



## Crustless Spinach Pie

### Ingredients

2 tablespoons butter  
2 eggs (large)  
1/2 cup flour  
1/2 cup milk (1%)  
2 garlic cloves (minced, or 1/2 teaspoon garlic powder)  
1/2 teaspoon baking powder  
4 ounces mozzarella  
2 cups spinach (chopped, fresh)

### Method

1. Preheat oven to 180 degrees.
2. Melt butter or margarine in an 8 inch baking pan.
3. In a separate bowl beat eggs well. Add flour, milk, garlic and baking powder. Pour into baking pan.
4. Stir in cheese and spinach.
5. Bake for 30-35 minutes or until firm and the cheese is slightly golden brown.

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PEACE OF MIND

**BOOK  
YOUR  
FREE  
TRIAL  
DRIVE**

## Having your input is remarkable.

It was great to see so many people at our Tamworth Community Forum in July. It's so important to us that we understand what aged care and disability services you feel the Tamworth region needs now and for the future. It is also a great way to catch up with our clients and hear some of your thoughtful feedback;

- Regular staff who know how to do a good job
- Over and above
- My angels
- Staff are caring, excellent, wonderful

Thank you for your support and we look forward to our 2020 forum.



## Onward&Outward

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## Navigating the maze: an overview of Australia's current aged care system

McLean Care® has taken on board the mantra of the Royal Commission into Aged Care Quality and Safety:  
**ENGAGE | EMPOWER | SAFEGUARD**

As an organisation, McLean Care® is operating within a framework of continual review and reform.

Do we think that aged care requires review? Constantly. Are we ready for the outcomes of those reviews and the outcomes of the Royal Commission, and prepared to implement changes that are needed? Yes, because we operate on the premise "what needs to be done will be done".

With the establishment of the Royal Commission in 2018, the recent introduction of new aged care quality standards by the Aged Care Quality and Safety Commission, and the planned development and implementation of a number of other measures in response to the Carnell-Paterson and other reviews, we have established practices and processes, and proactively create and inspire a culture that embraces, and is prepared for, the fluid evolution of the aged care system for the highest quality of care and service provision for the Australian people.

The Aged Care and Quality Safety Commission has an important role in assessing care provision across the aged care sector, and whether the measures already implemented, and those underway meet those community expectations or whether further changes are required.

With detailed systemic failures in the quality of care delivered at multiples facilities include a facility identified

in the 2017 Review of National Aged Care Quality Regulatory Processes by Carnell and Paterson, it is important to acknowledge "... significant changes to Australia's aged care quality regulatory processes and structures are underway as is the implementation of action to address longstanding workforce challenges."

Engage | Empower | Safeguard.  
McLean Care® promotes the reforms of a consumer driven and sustainable aged care system.

Ms Brammesan from the Commonwealth Department of Health recently concluded in the Royal Commission that "we can go a step further and, possibly at the end of a process, we could have another meeting with the same family members to say what has been done and is there remaining issues. And so I think that is something that we should absolutely consider doing".

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Oakley: Casuarina & Grevillea Units  
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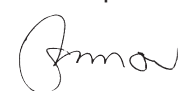
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In doing so Ms Brammesan wishes to be truly transparent with patients and the inbound changes to the regulator structure.

Although there is currently media scrutiny and community debate about quality and safety in aged care, it is universally acknowledged that specific failures of care is unusual in a system that overall provides good quality care.

Let's ask ourselves the questions: Is excellent care "invisible", and is poor care "visible"?

We look forward to providing you with the details of the next rounds of reviews, and demonstrate how we will be at the forefront of the provision of care and support for you and those most important to you.



Sue Thomson  
Chief Executive Officer

**"The more that you read, the more things you will know. The more that you learn, the more places you'll go".**

Dr Seuss

## Beware of Scammers

### Tips to protect yourself

If you're contacted unexpectedly and threatened by someone who says they're from a government agency or trusted business, always consider the possibility that it may be a scam – then stop and check if it's for real.

Don't be pressured by a threatening caller and don't respond to threatening emails or voicemail messages asking you to call someone back. If you do, the scammers may increase their intimidation and attempts to get your money.

