



Please note that the content of this newsletter was put together before the current National Disaster related to Covid-19.

Dear Macadamia Customers and Staff

I think we can all agree that 2020 has started off as a sprint, as we already find ourselves a quarter the way through the year. For MacCare, the start of the year was met with the unfortunate news that our contract at Mataffin Macadamia Village would be terminated at the end of February 2020. This was sad news for all, but we are now looking ahead to further improvements in our other four facilities. In order to provide all residents with a level of openness and transparency, we have included an article in this newsletter summing up the challenges at Mataffin and the reason for the change.

With the current threat and uncertainty surrounding the Coronavirus, we urge all residents to remain vigilant during this time and make sure they are taking the necessary precautions.

These include:

- Avoid large gatherings and crowds,
- Wash your hands regularly,
- Avoid physical contact where possible,
- Sneeze into a tissue and discard immediately,
- Do not touch your face, and
- Eat a diet high in fruits and vegetables in order to keep your immune system strong.

On a more positive note, we are proud to announce the newest member to the MacCare NPC board, Sr. Heide-Marie Archer. Heide comes with a wealth of nursing experience and is very eager to get stuck in and drive our Home-based Care Initiative. On that note, our Home-based Care service has started off well with several of our staff being deployed to assist residents with a wide range of services. This service has been designed to relieve some of the stresses of daily living for residents and their loved ones, and to give residents the choice of remaining in their own home. To give further information on this, we have decided to include the Home-based Care article we published in our Summer 2019 Newsletter.

INDEX		Page no.
Home-Based Care		2
Wellbeing Advisor		3
Changes at Macadamia Nelspruit		3
A Day in the Life of MacCare Residents		
Polokwane Care Centre		4
Tzaneen Care Centre		5
Nelspruit Care Centre		5
White River Care Centre		5
Unpacking Dementia		6
Reminder to check your Call4Care device		7
Is the HOA (Homeowners' Association) Responsible for the Security & Safety of Homeowners & Property?		8
MacCare services at Macadamia Mataffin		8

It may look like the world is in turmoil, with the Coronavirus taking its toll, water scarcity issues and the South African economy in a recession, but South Africans are resilient and we encourage everyone to choose to focus on the positives in their lives and rather let those things consume our thoughts than the challenges of the world.

Regards,
The MacCare Board



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**For all Care related queries,
please contact your Care Centre Manager.**



Home-Based Care



In MacCare's drive to be the leading Care service provider in South Africa, we understand the need to evolve our service offering. This desire comes off the back of countless hours of research into world trends, acknowledging the changing desires and characteristics of generations, and through discussions with you, our residents. We have arrived at a place where our Home-Based Care service needs a make-over. This process is finally complete, and we are happy to announce the offering of our new Home-based Care service.

You may be asking what this new approach entails. Let's unpack this with a simple case study:

Mr and Mrs Smith have recently moved into a Macadamia Village. Mr Smith has recently been diagnosed with a serious illness that results in Mr Smith requiring assistance with a number of daily tasks he used to be able to perform himself. This news is hard for Mrs Smith to accept and she is concerned about how she will look after her husband and take care of her household. Within the first few days in their new home, they receive a visit from MacCare. They are welcomed to the village and the benefits of the Care Availability Levy and services of MacCare are explained, including the fact that it is

MacCare's desire that each resident enjoy their remaining years in the comfort of their own home, receiving all necessary assistance from MacCare staff.

At a time convenient to the Smiths, a care assessment is made for both of them, and a resultant care plan is then drawn up and discussed with them. A Care Companion is then assigned to them, fully trained by MacCare in their specific requirements. The Care Companion is able to assist beyond the normal duties associated with a Careworker, and is intended to act as a companion to the Smiths, providing a host of services, including:

- Activities of daily living (bathing, dressing, personal hygiene, feeding, moving around the home)
- Cleaning
- Ironing
- Making tea and coffee
- Cooking and preparing basic meals
- Walking and basic exercises
- Playing games (puzzles and board games)
- Assisting with shopping

Where the Smiths would previously have had to employ a domestic helper to assist with a number of these matters, or where Mrs Smith would have had to do all of them, they can now enjoy their time together and allow MacCare to quietly help in the background. This assistance can be provided anywhere from 1 hour a day to 24/7. This allows one to customise the service as and when needed.

The role of the Care Companion is intended to help relieve the general stresses of daily living and to go the extra mile in making your retirement years your best years.

We look forward to this new chapter in MacCare and we trust this service will benefit all residents greatly.



Thank you Buzworx for your kindness during this time of need. The residents of the Macadamia Care Centres are truly grateful for your donation of 200L of hand sanitizer.

