

# Rural Health

## Your Community Health Service



### PRIMARY CARE SERVICES

- Counselling/Social Work
- Dietetics
- Diabetes Education
- District Nursing Service
- Exercise Physiology
- Meals on Wheels
- National Respite for Carers
- Needle Syringe
- Occupational therapy
- Physiotherapy
- Planned Activity Group
- Podiatry
- Radiographer (X-Ray)
- Rural Drug Withdrawal
- Transition Care

### VISITING SERVICES

- Echocardiography
- Hearing Services
- Immunisation
- Maternal and Child Health
- Memory Clinic
- Men's Shed
- Mental Health
- Psychology
- Optometry
- Ultrasound

### REGISTER FOR ONE OF OUR PROGRAMS

- Better Health Self Management
- Fitness for Older Adults
- Life!
- Strength and Balance

Eligibility requirements and fees may apply to these services.

For more information or bookings contact REDHS Primary Care on 5484 4465 or email [chealth@redhs.com.au](mailto:chealth@redhs.com.au)

## RIPERNs AT REDHS

On 16 February REDHS will formally launch its RIPERN program which will actively employ three fully qualified RIPERNs. The acronym RIPERN translates to Rural Isolated Practice Endorsed Registered Nurse. RIPERNs are nurses who have undertaken further education to allow them to treat a greater range of low risk conditions, calling on doctors' assistance as necessary. With our three RIPERNs officially engaged in active roles from February, REDHS will now be able to provide even better access to care.

**If you would like more information on RIPERNs go to [www.health.vic.gov.au/ruralhealth/ripern](http://www.health.vic.gov.au/ruralhealth/ripern)**

## ADVANCE CARE PLAN

What is an Advance Care Plan? Advance Care Planning (ACP) is a series of steps you can take to help you plan for your future health care. If you don't have an Advance Care Plan, REDHS can now assist you in developing your plan so that your health needs and wishes are documented and discussed with your family and doctor. This means, that should you present to REDHS for any medical conditions, our staff will have clear instructions about what you have planned. The first steps to developing your ACP are:

- Write down your wishes
- Discuss your wishes with those close to you
- Speak to your doctor

**You can find more information and documents at [www.health.vic.gov.au/acp](http://www.health.vic.gov.au/acp) or you can call REDHS' Social Worker on 5484 4465.**

## MORE PHYSIO FOR REDHS

REDHS is pleased to be able to provide extra Physiotherapy services with our newest clinician Keely Trew. Keely graduated from LaTrobe University Bendigo last year having completed a clinical placement at REDHS in October. Keely, together with REDHS Physiotherapist Judy Lee, will launch a new pain management clinic in our Aged Care facility, working to help ease and manage chronic pain for some of our residents. This program will commence in February and will consist of treatments four days per week through therapeutic massage and the use of TENS machines. As well as working with our residents, Keely will also be available for primary care appointments, allowing community members greater access to our Physiotherapy services.

**If you would like to make a Physiotherapy appointment, please contact our Primary Care services on 5484 4465.**



*Physiotherapist, Keely Trew*

## STAFF PROFILE

This month, REDHS welcomes Primary Care Trainee Kelly Shotton. Kelly will complete a 12 month traineeship at REDHS which will see her achieve a Certificate II in Health Support Services. Kelly will work predominantly in our main reception area answering telephones, scheduling appointments and learning various administrative processes within the health service. Kelly lives in Rochester and finished school at Rochester Secondary College at the end of 2014. When she has completed her traineeship, she hopes to further her career in health or administration.



*Kelly Shotton*

**Rochester & Elmore District Health Service Pascoe St, Rochester Vic 3561**

**ph: 5484 4400 fax: 5484 2291 email: [rochhosp@redhs.com.au](mailto:rochhosp@redhs.com.au)**

## HEALTH WEIGHT WEEK

Healthy Weight Week is here again from 16-22 February and REDHS is encouraging all community members to come in and see our Healthy Weight Week display in our reception. Healthy Weight Week aims to educate Australians to assess their eating habits and make small changes to improve health and wellbeing such as cutting back on saturated fat and refined sugar and making sure you eat a healthy breakfast every day. The Healthy Weight Week website [www.healthyweightweek.com.au](http://www.healthyweightweek.com.au) has many helpful tools including a free downloadable cookbook full of healthy recipes, a seven day meal planner, weight assessment tool and tips on staying on track with a healthy diet. People can also participate in a 10 week challenge. For more information, or if you would like to make an appointment to see our Dietitian, please call 5484 4465.



