



COMMITTED TO CARE

Newsletter

The Hobart District Nursing Service Inc.

Summer Edition February 2009

Message from the CEO



Like many of you I am finding it difficult to believe almost two months have passed since Christmas. 2009 is already proving to be both challenging and rewarding. That is how it is at Hobart District Nursing Service (HDNS); all the staff work hard at meeting the challenges of caring for the community.

The reward for this hard work is seeing each one of you achieve your goals. Those goals are different for everyone. It may be being able to continue to live independently in your own home. For some it may be being able to recover from illness or injury and return to work. As CEO my reward is to hear about how we have helped you reach your goals. So please let me know when we have made a difference to your life.

There have been some exciting changes at HDNS since Christmas. I am very proud to announce that HDNS is now responsible for all health services on the Tasman Peninsula. These services include a GP practice, nursing home, child care centre, community nursing and allied health services. The Tasman Peninsula Health Services staff now join the HDNS family in continuing our 113 year tradition of providing community care.

My closing message to all our clients and patients is a simple one. Please talk to your Nurse or Community Support Worker about how we can assist you to improve your health and reach your goals. We are partners in your care; help us to be the best partner we can be.

Kim Macgowan

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home and community care

A JOINT COMMONWEALTH AND STATE/TERRITORY PROGRAM
PROVIDING FUNDING AND ASSISTANCE FOR AUSTRALIANS IN NEED

Private & Veterans Services Update



The DVA and Private Services team hope that you all had an enjoyable and relaxing Christmas and New Year. We would like to take this opportunity to introduce our newest staff member to the team. Alison has commenced with the Hobart District Nursing Service as the Private Services Manager, following Elena's resignation.

Alison joins the team of DVA and Private Services Nurses and Veterans Home Care staff who

continue to provide high quality nursing and domestic services in your home. The team utilizes comprehensive referral networks to ensure that you receive services tailored to meet your particular needs.

The DVA/Private team look after all Veterans and the private clients of the HDNS.

If you would like to discuss your entitlement to service or service provision in the home please call Alison on 6273 3000.

Alison & Lisa

Update from our Administrative Staff

Police checks: As it is now compulsory for Employers within the community sector to have police checks on all employees. It is HDNS policy that all current and new employees have a national police check conducted every three years.

Accounts: You will notice that accounts are now being printed on coloured paper. We hope that this helps when sorting out your bill payments.

Remember,

There are several ways you can pay your accounts:

- in person by cash, cheque or eftpos,
- Over the phone by Credit Card,
- By internet transfer to our Bank Account. Phone office for details.
- By voucher (*please ensure you write your name and address on the back*).

Finally!!!

Thank you all for your patience over the past few months. We have switched to a new computer program and there are more than a few bugs in the system!!!!!! We have our team of exterminators, armed with a can of *MORTEIN* trying to fix them. If you believe your account is incorrect, please contact Jeanette on 62 733000.

Izabell, Jeanette, Tania & Gill



Community Support Services Update



HACC Coordinator Update

Since our last news letter some major changes have occurred within the Home Help division. We would like to thank all our loyal clients for being so patient and understanding during these changes.

We have had staff come and go over the past 12 months, so for those who have been with our service for a while you may notice some new faces. They are very eager and keen to provide good care in the community: we are sure that you will enjoy their company!

Pam and I endeavor to provide the best service for all our Home Help clients, but we also need your assistance so this can be achieved. If you have an appointment that has landed on the day you are expecting your visit, **please** contact us. We may be able to organize another day or later time with you so you do not miss out on this service.

All our staff now provide personal care in the community. We therefore place clients needing such care **first** on all lists, *we don't want them sitting in their pyjamas and dressings gowns waiting all day!!!* Clients who receive domestic assistance only are usually seen after 11 am.

If, you are unhappy with the service, we would like to hear from you, so we can improve our care. We also love to hear from clients who have enjoyed having our staff caring for them, this positive feed back really improves our staff morale no end.

Susan

Home Help: Whilst we all enjoy a Public Holiday, they are a nightmare to cover!!

As a rule.

Fortnightly Clients: Home Help **will not** be covered on PUBLIC HOLIDAYS **unless** there are 2 in a row (i.e. Australia Day then Regatta Day). When this happens we will always cover the first holiday not the second. You will get a call from us to organize another time.

Weekly Clients: Unfortunately, if your visit falls on a Public Holiday you **WILL NOT** get your weekly visit.

Personal Care:

People showered **3** times a week **will miss** a visit if it falls on a Public Holiday.

People only getting **2** showers a week will be visited however, the visit time may be **much later**. Please call if you do not require the visit on that day.

Visit Times:

Please remember, **we cannot** guarantee visit times. It is always a good idea to keep the day appointment free so you don't miss your visit.

You might also find that you don't have the same worker every time. Our service is, unfortunately, not able to offer the same person every time, but we do try to keep our workers in area teams so, even though you do not have the same worker, you will have probably met the other members of the team before.

