

# COMMITTED TO CARE

*Newsletter from The District Nurses/September 2005*

## MESSAGE FROM DON/CEO

Welcome to the spring edition of The District Nurses newsletter.

Much has happened over the winter and the Newsletter gives me the opportunity to keep our clients and members up-to-date. In June The District Nurses extended our area of operations to Hobart's Eastern Shore. Our Eastern Shore clients are all Department of Veterans Affairs clients. It is our intention to expand services to this area over the coming year. So welcome to all our new clients!

We have been steadily working at getting our Birdwood Avenue Clinic up and running. I am pleased to announce that the foot-care clinic will be operational mid October, (see inside newsletter). The foot-care clinic is a bold new service being offered. It should be noted that we do not offer Podiatry. We have developed this service as a result of overwhelming requests for simple toenail cutting and foot-care advice. Over the coming months we will be offering our clients the opportunity to have other care in the clinic such as wound dressing and continence assistance. The advantage for you is that you will be able to make an appointment for your care. I can hear your questions as I type this...YES, we will be offering transport. We will be making our bus and driver available on the clinic days to those clients who require transport. Whilst visiting the clinic clients will be offered the opportunity to have a chat and morning tea in our day centre. I have received some very moving letters of thanks over the past months and I would like to take time to tell you all how important they are to our staff. We make certain that when your letters and cards are received the staff involved in your care are formally thanked and a record goes on their file. We all agree that the very worst day becomes insignificant when someone offers a few words of thanks. Similarly I am equally as committed to managing your complaints. If you have an issue you feel needs attention please feel free to contact me. We are serious when we say complaints are opportunities for improvement!

In closing I would like to remind you that all staff employed by The District Nurses carry identification, you should ask for that identification if you are unfamiliar with the person on your door-step. Should you have any concerns about the identification of a staff member please phone our office for confirmation.

Many of our clients will have received care from Registered Nurse Judy Keating. Judy retired in August after 23 years with Hobart District Nursing Service. We wish her a long and happy retirement.



Kim Macgowan



*Meet some of our staff members*

**From left;**

Narelle Green (Manager Business Operations)

Pam Walsh (Administration Assistant)

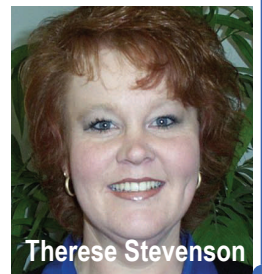
Kim Macgowan (DON/CEO)

Jeanette Brown (Administration Officer)

Tanya Inches (Receptionist)

Lindy Jackson (Secretarial Assistant)

# MESSAGE FROM HOME HELP CO-ORDINATOR



## Round Change

Its that time again, round change is starting in October 2005!. All clients will be notified of their new home help staff member.

Round change is a great way for clients to meet our employees and it's an excellent way for staff members to meet our clients. All our home help staff members are wonderful and we have had some excellent compliments from our clients over the past six months. Thank you for those.

**Are you going on a holiday?**

**Are you being admitted to hospital?**

**Do you have family staying over?**

### HOLIDAYS:

It is important to advise us if you are going away on holidays so that your home help service can be ceased in your absence. When you return home, please notify us as soon as possible and we will reinstate your home help service. Though we appreciate you may wish to have your previous home help arrangements continued, we cannot guarantee that you will receive the same worker on the same day or at the same time.

### ADMISSION TO HOSPITAL:

It is important to advise us if you have been admitted to hospital so that your home help service can be ceased in your absence. Although it is expected that the hospital staff will notify us of your discharge, it is strongly recommended that you notify us of your return home as soon as possible, so that we can reinstate your home help service. Though we appreciate you may wish to have your previous home help arrangement continued, we cannot guarantee that you will receive the same worker on the same day or at the same time.

### FAMILY STAYING OVER:

It is also important to advise us if you have family staying over as we do not provide a home help service to clients when family are staying over. Therefore, your home help service will cease until we receive further notice from you.

**Please advise the Home Help Co-ordinator on 6273 3000.**

## IN SHORT

### Cleaning Products!

The District Nurses Home Help Service supply all cleaning products for cleaning. Please advise us if you are allergic to our products in any way. We ask that you supply your own cleaning gloves for our staff to use.

### Not feeling the best?

If you are unwell on your home help scheduled day and you do not want to receive our service, please advise us as we need to take into account our staff members wellbeing and health.

# GENERAL NEWS



[www.thedistrictnurses.org.au](http://www.thedistrictnurses.org.au)

## Do you require some Home Maintenance services?

Our Service offers assistance with small maintenance jobs around your home.

We are happy to consider any minor household Maintenance.

Please note that clients must purchase any hardware that may be needed to undertake the repairs.

The service will cost \$5.00 per visit.



## Example of jobs:

Repairs to window/door locks

Repairs to gates

Changing light globes

Replacing smoke detector batteries

Assembling equipment

Changing Tap washers

Repair pet enclosures

Repairs to clotheslines

Please note that we do not do the following maintenance.

Gardening, Mowing lawns,

Washing windows.

## FOOT CARE CLINIC

Do you require your toenails to be cut regularly? We now have a foot care clinic at our office at 2 Birdwood Avenue Moonah.

There is a clear boundary between the provision of basic foot care and the practice of podiatry. Podiatrists provide basic foot care and podiatry services, where as Nurses are only involved in the provision of basic foot care. Basic foot care practice is given to normal toe nails and skin surfaces of the foot, including the cutting of toe nails and the removal of superficial dead skin.

For further enquiries regarding this service please phone our office staff on 6273 3000.



*Diane Hayes*  
*Registered Nurse*



# SOCIAL GROUPS



## Day Centre

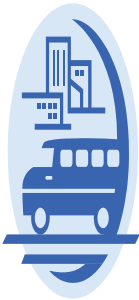
Enjoy lunch with new friends, The District Nursing Day Center is held every second Wednesday from 10am to 1.30pm.

\$15.00 per person

Enjoy morning tea, a hot lunch, and a game of Bingo.

## Music Group

Sing along to Old Tunes, you don't need to have the best singing voice to be a part of our music group, held every second Thursday from 10am to 12pm, \$5.50 per person with morning tea provided.



## Bus Trips—Out to Lunch

The Glenorchy Auxiliary run bus trips most Friday's to various Country locations for a counter meal.

\* Cost to be advised\*

## Card Making

Ladies Card Making, held fortnightly on a Monday from 9.30 to 11.30, morning tea provided

\$5.00 per person.



Transport is available for all our Social Groups, please phone Jeanette Brown at our office for further details

2 Birdwood Avenue Moonah 7009 Postal Address: PO Box 1025, Glenorchy 7010

Phone: (03) 6273 3000 Fax: (03) 6273 3002

Email: [hdns@thedistrictnurses.org.au](mailto:hdns@thedistrictnurses.org.au)