## NEW LOOK WEBSITE

Head to [www.redhs.com.au](http://www.redhs.com.au) to see our fresh, new-look website. The new website features our services, departments and programs as well as photos of staff, residents, visitors and other community members. Any vacant employment positions will continue to be advertised on our new site as well. Our new website is still in its infancy and is a work in progress. We appreciate and welcome any constructive feedback from our community. If you have any suggestions for our website, please contact Rachel McMahon on 5484 4328 or [rmcmahon@redhs.com.au](mailto:rmcmahon@redhs.com.au)

## VALENTINE'S DAY FOR PAG

On Friday 13 February, our Planned Activity Group celebrated Valentine's Day together over morning and afternoon tea as well as lunch and some organised games. Beautiful table decorations of red roses and love heart placemats set the scene for a delicious afternoon tea of home made cupcakes with cream and chocolate hearts. Pictured Dot and Herb Nielson in the REDHS heart, PAG residents enjoying morning tea, home made cupcakes for afternoon tea.



## STAFF PROFILE

This month's staff profile features Sharon Chapman who has been a REDHS team member since March 2014. Sharon currently works Monday to Thursday as Finance Officer and on Fridays fills an acting role in Aged Care Administration. Sharon loves the variety of her different roles and especially enjoys the interaction with residents and their families. Sharon lives in Rochester with her husband and three children and has a passion for health and wellbeing and enjoys being involved in her children's sporting clubs during her spare time.



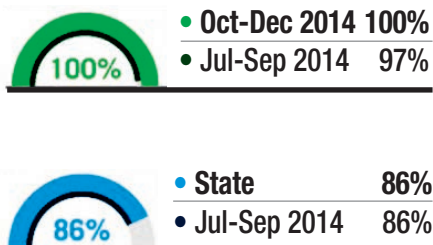


## HOW IS YOUR HEALTH SERVICE PERFORMING?

All patients who were admitted to REDHS' Acute ward (hospital) or who had a procedure in the Day Procedure Unit between October and December 2014 rated their overall hospital experience as either "Very good or Good" (State average 89.3%) in the latest Victorian Health Experience Survey results. REDHS' results are in green and average results for all of Victoria are in blue.

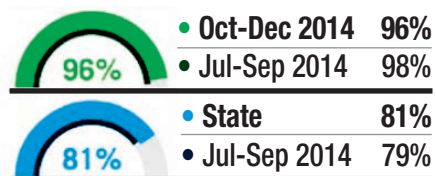
**Care and Treatment received from nurses:** 100% rated as either "Very good or Good" (State average 95.9%)

**The nurses were always compassionate**

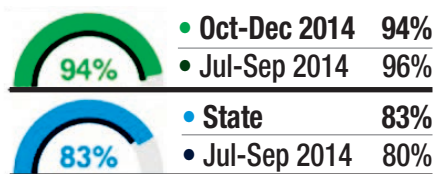


**Doctors and nurses working together:** 98.2% rated as either Excellent or Very Good (State average 83%)

**Always had confidence and trust in the doctors**



**Always had confidence and trust in the nurses**



**Discharge process:** 98.1% rated this as either "Very good or Good" (State average 84.9%) however the rating for taking the patient's family or home situation into account decreased slightly but was still well above the state average. The decrease will be analysed to see why satisfaction decreased and ways to improve will be investigated.

A major area of improvement at REDHS was the information about medicines given to patients on discharge. REDHS went from 65%

(below the average for all health services) to 87% (well above average) within six months. Three areas of significant improvement from the July – September 2014 period were reported:

- Worries or fears about condition and treatment were discussed by a health professional went from 67.3% to 84.8%
- Permission was always sought if students accompanied health professionals went from 82.8% to 100%
- Doctors always knew enough about the patient's medical history increased from 83% to 100%

**REDHS performed very well compared to other small rural health services and other services in the Loddon Mallee region, however the latest results show two areas where satisfaction had decreased:**

- Day Procedure Unit – satisfaction with time from arrival to admission decreased from 93% to 76.4%. This has been an issue in the past, but waiting times had decreased, so REDHS will investigate the reasons for the decrease in satisfaction.
- Hospital food being Very Good to Good decreased from 91.4% to 80.4%. This is still a high level of satisfaction but the reasons for the decrease will be investigated to see how we can improve.

