable to both residents and their families.

If you're interested in volunteering your time, no matter how small you think your contribution might be, please reach out to your local Care Manager. Resident involvement is what makes MacCare special. Your time is a valuable gift, and we would truly appreciate any help you are willing to provide.

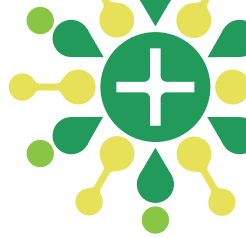
Here's to a positive and enriching second half of the year for all of us!



Sincerely, The MacCare Board

The Care Centre

ROLES, SERVICES, AND IMPACT ON RESIDENTS



The Care Centre is a vital component of any retirement estate and is one of the key things that purchasers are looking for when they are purchasing a home. Despite the existence of this important infrastructure, the goal of the HOA, the estate management and MacCare is to provide care in the private homes of residents, where possible and feasible.

In many retirement estates, the Care Centre is operated by professional service providers due to the specialised nature of the service. Mainly for reasons of affordability for residents, care centres are not hospitals and are not equipped to perform many of the specialised clinical services provided in hospitals and sub-acute or step-down centres.

Home Owners Associations contract with a service provider to provide care services (often referred to as Frail Care services) and will often carry both the overhead cost of the service provision and the benefit of any profits resulting from the service. ***Unfortunately, profits are very seldom possible from Care Centre operations, and during economic downturns and periods such as the recent pandemic, they are often operating on the brink of failure, resulting in significant monthly costs for all residents of the estate.***

The service of MacCare to select estates differs from the majority of contracts with service providers in that in the case of MacCare, the service is fully outsourced at the risk of MacCare. The following are thus for the cost of MacCare in relation to the Care Centre:

- Appointment of all care personnel
- Electricity
- Water
- Rent
- Building insurance
- Building Maintenance
- Equipment

While this places pressure on the price of care, MacCare is only paid by residents to make available a limited list of services, ideally under the terms of an Association Care Availability Agreement.

That agreement requires the following from MacCare:

- 1. Primary healthcare services (clinic).***
- 2. Formal assessment of residents.***
- 3. Care plan compilation for every resident.***
- 4. A 15% discount on permanent care in the on-site Care Centre for estate residents.***
- 5. Respite care based on an assessment by the Care Centre.***
- 6. Home Care services.***

These are the basic services that provide security of care to the residents of retirement villages and provide reassurance to the governing body that residents are being taken care of. Residents contribute an amount identified as “Care Availability” as part of their levies to ensure that this service is maintained, and in compliance with the contract with MacCare. This Care Availability fee is charged per dwelling. ***The charge is a contribution toward the overhead costs of the care service establishment.***



Central to the approach of MacCare, is the requirement that service be offered on the basis of a person-centric approach to the greatest extent possible, which is to say that the services must be determined and shaped in close cooperation with the customers being served, and not imposed upon any individual in a simplistic manner based on the views of the service provider - including those services which are part of the common service provision to the estate.

In instances where customers are not competent to make personal choices regarding the best possible care for themselves, it is expected that great lengths will be gone to by the service provider to consult broadly and in a multi-disciplinary manner to achieve the best possible outcomes for all residents of the estate. This usually also involves discussions with the personal physician and family of the resident concerned

"Hello from Heide" **ADVERSE INCIDENTS, THEIR IMPACT AND WHAT CAN I DO?**

As you know (in my article on frailty in the Summer 2023 newsletter edition) I have had a very close encounter with Frailty, which has opened my eyes to the impact of adverse incidents and their effect on our lives.

When we are young and something happens, resulting in a fracture, may it be an arm or a leg, we heal relatively quickly, and don't we always marvel on how quickly children heal? The scars are the only reminder of what happened.

As we grow older we cannot understand why we heal so much slower, and how an adverse incident- a fall, an illness, a flu, knocks us, and the impact it has on our general health and mental wellbeing. It often takes months to recover and even then, we may not be back to the optimal health we started off with before the incident.

Suddenly, we realise how vulnerable we are, and it may take months for us to regain our confidence. We may be nervous to venture out, "what if I fall", "what if I pick up an infection and become ill again", and we become fearful and wary to even go to the shops.

We start staying at home where its safe and isolating ourselves, resulting in less fresh air and sunshine, less adventure, less socialisation and more loneliness, leading to depression.

Together with the normal "physiology of Ageing" (seen in image 1 below) and an adverse incident (depicted in Image 2 below), we could get into trouble quite quickly.

