

## Leading our community to better health



### Resident and Family Handbook is a Team Effort

*How do I apply for permanent or respite residential aged care? Who will be looking after me? What can I bring and what is provided for me? Can I have visitors at any time? What happens if I become ill? Can I use a mobility scooter? These are just some of the many things that potential residents and their family members need, or would like, to know.*

Thinking about moving into aged care, or accepting a place, is a very emotional and busy time and there is so much information to take in. Whilst staff are able to provide information verbally, it is really important to have up to date, written information to which people can refer at any time.

It was pointed out to us by members of resident families that elements of the information in the Resident Handbook were outdated and that there was other information they would have found useful but wasn't in there.

As a result, family members and REDHS staff worked together during 2016 to produce an updated version that is more comprehensive and easy to read. It is useful for people who are thinking about moving into aged care and current residents and their families. Staff also have access to the handbook so that consistent information is able to be shared.

REDHS would like to thank the people who contributed to the review. A special thanks to Judy Anderson, Georgina Roberts, Helen Kneebone and Bruce Kneebone who gave so freely of their time to help future residents and their families receive the information they need through this resource.

The new version of REDHS Resident and Family Handbook is now available and can be downloaded from the REDHS website <http://www.redhs.com.au/residential-aged-care.html>. Alternatively, a printed or electronic version can be obtained from Aged Care Administration on request on 5484 4461 or via [agedcareadmin@redhs.com.au](mailto:agedcareadmin@redhs.com.au)

*Back Row Left - Right: Michele Bibby (Aged Care Manager), Judy Anderson, Lynn Wolfe (Quality Systems Manager)*

*Front Row Left - Right: Helen Kneebone, Georgina Roberts*

## Vision

Leading our Community  
to Better Health

## Values

Respect

Equity

Diligence

Honesty

Service

## In this Edition

Resident and Family  
Handbook is a Team Effort..... 1

Message from the CEO ..... 2

REDHS Years of Service..... 2

A Day in the Life  
of a District Nurse ..... 3

REDHS Home Care Services ..... 3

Courtyard Redevelopment..... 4

Aged Care Mobility Aid  
Parking Area ..... 4

Calendar of Events ..... 4

## Message from the CEO

Welcome to the 2017-Autumn Edition of REDHS newsletter.



At the Board meeting in December 2016, the annual election process occurred with the following members elected

- Chair, Carol McKinstry
- Vice Chair, Tim Fulton
- Treasurer, Jodie Smith

New Board member, David Rosaia, commenced as an observer (pending Governor in Council appointment).

The Board has reluctantly accepted the resignation of Ben Maw who is relocating to Torquay with his family to support his career at Barwon Health. Ben has provided an invaluable contribution to REDHS in his five years on the Board and

recently has been the Chair for the last 12 months. Pleasingly Ben will remain connected to REDHS with his offer to be an independent member of our Quality of Care committee, which is great news.



Carol McKinstry  
Chair



Tim Fulton  
Vice Chair



Jodie Smith  
Treasurer

In 2016, Rochester and Elmore District Health Service (REDHS) was funded by the Murray Primary Health Network (MPHN) under the Partners in Recovery Stigma Action Funding Grants. This \$5000 grant was used to implement a two-phased project to deliver the grant's objectives. The phases included REDHS Board signing the Stop Mental Illness Stigma Charter and or community based event, the Dairy Farmers 'Big Day Out', that recently received a Shire of Campaspe Australia Day Award.

The combination of these two events maximised REDHS' capacity to deliver the funding aims and spread the message to key groups in our community.



## REDHS Years of Service

Service Recognition Awards announced recently include the following valued employees:

**30 Years** - Barb Cail and Cheryl Madill

**20 Years** - Anne Chirnside

**15 Years** - Therese Jensen, Lynda Kellow, Sisky Morris, Cheryl Petrini and Kathryn Tibbs

**10 Years** - Janine Bubb, Colin Jones, Kerri McEllister, Sally Mackrill and Ali Walsh

I hope you enjoy this issue of REDHS Community Newsletter which is also available on our website [www.redhs.com.au](http://www.redhs.com.au). Feedback is always welcome to our communications department on 5484 4328 or [rochhosp@redhs.com.au](mailto:rochhosp@redhs.com.au).

*AMcEvoy*  
**Anne McEvoy**  
Chief Executive Officer



# A Day in the Life of a District Nurse

For many years Rochester and Elmore District Health Service (REDHS) has delivered District Nursing Services (DNS) to the local community. Travelling around the community, District Nurses meet many people. The role of District Nursing is much more than just helping with medication and wounds. The role also involves supporting people in maintaining their independence at home and to recover from a range of illnesses, incidents, maintain or manage chronic conditions, educate and support whilst building positive relationships.