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Wellbeing Advisor

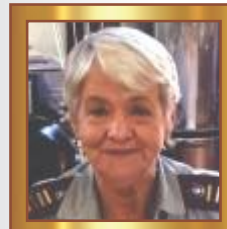
HOLISTICAL CARE INITIATIVE

Another initiative that we are proud to announce, is the commencement of a new role of a Wellbeing Advisor within MacCare. This position is headed up by Belinda Wigginton. Her primary role is to spend time getting to know residents in the village and to see where MacCare can be of assistance. We firmly believe that Care goes a lot further than simply looking at one's medical issues, but rather looking at each resident holistically. This could be from understanding the resident's life and family history; their dreams and desires for this chapter in their life; Their relationships with family, friends and neighbours; The activities or chores they most enjoy and the ones they struggle with; The layout of their home and how safe it actually is. All these questions and considerations remain top priority for our Wellbeing Advisor and we want to make sure that each resident is experiencing the care and compassion that this position was created to fulfil.



Currently, MacCare has only appointed one Wellbeing Advisor, in that of Belinda Wigginton, who is based in Macadamia Tzaneen, but we look forward to rolling out this position in other regions and so strengthening our Home-based Care service.

Changes at Macadamia Nelspruit



Sr. Lynne Liebenberg

It was with a sad heart that we said goodbye to Sr. Lynne Liebenberg at the end of February 2020. Sr. Lynne was the Care Manager for 2 years and her warmth was always present to brighten up your day. I know she touched the hearts of many residents and she was always willing to go the extra mile. Sr. Lynne, we thank you for the awesome life and spirit you brought into MacCare Nelspruit and we will all miss you dearly. We trust that you do come visit as often as you can and we wish you all the best on your new chapter.



Sr. Heide-Marie Archer

On a happier note the exit of Sr. Lynne opened the door for Sr. Heide-Marie Archer to take up the baton and carry Macadamia Nelspruit forward. Sr. Heide is passionate about the elderly and has an incredible vision for MacCare. Sr. Heide had a huge impact on Mataffin Macadamia, and we are excited and grateful that she has accepted the post of Care Director along with the Care Manager position at Macadamia West-Acres. We look forward to many happy memories being created.

macadamia care

Macadamia Care offers you access to care in the comfort of your own home or in an on-site Care Centre run by qualified staff who are on call 24 hours a day.

Life Right/Sectional Title and/or Rentals Available
Available in Polokwane | Tzaneen | White River | Nelspruit

With the help of our experienced Macadamia team, you can continue to focus on those things that bring you joy, while we provide you with the daily care and support you need.

Our facilities include

- State-of-the-art Care Centre
- Assisted Living Apartments
- Professional and Caring Staff
- Landscaped Gardens
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A Day in the Life of MacCare Residents



Polokwane

The residents celebrated Christmas in style! Good food and live music by Pierre van Der Westhuizen made for a festive celebration.



Our residents and staff loved celebrating Valentine's Day together with some delicious treats and a lovely meal. It's always such a special day of love here.



Andries van Zyl, our physiotherapist, always goes above and beyond for the residents. The residents thoroughly enjoy his musical talent.



Tzaneen



The staff and residents celebrated Valentine's Day by wearing red and enjoying a delicious meal together. We love the community we have here!



Happy Birthday!

We celebrated all the February birthdays with scrumptious cake and many smiles. What a special time together!



Congratulations to Suzan Mashaba for Celebrating 10 years with Macadamia Care. We are so privileged to have her on our team!



A Day in the Life of MacCare Residents

Nelspruit

The residents enjoyed some scrumptious eats at the tea held to say farewell to Sr. Lynne Liebenberg and to welcome Sr. Heide-Marie Archer to the team.



Ilanga Caterers organised a tasty Valentine's Day meal for all the residents! It went down a treat.



The residents were spoiled with a visit to a local Stud Farm! Thank you to the Care Buddies for organizing such a fun day out.



White River

Valentine's Day: Valentine's Day was celebrated out in our beautiful outdoor area and the residents absolutely loved being spoilt!



St. Patrick's Day



Our residents had such a fun time celebrating St. Patrick's Day. They dressed in green and enjoyed some delightful food together!



Unpacking *Dementia*



We are hearing about and engaging with more and more people being diagnosed with dementia. This can be attributed to greater awareness and education about the disease, courageous high-profile people around the world sharing their diagnosis and basically bringing it out into the open.

Dementia affects one in 20 over the age of 65 and one in five over the age of 80. About 20% of people over the age of 80 develop dementia – 1:5 and at age 85+ 1:3 indicating that age is a risk factor. There are diagnosed cases of early-onset dementia which occur before the age of 65.

Dementia affects 50 million people worldwide, with a new case of dementia occurring somewhere in the world every **3 seconds**. Dementia can also affect individuals under the age of 65 (young onset dementia). Greater awareness and understanding of dementia is important to challenge the myths and misconceptions that surround the condition.

The myth exists that declining memory and impaired cognitive skills are a result of old age. **This is untrue – dementia is not a normal part of ageing**. Age is an important risk factor, but it is not the only one. There are a number of other medical conditions, which are treatable and reversible, which can result in memory impairment. These can include thyroid problems, vitamin deficiencies, it is therefore essential to have memory difficulties checked out by a General Practitioner/doctor, especially if these are affecting daily life and causing frustration and anxiety.