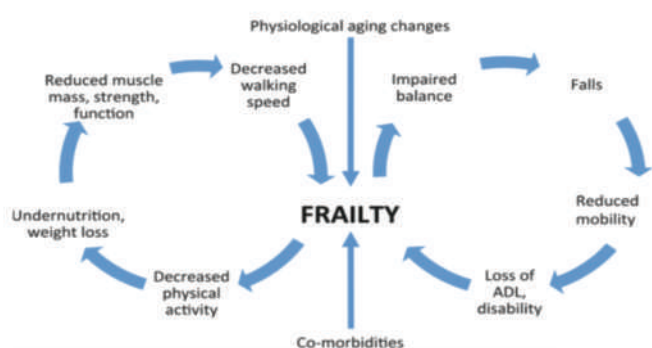


Image 1

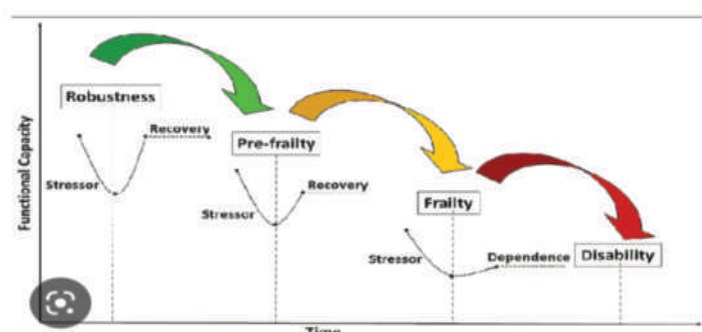
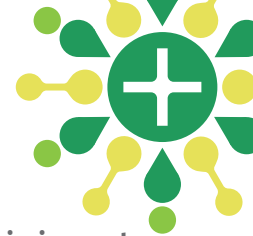


Image 2



There are normal ageing effects that slow us down and make us more vulnerable. This is part of life. Knowing them and the effect it may have on us, we realise the importance of simple things, like daily activity, healthy eating, social involvement and a sense of wellbeing and purpose.

The second image is a simple picture of the long-term consequence an adverse incident may have on us, if we are not prepared and don't understand its impact. We may be strong and healthy, and then one day we have a silly fall, and fracture a femur. This is a "stressor" on our whole being.

The physical fracture is painful, and needs to be set in theatre, which means some time in hospital. On discharge there are many adjustments to be made and recovery takes time. Pain is a big factor, pain medication is a blessing, but it also makes us drowsy and tired. Mobility is the next challenge. Being able to transfer to the bathroom, to shower and to venture outside takes time. It is painful and needs to be done safely. Here our confidence plays a big role, as we need to be brave enough to venture out, but done in a safe manner, not to aggravate the injury.

Knowing what you can do and what is not safe, may become a frustrating challenge, especially when we pride ourselves on being independent. Having the patience to rest and heal is critical. We must appreciate the lessons we are forced to learn, to slow down and be patient.

As you can see in Image 2, it is of utmost importance to heal properly, in all aspects, otherwise we do not reach the optimal level again. Our general health and ability decreases, and we are more prone to have another adverse incident. With the decreased capacity from the last incident, it is so much harder and longer to recover properly, and so our health deteriorates step-by-step, and before we know it we are unable to care for ourselves. We are tired, demotivated, and depression may set in.

So how do we prevent this and what can we do?

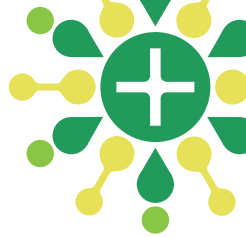
These are some of the topics I would like to share with you in the upcoming issues. The benefits of multi-disciplinary teams, dietary supplementation, the importance of a good night's rest and most of all: mental, spiritual and social wellbeing. It is vital that we look after ourselves, so we may be in optimal health for as long as possible.

***Take care and much love,
Sr Heide-Marie Archer***



Fun Fact... **Did you know?**

The concept of "respite care" dates back to ancient times when Roman soldiers would take breaks from their duties to recover and rejuvenate, a practice similar to modern respite care which helps individuals recover from illness or surgery.



Sr Kelsey Lamprecht

THE SOMERSET CARE MANAGER



Earlier this year we had a vacancy for the Care Manager role at our Tzaneen Facility. Any vacancies are first advertised internally, giving existing staff the opportunity for growth or a change of scenery.

