

Message from the CEO



The first question people usually ask when they require Home Care Services is "how do I know the person coming into my home can be trusted"? This is a very important and valid question to ask, and it should be the first question you ask of anyone entering your home. At The District Nurses we understand the anxiety having a *stranger* in your home can sometimes cause and I would like to take this opportunity to explain the steps we take to ensure we provide you with honest and professional staff.

The District Nurses require all staff to undergo extensive police checks prior to their employment and again at regular intervals throughout their employment with us. This has been a requirement since 1999. Earlier this year the Federal Government enacted Legislation to ensure all staff working with aged persons meet stringent police checking guidelines, The District Nurses have met this requirement.

All our Registered Nurses have further requirements placed upon them by way of the Nurses Registration which is done annually. When nurses register they must sign a declaration stating that they are, mentally and physically capable and professionally competent to be a nurse. Nurses also undergo extensive assessment of their skills and knowledge every year. Any

Nurse who does not present a valid Registration cannot work as a Nurse. Our community care assistants who assist you with home care and your personal care needs also undergo regular competency checks to ensure their skills are of the highest standard.

At The District Nurses we have a Code of Conduct which all staff must adhere to. The code is designed to protect your rights as a client and the rights of all our staff. The Code includes things like protecting your privacy, treating you with respect and the confidentiality of your medical information. Breaches of the Code of Conduct are taken very seriously.

The District Nurses are committed to your care and we strive to improve our services when ever we are able. Should you have any issues that you are concerned about we are available to resolve those issues. Simply phone or write and the matter will be addressed. Our complaints policy is available to all our clients and will be forwarded to you at your request.

If you are happy with the services we provide, and the staff we employ we are always pleased to hear from you. If you are unhappy about any aspect of our service we would be even more pleased to hear from you, so we can turn your frown into a smile.

Kim Macgowan
Chief Executive Officer

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Message from the DVA Coordinator

The District Nursing Service is pleased to announce that we can now provide ALL your Department of Veterans Affairs care needs

Our dedicated staff can provide nursing and domestic services in your home and have comprehensive referral networks to ensure that you receive services tailored to meet your particular needs.

Services available include:

- In home nursing services
- Medication management
- Wound Care
- Hygiene assistance
- Palliative care

- Post hospitalization (post acute) care
- Assessment and liaison with multiple service providers
- Domestic Assistance
- In home respite care
- Maintenance and garden services (related to safety).

This diversity of services allows us to provide a ONE –STOP- SHOP for all in home services.

If you would like to discuss your entitlement to service or service provision in the home please call Elena our DVA Coordinator on 62733000.



Farewell to our grey nomad



Ron Peters our long standing evening nurse is retiring after 15 years with the Hobart District Nursing Service.

Ron commenced nursing in January 1960. He worked at St John of God Order, the World Wide Order, Headquarters in Rome; worked at Mokisset, Burwood and Richmond NSW.

Entitlements consisted of 17 days home every three years, one day off a week, up in the morning at 5.15am daily; did get a sleep in on Good Friday till 6am; had to eat

meals in silence; there was no union and his hair was cut short weekly.

Ron said "the first day on the wards in Richmond was a big shock, I was going to leave, I did not like the sight of big wards and the lobectomies etc. The Prior said "Just try it for another day". Ever since I have just tried it for another day. I finished up with nights with Elvis!" (the name of the work car)!

We wish him happy travels, and he will be missed by us all.



Message from the Home Help Coordinator

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.

Please notify us as soon as possible of your return and we will reinstate your home help service.

We appreciate you may wish to have your previous home help arrangements continued but, 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.

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:

Please advise us if you have family or friends staying over as we do not provide a home help service during your visitors stay. Your help will recommence when you advise us when they leave.

Please contact the Home Care Coordinator on 6273 3000 if any changes occur.

Foot Care Clinic

Do you require your toenails to be cut regularly?

We 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.

Your feet mirror your general health, conditions such as arthritis, diabetes, nerve and circulatory disorders can

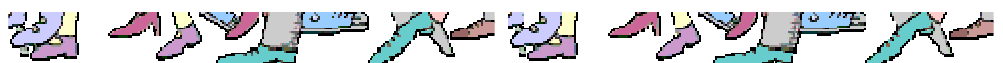
show their initial symptoms in the feet.

Type of care:

- foot assessment
- foot soak
- toe nail cutting
- foot massage
- referral to podiatrist as required
- tea or coffee.

The foot care clinic is held on Tuesday and Thursday mornings of each week (not public holidays).

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





A division of Hobart District Nursing Service Incorporation

2 Birdwood Avenue Moonah 7009

Postal address:

PO Box 1025, Glenorchy 7010

Phone (03) 6273 3000

Fax: (03) 6273 3002

www.thedistrictnurses.org.au

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.

Contact the office on 6273 3000.



Social Activities

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.

Cost \$8.50 per person

Morning tea provided.

Cardmaking

Ladies learn the technique of making beautiful card that you can send to your friends and family for different occasions.

Held each fortnight on Monday.

Time 9:30am to 11:30am

Cost \$8.00 morning tea included.



home and community care

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