## REDHS TO BE MEASURED AGAINST THE NATIONAL STANDARDS FOR SAFETY AND QUALITY IN HEALTH CARE

If you've visited REDHS lately, you may have heard the words "accreditation" and "national standards"



being discussed amongst staff or seen the posters throughout the facility. REDHS is currently preparing for accreditation which will take place 28-29 April for the hospital, day procedure unit and primary care department. Two surveyors from the Australian Council on Healthcare Standards will spend two days talking to members of staff, board members, GPs and patients and observe practice to ensure that REDHS is meeting the required standards of care.

The national standards focus on the areas where patients receiving health care are most at risk of harm whilst receiving care and include infection prevention and control, medication safety, patient identification, communication of information, pressure injuries and falls.

Have a look at the Standards displays in the main foyer and acute ward to see all of the care aspects that will be reviewed.

If you would like more information on the accreditation process and the National Standards, you can visit [www.achs.org.au](http://www.achs.org.au) or [www.safetyandquality.gov.au](http://www.safetyandquality.gov.au)

## MEET THE REDHS BOARD OF DIRECTORS



REDHS Board of Management, Back row (from left): Graeme Hodgens, Keith Oberin, Tim Fulton, Carol McKinstry, Ben Maw. Front row (from left): Alan Darbyshire, Kate Lee, Michelle O'Sullivan

### Tim Fulton

**Position:** President

Tim has been a member of REDHS Board for 6 years, previously as Treasurer for four years and has been in his current role of President for two years. Tim works as Financial Accountant at Kagome and has held various roles in finance and business. Tim lives in Echuca with his wife and two young daughters and enjoys keeping fit through swimming and Crossfit. He believes the lifestyle a country town offers is great for families.

### Benjamin Maw

**Position:** Vice President

Ben has been a REDHS Board member for four years. He lives in Bendigo and grew up in the Mallee. Ben is a Registered Nurse and has held various roles in community health, theatre and residential aged care. He is currently the Regional Business Manager for Benetas. Ben's

clinical background has been of great benefit to REDHS and he has contributed extensively on issues including service improvement and new service opportunities. Ben loves good coffee, golf and study.

### Alan Darbyshire

**Position:** Treasurer

Alan has had two stints on the REDHS Board – previously from 1985 for ten years and rejoined the Board 3 years ago. Alan's professional background as an Accountant has served the board well and he brings a wealth of financial expertise. Alan says being a member of the REDHS Board has also helped him to grow professionally as well as making great friendships. Alan is a Rochester local and loves everything about his home town. He and his wife Heather enjoy spending time with their 3 children, 5 grandchildren and 2 labradors. Alan also plays lawn bowls and enjoys walking to keep fit.

### Keith Oberin

**Position:** General Member

Keith has been a REDHS Board member for over 7 years and filled various roles including President. Keith says a highlight for him was being President when REDHS was awarded Rural Health Service of the year in 2013. Keith was raised in Rochester and has worked in diverse fields including education, tourism and more recently was the acting CEO at Campaspe Shire. Keith and his wife Leanne live at Barnadown and enjoy farming, fishing, cooking, reading, photography and music.

### Graeme Hodgens

**Position:** General Member

Graeme has been on the REDHS Board for 4 years and is a wonderful advocate for

community health. During his many years on the REDHS Board, Graeme has gained a great understanding of the complexity of public health services. Graeme is the Principal at Rochester Primary School and lives in Echuca. He loves the climate of Northern Victoria and has a passion for fishing, Aussie Rules and enjoys spending time with his grandchildren.

### Carol McKinstry

**Position:** General Member

Carol joined the Board in July 2014 and is a registered Occupational Therapist. Carol brings a wealth of experience to our Board having previously worked in the areas of patient safety and quality improvement. Carol lives and works in Bendigo and her and her husband enjoy a rural lifestyle while still having access to great services.

### Michelle O'Sullivan

**Position:** General Member

Michelle joined the Board in July 2014 and works as a solicitor at O'Sullivan Johnson lawyers in Bendigo. Originally a Rochester resident, Michelle now resides in Bendigo with her husband and beloved Labrador Bailey. Michelle enjoys sport, food and shopping.

### Kate Lee

**Position:** General Member

Kate has been a member of the REDHS Board since 2011 and says she has learned so much about public health since joining. Kate has lived all her life in Rochester and works at Murray Goulburn Co-Op as Administration Coordinator. Kate loves living in Rochester and being part of a rural community. Kate and her husband enjoy playing various sports including tennis, netball and water skiing during the summer.