Dementia vs. Alzheimer's Disease & Other Dementias

Globally the overall term of dementia is now more widely used to describe dementias of the Alzheimer's-type. There are over 100 different types of dementia – Alzheimer's disease (AD) is the most commonly diagnosed dementia, then Vascular dementia (VaD), mixed dementia which is a combination of AD and VaD – then rarer types of dementia being Lewy Body Dementia, Creutzfeldt Jakob (Mad Cow's) disease, Frontal Lobe Dementia (including Pick's disease), HIV-AIDS Neurocognitive Dementia etc.

Alzheimer's disease is characterized by tau protein deposits and amyloid plaques and tangles.

What are some of the warning signs of dementia?

Dementia is a progressive, degenerative disease that affects your entire being. Daily tasks or activities of daily living (ADL's) become difficult to handle and it affects mental, physical, emotional and social spheres of life.

The first symptoms and the steady progression of dementia vary from person to person. One person with dementia is one person with dementia – it is important to treat the person as an individual. Not all the symptoms listed below manifest in all people diagnosed with dementia.

- Challenges with memory including memory loss is one of the first signs especially for recent events;
- Misplacing objects or forgetfulness
- Getting lost or disorientated, especially in new environments
- Difficulty finding the right words to explain, describe or name objects
- Poor concentration or loss of initiative in previous interests or hobbies
- Poor judgement and thinking abilities such as planning activities and sequencing e.g. laying a table
- Psychological mood changes, irritation, heightened anxiety, becoming suspicious or aggressive
- Inappropriate language or responses to situations
- Personality changes
- Misinterpretation of events

As the disease progresses, further intellectual, behavioural, physical and sometimes social challenges are experienced, affecting speech, language, mobility, continence, frailty, general daily living skills and communication.



Communication difficulties will increase and these can include: confusing the past reality with present reality, problems remembering normal routines, appointments and services, communicating thoughts and feelings, varying awareness levels and sometimes disorientation and difficulty understanding physical and social environments.

Most forms of dementia cannot be cured, although research all over the world is continuing to develop drugs, vaccines and treatments. Drugs have been developed that can temporarily alleviate some of the symptoms of some types of dementia, particularly for moderate stages. Those that are currently available only slow down the progression of the disease but it cannot be cured.

In our next newsletter we will look at why a diagnosis is important and some of the challenges that can arise within families after a diagnosis of a dementia.

DEMENTIA SA is a leading provider of information, support, training and advocacy.

DEMENTIA SA

0860 636 679 or Email: info@dementiasa.org

The DEMENTIA SA website is very informative too - www.dementia.org

Join DementiaSA on Facebook (@DementiaSA) and Instagram (@dementia_sa_national)

Reminder to check your call4care device

We want to take this time to remind all residents to test their Call4Care devices on a weekly basis. Please press the red button on your Care phone and/or Pendant to check the connection through to the Call Centre. This machine has saved many lives across the MacCare group and we firmly believe it is worth every cent.

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Is the HOA (Homeowners' Association) Responsible for the Security & Safety of Homeowners & Property?

"I live in an estate. While on holiday my house was broken into. I feel that lax security could have been the reason for the break-in. However, when I raised this with the Homeowners' Association they were dismissive and said they had no responsibility for the break in. Is this true?"

A Homeowner's Association (HOA) is a body comprising the homeowners of a specific estate entrusted by the homeowners with the running of the estate and communal affairs of those homeowners.

In the recent case of Van der Bijl and Another vs Featherbrooke Estate Homeowners' Association, it was held that a HOA is merely a vehicle by which the homeowners of the estate elect to achieve common goals. Accordingly, in the absence of a specific agreement between the Association and its members as to the liability

of the Association to protect those residing on the Estate, the Court found no basis for holding that the Association had a duty to protect the home owners or that the law required that the Association should have such a duty.

Therefore, a HOA can only be held liable for the safety and security of its homeowners where it is specifically obligated to do so in its memorandum of incorporation or it has been contractually agreed to by the HOA with a homeowner.

Author: *Tonkin Clacey Inc Attorneys*



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BRINGING EFFICIENCY TO RESIDENTIAL COMMUNITIES

MacCare services at **Macadamia Mataffin**

The services of MacCare NPC were terminated at Macadamia Mataffin after we answered a request for proposals for the Care services required by the estate.

MacCare was disappointed to lose the contract, but that is the nature of business. Having suffered continual losses while the estate was in the development phase, MacCare could not continue on the same basis any longer.

We wish the residents of Mataffin well in their relationship with the new Care Services provider.

All services at other estates, while operating under difficult circumstances in this economic climate, are not currently under any threat and continue uninterrupted. We are, in fact, expanding our services at those estates to offer improved home care to the village residents outside the Care Centre and, where appropriate, to residents of the surrounding suburbs who require assistance at home.

The Care Manager responsible for operations at Mataffin (Heide-Marie Archer) has been appointed as the Director responsible for Care within MacCare NPC and is based at Macadamia Nelspruit (West Acres).