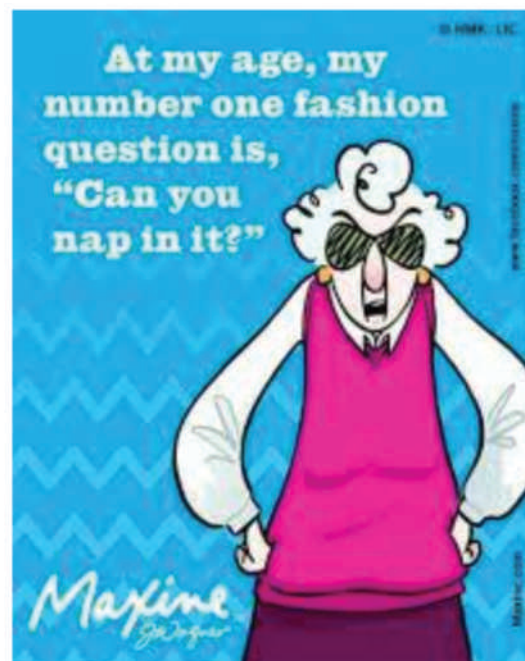
Sr Anci Steyn, the Care Manager at The Somerset at the time, decided to apply for this position in Tzaneen. It was a difficult decision, as she was doing a good job at The Somerset, however, the MacCare board accepted her application, and she started in Tzaneen on 1 April 2024.

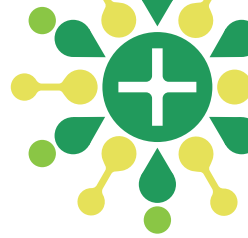
This move by Anci created an opportunity to find somebody new for The Somerset. We received a number of applications. One of these applicants was Sr Kelsey Lamprecht. Sr Kelsey comes with a wealth of nursing experience and has proven her worth in her ability to handle difficult situations and a real compassion for both residents and staff.

We are excited to have Sr Kelsey as part of the MacCare team and we look forward to the positive impact she will be make.

Comic Chronicles

DIVE INTO COMIC DELIGHT





The Greenlight Movement

THE POWER OF GREENLIGHT

During the past 6 months, MacCare has been engaging with an organisation called The Greenlight Movement.

The Greenlight Movement is a collaborative group of 100+ non-profits, social enterprises, and businesses who use the Greenlight approach to measure, understand and evidence their social impact.

'Greenlight' is a social methodology and various metrics that help people progress to a better quality of life by empowering them to understand and map their own choices.

It encourages households, employees, micro-entrepreneurs, students, teachers, youth, and people with disabilities, to participate and own their journeys and at the same time, allows organisations delivering support to articulate the progress of social impact against their programme objectives.



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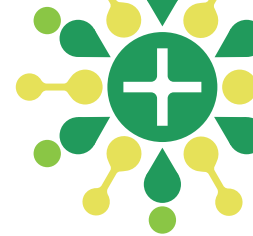
MacCare is very appreciate to the Macadamia Foundation Trust for assisting with the funding of these surveys.

The Greenlight Movement is focused on:

- 1. Raising interest and awareness** within organisations about the importance of people being engaged in their own upliftment and to participate and own their journeys to a better quality of life.
- 2. Provide a platform** to equip and enable the adoption of a new approach that reflects this philosophy – such as the Greenlight and ABCD approach – that provides a clear line of sight of how to get there and a common set of indicators against which organisations can measure their objectives.
- 3. Catalyse a paradigm shift** towards people-centred development, using insights surfaced from both quantitative and qualitative data.

The Greenlight team has spent time at each of our centres, engaging with staff and running the greenlight survey. The feedback has been very positive. MacCare is very appreciate to the Macadamia Foundation Trust for assisting with the funding of these surveys.

The insights gained have been invaluable for the staff and we look forward to the positive change that will be seen over the coming years.



*Sit-fit Classes
in Tzaneen*

A Haven for
Community
Connection and
Engaging Activities

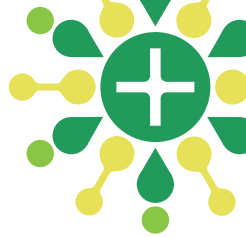
White River:

Celebrating from
Mother's Day to
Africa Day



The Somerset

Adventure
Club to
Birthday
Celebrations



Polokwane: Staff Assisting with Activities



Hazyview

82 Years Young: Enjoying the Aerial Cable Trail



Nelspruit

Savoring the moment with tea tasting and market day



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 www.macadamiacare.com



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