## ICE ADVICE LINE LAUNCHED

Victorian Premier Daniel Andrews has launched a new help line for Ice users and their families. The Help Line – 1800 ICE ADVICE (1800 423 238) will direct users and families to the treatment and support services they need. The service is a free call from landlines and coincides with the launch of the new [www.ice.vic.gov.au](http://www.ice.vic.gov.au) website.

## STAFF PROFILE



This month's staff profile features Enrolled Nurse Sisky Morris. Sisky has worked with REDHS for approximately 32 years and has held various positions in Acute and Aged Care. Sisky says she feels so fortunate that after such a long time, she still loves working at REDHS and having such a rewarding job. She particularly enjoys the contact she has with the community and feels as if she has made a great difference in the lives of many local people. "I feel like I am the lucky one, being allowed into the lives of the patients I care for and helping their families through challenging times.... what a privilege". Sisky and her husband, taxi driver Wayne, live in Rochester and have four children and 8 grandchildren

## SERVICE PROFILE – RESIDENTIAL CARE

A total of 60 residential aged care service beds are available at REDHS to provide accommodation and support for people who can no longer live at home. This consists of a 30 bed Nursing Home and a 30 bed Hostel which includes a 10 bed dementia specific unit. Other services provided within the Nursing Home and Hostel are respite care and Transition Care Program.

The buildings are purpose built and contemporary having been refurbished to provide homely spaces for residents to enjoy meals and activities. Our landscaped outdoor areas also provide a place for residents to enjoy time with family and friends.

## PLACES IN RESIDENTIAL CARE

REDHS has traditionally had waiting lists for both the nursing home and hostel, as well as for respite placement. With increased community support and programs to assist people to remain at home longer, the pressure on our waiting lists has been reduced and vacancies are becoming available more

regularly. Queries regarding places can be addressed with our Aged Care Manager by calling 5484 4461.

## RESPIRE CARE

Community members often have a family member or friend who provides care and support to help them continue to live at home. However carers sometimes also need support and the occasional break. REDHS can provide respite care either through Planned Activity Group (PAG) which is held on Monday, Wednesday and Friday or Residential Aged Care facilities which are available for up to 63 days per year/person.

## TRANSITION CARE PROGRAM (TCP)

TCP is a program designed to improve independence and confidence immediately after a hospital stay. It can also assist participants to determine future living arrangements whether at home or in care. REDHS provides TCP in our Acute ward and in the community. This can be arranged for up to 12 weeks.



## RESIDENT PROFILE

Isobel Burns has been a resident of REDHS Residential Aged Care since April 2014. Isobel made the transition to REDHS from her home in Rochester and loves being at REDHS. She says "It's very pleasant here and everyone is very nice to me".



## VOLUNTEER PROFILE

John Pallot has been volunteering at REDHS for approximately eight years. John has lived in Rochester for 14 years and loves visiting the residents. He generally assists residents with their daily activities. John also volunteers at St John of God in Bendigo, the Lions club and he loves listening to music and cooking. Thank you John, for the wonderful contribution you make to our residents and their families.



## STAFF PROFILE

This month's staff profile features Aged Care Business Support Officer, Tania Else. Tania has been a member of the REDHS team for 13 years and is a local Rochester resident, having grown up in town and settling here with her family. Families who are considering aged care can meet with Tania to discuss the financial aspects of admission. Tania is also responsible for HR Support throughout REDHS.

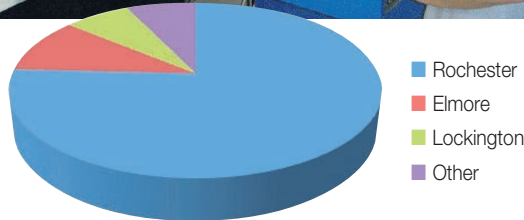


## WHO USES OUR SERVICES?

Each year REDHS conducts a postcode analysis of where our clients come from to use our services. The data collated is a useful tool in determining our catchment areas of patients and also provides us with evidence that our services are being accessed by our local communities. The charts below indicate where our clients come from to use our services. Each chart represents a particular service within REDHS. As expected, most of our clients originate from Rochester with Elmore being a close second, although areas such as DPU show other towns as the majority.

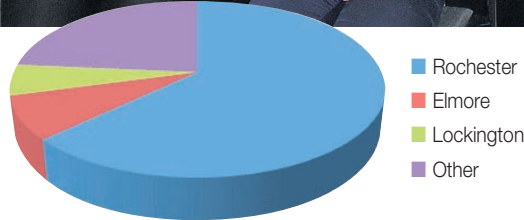
### ACUTE

REDHS Acute Services has 12 beds, one of which is for special (palliative) care. There are five visiting medical officers (VMOs) who have admitting rights.