Pam

Update from our Nursing Services



There have been quite a few changes in our nursing team over the last 12 months and we are

all aware that change can impact on continuity of care to our clients.

However, change can be a good thing and our nurses are all passionate and committed to your care.

Sharing care – where you may have 2 or 3 nurses coming in regularly to attend to clinical tasks and assessments means that you still have continuity but by more than one nurse which actually improves observation and care reviews. Plus - *you get to know us all!*

Weekends: Please be patient on a weekend when we only have two nurses trying to get to those clients needing care. We can't be as early as during the week – but you know we will get there in as timely manner as is humanly possible.

Waivers: A reminder to clients who have genuine financial hardship – you may be eligible for a waiver. If you are having difficulties, discuss the issue with the nurse or alternatively phone Susan Cartwright, our H.A.C.C Coordinator.

Complaints: If you have a concern regarding your care or have an issue with the Nurse or Community Support Worker delivering your care – please phone our office and you will be put through to the appropriate Manager or

Team Leader and your issue will be discussed and followed up.

Complaints can be made by either:

- making a written complaint
- Asking a staff member to make a complaint on your behalf
- Phoning the Office

Your complaint will be investigated by the relevant manager and you will be notified of the outcome either in person, by phone or by mail.

Addressing complaints goes towards improving our service so we do welcome your feed back. Don't forget – we also thrive on positive feedback and especially welcome compliments and a 'pat on the back'.

Here is a photo of some of our team. Wendy the third one from the left, has just returned from her honeymoon!!!! Congratulations Wendy.

Janne (Team Leader)



Crafty Critters

We have started a new activity group called Crafty Critters aimed at providing exciting and new activities for our



clients. So far they have conquered scrap booking, mosaics and pottery and there is more to come. Sessions are held every second Monday from **10am—12pm** with morning tea provided. The cost is **\$10.00** which covers supplies, morning tea and transport if required.

So if you know someone who may benefit from attending this group or even if you think your brain could do with some exercising, give us a ring. You don't even have to be a client of HDNS to come along!

Tania

Foot Care Clinic

CAN'T TOUCH YOUR TOES ANYMORE?

We all know that the older you get, the further away your toes become!

Our Foot Care Clinic, located at our Birdwood Avenue Centre, CAN reach your toes!!! We provide basic foot care including cutting toe nails and removing superficial dead skin.

The Foot Care Clinic is held on **Tuesdays** and **Thursdays** (not public holidays).

It costs **\$20** dollars for pensioners and **\$30** for non-pensioners.

Everyone is welcome, so why not come in and give your feet a pampering?!!!

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

Wendy

Important notice for Foot Clinic Clients

We have had to increase the price of a visit to cover our costs. We will also be looking at utilizing our new bus to facilitate group pick ups as an alternative to the current transport arrangements.

Message from the Community Assessor

Since starting with HDNS I have visited many homes to assess clients for Home Help and Personal Care.

There are several issues that continually come to my attention as health hazards.

- Loose mats, not flat to the floor
- Cluttered areas that risk injuries
- Areas that require rails
- Unsafe equipment (mainly old heavy vacuum cleaners)

Our Community Service Workers are well trained to care for you: helping with personal care, TED stockings, braces, as well as domestic duties. We need our workers to be as safe as possible when working and we ask that you provide a smoke free, uncluttered environment, restrain your pets and have all equipment in good working order.

We thank you for your cooperation.

Meekje



Out Lunch

Join in on a bus trip, outings on most Fridays.

Cost to be advised.

Lunch with friends

Have lunch with friends at the Day Centre and play Bingo.

Held fortnightly on Wednesday.

Time: 10am to 1:30pm

Cost: \$17.00

Includes morning tea and hot lunch.

Please contact 6273 3000 for information for any of the activities.

Transport is provided for all activities.

Music Group

Sing-a-long to old tunes at the Day Centre.

Held each fortnight on Thursday.

Time: 10am to 12 noon.



Our new chariot!

Auxilliary News

Our Glenorchy Auxillary has worked tirelessly to raise funds for much needed equipment and activities. In 2008 we welcomed a new addition to the family—our new bus!!! This has a lifter and low access which makes alighting the chariot much easier.

Members meet monthly on the first Wednesday of each month at our Headquarters and welcome new members.

The group is looking for Drivers to take clients on the Friday trips in the country. Contact our office if you have a family member interested.



Volunteers

We would like to welcome some new volunteers to our Birdwood Day Centre. We welcome Maxine, Judy and Lyn to the team and hope that they thoroughly enjoy assisting with our activities. Our volunteers support a large range of activities including social outings, song groups, luncheons etc and we hope to further expand these services in the future. We are always after more members. If you, a friend or family member would like to volunteer, you are welcome to come along to see just how much fun we have! Call us on ph 62733000 for information on our next activity.

Jeanette