*District nurses: Left to Right: Andrea Howarth, Megan Purvis and Charmaine Miller*

**"As a District Nurse you do have a great variety in your role. We see consumers right across the catchment and they all have a different story to tell"**  
(Alan Read - District Nurse).

**"It is imperative we work closely with GP Practices and our REDHS Primary Care team to ensure any changes in a consumer's needs are communicated and immediate action is taken when required."**  
(Megan Purvis- Community and Home Support Team Leader).

- REDHS' District Nursing Service is a seven day a week program
- In the last 12 months, the DNS team has travelled 27,885kms and made nearly 5,600 visits to residents across the catchment.
- REDHS' DNS team work in Rochester, Elmore, Goornong, Nanneella, Fairy Dell, Timmering, Myola, Ballendella, Diggara and areas in between.



REDHS offers District Nursing Services to a broad range of community based services. These include programs such as:

- Commonwealth Home Support
- Department of Veterans' Affairs
- Commonwealth Home Care Packages
- Home and Community Care (HACC)
- Post-Acute Care
- Palliative Care

For more information about REDHS District Nursing services, contact REDHS Reception on 5484 4400 or go to our website [redhs.com.au](http://redhs.com.au)

## REDHS Home Care Services

On 18 January 2017, REDHS commenced homecare services (inclusive of domestic assistance, personal care and respite services) for the Rochester and Elmore areas.

This new service offering will focus on services for consumers with:

- Home Care Packages
- Local government services
- Post-Acute Care and Transition Care programs.
- Disability supports
- Department of Veteran Affairs eligibility

Home Care Services supports the consumer's access to integrated services and provides increased choice. Many local consumers already access services through REDHS such as district nursing, allied health, respite and social support group. There are significant benefits in accessing Home Care services through REDHS –

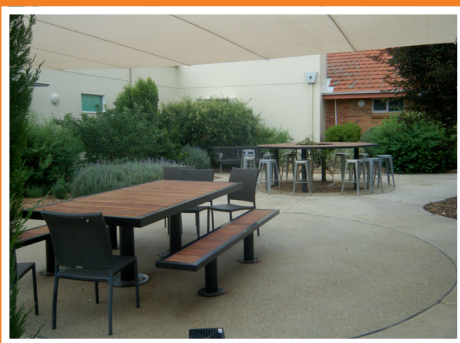
- Competitive pricing for Home Care
- Process of matching consumers with a friendly, local and reliable staff
- Flexibility around each consumer's current needs
- Appointments and activities

If you would like further information, or to make a referral request to the "REDHS Home Care" service please contact Megan Purvis, Home and Community Support Team Leader or Sam Campi, Primary Care Manager on 5484 4465 or refer to the information on our website [redhs.com.au](http://redhs.com.au)



*Megan Purvis (Home and Community Support Team Leader) and Kelly Wayland (Home Care Support Worker)*

# Courtyard Redevelopment



The courtyard redevelopment was successfully completed in December 2016. New seating and a shade sail have been installed for the public, staff, patients and residents to enjoy. Access to the courtyard is via the REDHS Café, Monday to Friday 9.30am-2.00pm.

A section of the courtyard has been revamped to include a memorial area. This is in memory of staff members we have lost in recent years.

"In Memory of Our Colleagues" plaques, with names engraved have been affixed in remembrance of these staff members.



## Aged Care Mobility Aid Parking Area



An extended undercover mobility aid parking area for aged care residents will be completed in February.

This area is located adjacent to the Hostel entrance and includes charging access points.

## Calendar of Events

### Aged Care Activities

#### Memorial Services:

A memorial service will be held for family and friends of residents who have passed way in the last year. Afternoon tea will be provided.

**When:** Tuesday 7 March 2017

**Time:** 1.30pm

**Where:** REDHS Aged Care Activity Room

#### National Volunteer Week- 8-14 May 2017

#### REDHS Volunteer Afternoon Tea

REDHS will host a morning tea to acknowledge our volunteers as one of the thousands of events that will be held across the country to say thank you to those who volunteer.

**When:** 2.00pm Tuesday 9 May 2017

**Where:** REDHS Aged Care Activity Room

Please Contact Paula Grech 5484 4328

#### Contact Aged Care Activities

Mon-Fri on 5484 4439

### Social Support Group Activities

#### Red Shift Band

**When:** Friday 31st March 2017

**Time:** 12.30pm

**Where:** REDHS Function Room

**Cost:** Free

#### Mens Day Out

**When:** Every second Monday of the month

**Cost:** Please contact Social Support Group

#### Music Melodies in Moama

**When:** Every third Monday of the month

**Cost:** Please contact Social Support Group

#### Contact Social Support Group

Mon/Wed/Fri on 5484 4448