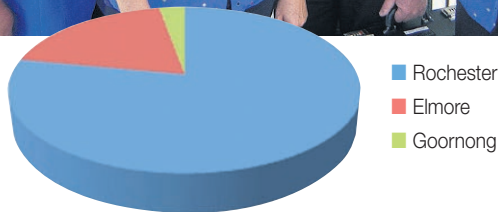
### PRIMARY CARE

REDHS Primary Care services include Physiotherapy, Podiatry, Dietetics, Occupational Therapy, Drug and Alcohol Withdrawal, District Nursing and more. Some of our most popular programs are our Fitness for Older Adults Program (FOAP) and our Planned Activity Group (PAG). REDHS provides outreach Podiatry services to Rushworth and Stanhope.



### DISTRICT NURSING

REDHS District Nursing provides community based nursing care and health advice to the communities of Rochester, Elmore and Goornong for people who may be unwell, aged and frail, people with disabilities and their carers.

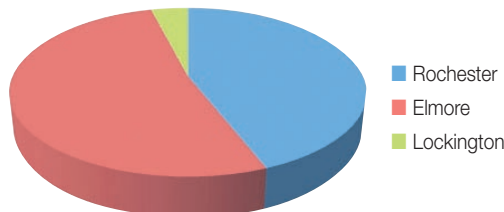


### AGED CARE SERVICES

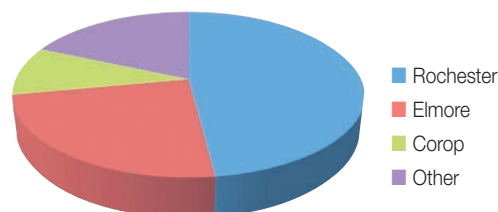
REDHS Aged Care services include permanent residency and respite. The homely environment of both the Hostel and Nursing Home provides an alternative for members of our communities who are no longer able to live alone and offers peace of mind for their families. A majority of current residents originate from Rochester however throughout 2014, more new admissions into Aged Care came from Elmore.



2014 New Permanent Aged Care Admissions

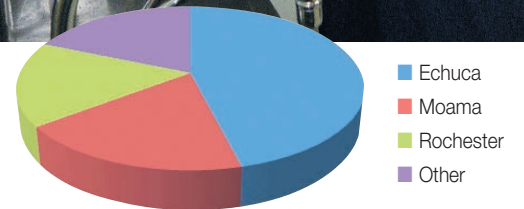


2014 Respite Admissions



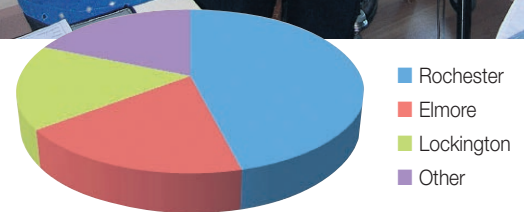
### THEATRE ADMISSIONS

REDHS Day Procedure Unit (DPU) offers state of the art facilities with expert medical practitioners who are able to perform various minor procedures at REDHS. These include colonoscopies, gastroscopies, cystoscopies, excisions of lesions, carpal tunnel release and vasectomies.



### URGENT CARE PRESENTATIONS

REDHS Urgent Care Centre (UCC) provides care for community members who present with emergency conditions. REDHS UCC is well equipped to treat minor accidents and emergencies and has an on call arrangement with local GPs as well as qualified RIPERNS (Rural Isolated Practice Endorsed Enrolled Nurses).





## AUDITING SUCCESS

Over the past few months, REDHS has been a hive of activity in preparation for two accreditation surveys and various audits. In late April, REDHS underwent an organisational wide survey for accreditation against the National Safety and Quality Health Service Standards. REDHS also elected to be assessed against a further five non-mandatory standards. A total of 367 actions were assessed by the surveyors over a two day period with only one action deemed not met. For this one action, REDHS was granted a 90 day rectification period to revise and assess the process for this standard action and provide evidence of rectification. This action was granted as met at the end of July and REDHS received full accreditation.

More recently at the end of July, our Aged Care re-accreditation process was completed for the Hostel and Nursing Home. REDHS met 44 out of 44 expected outcomes with the auditors giving particular praise to the quality of care provided at REDHS and were impressed with positive feedback received from residents and their families.