If you're unsure whether a call or email is genuine, verify the identity of the contact through an independent source, such as a phone book or online search, then get in touch with them to ask if they contacted you. Don't use the contact details provided by the caller or in the message they sent to you.

If you're still unsure, speak to a family member or friend about what's happened.

Never give money, bank account or credit card details or other personal



information to anyone you don't know or trust – and never by email or over the phone.

A government agency or trusted business will never ask you to pay by unusual methods such as with gift or store cards, iTunes cards, wire transfers or bitcoin.

Don't open suspicious texts, pop-up windows or emails and don't click on links or open attachments – just delete them.

Never give anyone remote access to your computer if you're contacted out of the blue - whether through a phone call, pop up window or email - and even if they claim to be from a well-known company like Telstra.

Some times the easiest thing to do is to ask for a return phone number so you can call them back.



## A fun way to keep moving

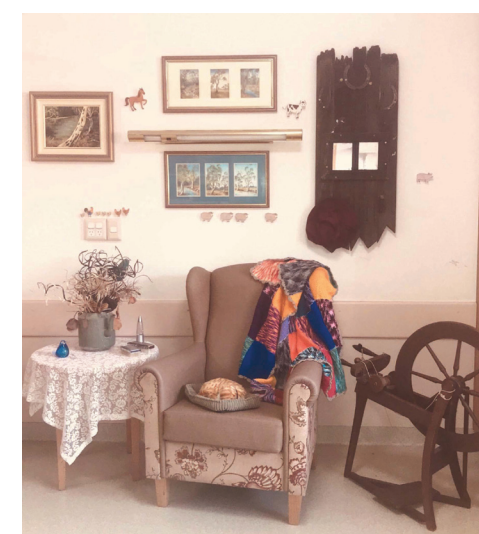
Nikki & Lorraine from Inverell have recently attended training about Moving to Music & have come back with plenty of new ways for us to keep our minds & bodies active! We all tried the grapevine - which was quite a challenge!

Come try it for yourself. McLean Care® is here to keep you moving, in a fun way! #healthyageing



## Honouring the spirit within – Namaste

Namaste as a programme within McLean Care® Inverell is to provide meaningful activity, comfort and pleasurable experiences for all those living within their home-residential care, staff, family and friends. The main principle of Namaste care is to "Honour the spirit within", by being respectful and compassionate whilst individualising the approach and applying interventions personalised to each recipient, creating a positive, relaxing experience.



The Namaste programme has been developed in collaboration of several staff, family and visitors to develop a person centred approach and knowledge to adapt activities of interest of those who attend. We are all unique and each one of us has individual

characteristics, responses, feelings, thoughts, beliefs and experiences. This is what gives us our sense of 'self'.

The programme is developed to make all those feel welcome and included, it is encouraged for those involved to express their feelings and to stimulate the five senses, (touch, hearing, sight, smell and taste) in doing this music, colour, therapeutic touch and massage along with aromatherapy oils and food / drink treats are provided throughout the session creating a multi sensory environment.

Being pampered has always been the aim of Namaste sessions. Touch is the fundamental means of human communication and one of the most important element of Namaste, we all need touch as part of our lifelong need to feel cared for, nurtured, valued and most importantly loved. Touch may involve holding one's hand or gently brushing their hair. Staff have found no one will decline a much needed foot/hand massage.

Namaste results in fun and energy brought within the environment, it brings people together in a group setting to relax, engage and express their emotions, providing company and stimulation of mind body and soul. Namaste aims to rejuvenate self worth in those who suffer from diagnosis impacting their physical and mental



state, ensuring they are loved, safe, relaxed, being provided management of pain and discomfort, feeling included and part of their environment, to give meaning and purpose to life, time spent effectively.



“

**Positive feed back from family, friends and staff:**

*Dad is so much brighter, his physical appearance and body language have changed in a positive way*

*I have noticed that he is more engaged in conversations now*

*My mother is becoming more at peace; everyday activities have become less troubled*

*Dad appears to be more aware of his surroundings*

*My husband has had changes within his behaviours he is far more relaxed and comfortable in himself*

*Positive changes have been apparent throughout all those who have been involved*

*When I peek in the room its lovely to see everyone so calm and relaxed*

*Positive changes in all aspects of care because of Namaste*

“Enriching experiences beyond all boundaries”