**Smiles all round:** from left Aged Care Manager Michele Bibby, Acute Services Nurse Unit Manager Meredith Hodder, Quality Systems Manager Lynn Wolfe, Chief Executive Anne McEvoy and Board Treasurer Alan Darbyshire.

During the same week as Aged Care accreditation, REDHS opened its doors to Kyabram District Health Service whose representatives performed several cleaning audits.

### The results of the audits were:

- **Theatre** – 99.3%
- **Acute** – 97.6%
- **Nursing Home** – 96%
- **Hostel** – 98.5%
- **Overall** – 98.2%

The outcomes for the two accreditation processes and the audit results are a fantastic testament to the dedication of the staff at REDHS. REDHS would also like to thank all our volunteers, residents, patients and their families for contributing throughout these processes and we endeavour to continue working to these high standards.



**Super Support Services:** from left Megan Ilton, Doetje Hodson, Dave Watson, Janet Bates, Kerri McEllister, Judy Olney.



## STAFF PROFILE

This month's staff profile features Kasey Rankin. Kasey is a registered nurse and has worked in our Acute and Aged Care facilities since April 2013.

Kasey's favourite part of her job is putting a smile back on the faces of patients and residents. She also loves working with her colleagues and says that all the staff in Acute and the Nursing Home are so friendly.

Kasey has a keen interest in neurological conditions after having completed her first year of nursing on a neurotrauma and neurosurgical ward in a Melbourne hospital. She hopes to one day continue her studies in this area. In her spare time Kasey plays netball for Serpentine.



# ROCHESTER & ELMORE DISTRICT HEALTH SERVICE

## REDHS Open Days -12-15 October 2015

Pascoe Street, Rochester  
PO Box 202, Rochester Vic 3561.  
Tel: 5484 4400  
Website: [www.redhs.com.au](http://www.redhs.com.au)

Have you ever thought you'd like to see more of REDHS, perhaps what goes on behind the scenes? REDHS will open its doors to community members who are interested in learning more about our facilities, programs and future

plans. We will run a series of tours and information sessions for interested parties and have specialist staff available at varying times to answer any questions. Anyone is welcome to attend at the times listed below. If you intend to

come in a group of greater than 5, please contact our Primary Care team on 5484 4465. Morning tea will be available on each day for a gold coin donation, with all proceeds going to the Rochester Hospital Auxiliary.

### REDHS Open Day Session Times

	Mon 12 Oct	Tues 13 Oct	Wed 14 Oct	Thurs 15 Oct
Health Service Tours	10.00am	10.00am	10.00am	10.00am
Aged Care Information Session	10.30am			
Allied Health Information Session		10.30am		
Community and Home Support information session			10.30am	
Acute Services Information Session				10.30am
Health Services Tour				3.30pm
Specialist Staff discussion for Aged Care and Acute				4.00pm

### ARE YOU A PARENT OR CARER OF SOMEONE WHO USES DRUGS OR ALCOHOL?

Would you like to see a peer support group for people living with and caring for drug and alcohol users? If yes, come along and express your interest in joining a support group. The meeting will be informal and in a safe and caring environment. Tea, coffee and light supper will be provided.

**Where:** Rochester Community House, 43-45 Mackay Street, Rochester

**When:** 7-8pm, Wednesday 23 September 2015.

**For more information please contact Rochester and Elmore District Health Service Social Work Service on 5484 4465.**





## REDHS – LOCALS SUPPORTING LOCALS

Rochester and Elmore District Health Service provides a growing number of services to Rochester and surrounding areas however it is also a major contributor to the local economy. Adding to the injection of wages into our communities, REDHS also supports local businesses and has many contracts and arrangements with various trades, services and suppliers.

### Did you know:

- REDHS has a total of 249 employees including permanent, part time and casual staff.
- 82% of REDHS' budget is allocated to salaries and wages;
- REDHS pays approximately \$9.5 million per year in salaries with 40% of staff members residing in Rochester, ultimately benefiting the local economy;
- Last financial year, REDHS spent approximately \$230,000 in the local community on services and supplies for the health service.

REDHS continues to seek ways to support local business and our community.



Procurement team member Mandy Dockery, accepting a delivery from local suppliers.

## EDUCATING FUTURE HEALTH CARE WORKERS



Acute Services Manager Meredith Hodder with students

REDHS is proud to be part of the Loddon Mallee Clinical Placement Network which collaborates with universities and TAFE colleges to provide placement opportunities for clinical students to consolidate the theory and skills that they have learned through formal training.

Since January 2015, REDHS has hosted a total of 62 undergraduate students in the fields of nursing, podiatry, physiotherapy, occupational therapy, social work, dietetics and paramedicine. REDHS also employs two trainees who complete a Certificate IV in the areas of administration and allied health and has hosted five work experience students this year, allowing

the students to gain insight into various occupations and departments within a health service.

REDHS is a proud participant in the Northern Rivers Graduate Nurse Program which is a collaborative initiative between REDHS, Echuca Regional Health, Boort District Health and Cohuna Hospital. The graduate program provides a supported environment to assist graduate Registered Nurses with the transition from student to practicing professional. The program also provides an opportunity for one graduate nurse to work with REDHS and Strathfieldsaye Family Medical Practice.

REDHS encourages their staff to up skill wherever possible and is currently supporting staff members employed as Personal Care Attendants to complete study which will see them qualify as Enrolled Nurses and likewise there are some Enrolled Nurses who are studying to become Registered Nurses.

REDHS provides study leave for staff who are enrolled in further study and is passionate about assisting employees on their chosen career paths. As well as mandatory training and refreshers for clinical staff, REDHS encourages and supports extra training for interested staff in areas of basic life support, pressure injury prevention, wound management and medication management to name a few.

## REDHS ANNUAL GENERAL MEETING

An invitation is extended to all life governors, contributors and the general public to attend the Annual General Meeting of Rochester and Elmore District Health Service on Thursday 12 November 2015 at 5.30pm in the REDHS Function room (enter via Pascoe Street). The meeting will feature an opening

performance by the award winning REDHS Sing Out Loud Choir and guest speak Sam Brennan, former Rochester Secondary College student currently working in the Mental Health Sector. By Order of the Board of Management, Anne McEvoy, Chief Executive Officer.



REDHS OT student Allie Kellow and Occupational Therapist Casey Jame



REDHS staff

Throughout the week of 25 to 31 October REDHS participated in Occupational Therapy Week. The activities around REDHS highlight the important job our Occupational Therapists (OTs) do not just at REDHS but also out in our community. OTs assist people to regain mobility and function for daily living and work tasks. Clients of OTs may have issues arising out of accidents, surgery or even inherited medical conditions such as arthritis or musculoskeletal injuries. Throughout OT week, REDHS staff took part in games such as OT Wheel of Therapy involving staff members from each department answering questions relating to OT practice and also a mobile photo booth with staff displaying their knowledge of what Occupational Therapy is. Videos were also played on the television screen in REDHS reception for community members to improve their knowledge of Occupational Therapy. For more information on Occupational Therapy and appointment times, please contact the REDHS Primary Care team on 5484 4465

## STAYING HEALTHY IN THE HEAT

With record high temperatures in October and more extreme heat predicted leading up to and after Christmas, it is important to remember how to keep healthy in the hot weather. Some people are at greater risk of becoming ill during hot weather, in particular people aged over 65 years, anyone with a medical condition or people taking medications which affect the way the body reacts to heat, overweight people, pregnant and breastfeeding women and babies and young children. During extreme heat remember to drink plenty of water, even if you don't feel thirsty, keep yourself cool by using wet towels and taking cool showers, spend as much time as possible in cool/air-conditioned buildings, block out sun at home by closing curtains and blinds, avoid strenuous activity and stay informed of weather forecasts. Remember to NEVER leave children or animals alone in vehicles.

For more information, visit [www.health.vic.gov.au/environmental/](http://www.health.vic.gov.au/environmental/) heatwaves or collect a Staying Health in the Heat brochure from REDHS reception.

## REDHS AGM 2015

REDHS Annual General Meeting was held on Thursday 12 November with approximately 60 people in attendance including Board members, staff, volunteers and the REDHS Sing Out Loud Choir.

The following staff were recognised and thanked for their years of loyal and dedicated services to REDHS:

### 10 Years of Service

Emma Brentnall, Linda Costello, Leanne Gledhill, Millie Hayes, Glenys Lampard, Elizabeth Moulden, Rhonda Nalder, Rebecca O'Sullivan, Jasmin Powles, Kim Powles, Jennifer Ryan, Debra Shreeve

### 15 Years of Service

Jeannie Holmberg, Heather Johnstone, Pauline Jones, Philippa Kirk, Carol Little, Susan Ludbey, Megan O'Brien, Karen Tognolini

### 20 Years of Service

Wendy Kneebone, Janet McArdle, Dorothy Smith

### 25 Years of Service

Heather Wickham



## CURB YOUR CRAZY CHRISTMAS CRAVINGS

Christmas is a time when we often overindulge, food is in abundance wherever we go. The festivities of Christmas seem to start earlier each year with office parties to attend in November and December, Christmas drinks and family get-togethers where we are surrounded by finger foods, buffets or those calorie-dense Christmas food hampers and drinks. On average, Australians gain 0.8 - 1.5kg over the Christmas period. While this may not sound like a great deal, research shows that weight gained over the Christmas period is rarely lost. While Christmas is hardly the time to be trying to lose weight, it is realistic to maintain your weight over the festive season.

Follow these simple tips this Christmas:

- Never go to parties hungry
- Keep up your exercise regime
- Don't overindulge too early in the festive season
- Avoid snacking on nibbles high in fat, salt and sugar
- Drink in moderation
- Don't let poor diet and exercise choices run into January
- Remember that everything is ok in moderation and you can still enjoy a few treats without overindulging.

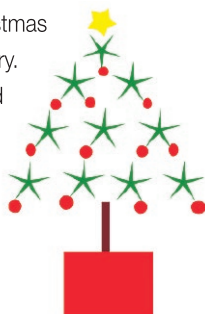
Katherine Watson  
Accredited Practising Dietitian  
Rochester and Elmore District Health Service



## CHRISTMAS ARRANGEMENTS AT REDHS

- Please be advised that REDHS reception will be closed on Wednesday 23 December and again from 12.30pm on Thursday 24 December through to Monday 4 January 2016.
- REDHS Primary Care services will be closed from Wednesday 23 December and reopen on Monday 4 January.
- Planned Activity Group will have their last session for participants on Monday 21 December and will return Monday 18, January 2016.
- District Nursing Services will continue to operate over the Christmas and New Year period, with the exception of Christmas (25 December). The District Nurses can be contacted on 5484 4422.
- Radiology will provide services on 24 December and will then close until Monday 4 January 2016.
- Campaspe Medical Centre will close on Christmas Eve and will return on Tuesday 29, December and will close again for New Year's Day on Friday 1, January 2016.
- Dorevitch Pathology will close on Christmas Eve and reopen on Monday 4th January.

The Board of Management, Executive and staff would like to wish our community a very merry Christmas and a healthy and prosperous new year. We extend our sincere appreciation for the support from all our clients, residents, patients and their families throughout 2015.



REDHS CEO Anne McEvoy thanking the REDHS volunteers.

## VOLUNTEERS CHRISTMAS LUNCH

On 8 December, REDHS hosted its annual Volunteers Christmas lunch with approximately 80 volunteers attending. Guests enjoyed a traditional Christmas lunch of roast turkey and vegetables, ham off the bone, followed by pavlova and Christmas pudding. CEO Anne McEvoy thanked the volunteers for the wonderful contribution they make to residents, patients, clients and family members. Staff member Deb Leed provided the entertainment with an interactive Christmas story, generating lots of laughter and Christmas cheer. REDHS is proud to have a total of 120 volunteers who assist in many and varied ways. We wish all our volunteers a very happy and safe Christmas and look forward to working with you again in 2016.



QUALITY OF CARE  
REPORT  
2015



## QUALITY OF CARE REPORT

REDHS recently completed its Quality of Care Report, showcasing new initiatives, improvements and clinical programs throughout 2014/15. The Report was distributed recently in the Campaspe Valley News however if you missed the newspaper, you can collect a copy of the Report from REDHS reception or it can be accessed on our website at [www.redhs.com.au/aboutus/publications](http://www.redhs.com.au/aboutus/publications)

## NATIONAL RESPITE FOR CARERS PROGRAM

Do you care for a relative who is either a frail older person or someone with a disability or chronic illness? If yes, you may be entitled to some respite through the National Respite for Carers Program (NRCP). The Program acknowledges that caring for someone who is unable to look after themselves is a physically and emotionally demanding commitment. NRCP understands that from time to time, in order to keep providing great care, carers often need the occasional break. This break is called respite. NRCP is available through REDHS for eligible clients and is delivered in the following situations:

- Weekday centre based respite – this consists of the care recipient attending a supervised day program;
- Weekday in home respite – this option is for those caring for people with dementia and dementia related conditions;
- Weekend respite – this is available on an annual basis and is available to eligible clients.

If you or someone you know is a carer and needs more information on the National Respite for Carers Program, please contact the REDHS Primary Care team on 5484 4465.