

Enhancing the dining experience



Nursing home residents will soon be able to enjoy their meals in a spacious, indoor/outdoor dining area.

REDHS would like to confirm the recent announcement of \$300,000 support from the Department of Health and Human Services, Significant Facility Refurbishment Initiative. The successful applicants for the DHHS grants were announced by Minister Foley in July. REDHS will use the funds in the expansion and redesign of the Nursing Home dining room.

The impetus to enhance the dining experience was driven by feedback from residents, family members and staff. The expansion will almost double the current area to create approximately 78 m² of additional floor space. This extra space will support residents on a daily basis and also accommodate special dining events and activities programs. Within the current plans is the development of an "al fresco style" area directly north and adjacent to the existing dining room. The project will also include the reconfiguring of the existing meals preparation area to improve work flows for staff as they prepare meals and support resident outcomes. REDHS will consult with residents and their families during the planning stages to ensure that independence is maximised and the dining experience is enhanced. It is envisaged that the building program will commence and be completed in 2019.

Picture courtesy of Campaspe News.

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Message from the CEO

Welcome to the 2018 Spring Edition of REDHS newsletter.



Aged Care accreditation

Following a two and a half day survey on 23-25 July by the Australian Aged Care Quality Agency, REDHS has been granted accreditation for a further 3 years. The assessors reported the recommendation that all required outcomes were achieved, also reporting staff often went "above and beyond" for the residents. Thanks are also to be passed on to residents and their families for their willingness to participate; there were many conversations and consultations through this visit which indicated provision of individualised care. Resident and family responses make up the new Consumer Experience Report that will be available to the public on the Agency website.

Phones

I would like to update the community on the upgrade of the phone infrastructure currently underway at the REDHS. In recent months, REDHS has been experiencing disruptions to its phone services and members of the community have on occasion experienced instances where connection to the health service has not been consistent. REDHS has been working diligently to resolve these disruptions which have been identified as being caused by the REDHS software. The work undertaken to date has created a positive improvement in the quality of the phone system however there are still some final issues which need to be resolved. REDHS appreciates your patience and support as we work toward finalising the matter and I would like to acknowledge the members of the local community who have provided feedback, as this has been invaluable in facilitating the improvements to date.

Community Advisory Committee

We are seeking expressions of interest from community members who would like to be involved in providing consumer, carer and community perspectives to REDHS. This will assist REDHS in the identification, planning and implementing of quality and safety improvements. Experience in the health sector is not essential. This is a wonderful opportunity to support and learn more about your health service, providing community perspective in designing and measuring elements of care and evaluating outcomes. For further information, see REDHS website or contact Lynn Wolfe (Quality Systems Manager) at lwolfe@redhs.com.au

Changes in REDHS Board of Directors

REDHS welcomes Chris White to the Board as of 1 July 2018, now making a total of nine Directors. Chris is a former Rochester resident who still views himself as a local. Chris is well credentialed, having a Bachelor Business (Economics), Bachelor Computing, Graduate Diploma Business (Management) and Graduate Certificate Health Systems Management, as well as membership of FACHSM, CHIA, HFMA. Now living in Bendigo and a Business Director at Bendigo Health, Chris still spends plenty of time in Rochester visiting family and friends, watching local footy and playing golf. Chris has worked in health service management for over 12 years and is looking forward to bringing this experience to the board. As part of Chris' orientation I accompanied him on a site tour of the facility on 13 July and he appreciated the welcoming nature of the staff he met.



The Board farewelled Kate Lee from the Board with the June 2018 meeting being her last. The Board Chair, Carol McKinstry, thanked Kate for her hard work, dedication and commitment to the role over the last seven years, acknowledging her last two years of service as Chair of the Risk Management and Planning subcommittee. During Kate's tenure, she advocated to increase the profile of REDHS in the Rochester and Elmore district community. This was epitomised by her leadership of the Rochester Debutante Ball from which REDHS has benefited by approximately \$20,000 in recent years.

A full list of Board members is available on the REDHS website at <http://www.redhs.com.au/boardmembers.html>

A McEvoy
Anne McEvoy
Chief Executive Officer

Looking Ahead – aged care and disability accommodation needs

The Enhanced Model of Aged Care Accommodation for Rochester, Elmore and District project has progressed to the contract development stage following REDHS' Board endorsement of the preferred consultant.

The consultancy firm will be tasked with conducting a feasibility study to identify an appropriate delivery model for aged/disability accommodation in Rochester. The study must meet the future needs of the Rochester, Elmore, Lockington and surrounding communities. It will take into account the existing REDHS residential aged care beds as well as the potential uses of the vacant land to the south of the nursing home/hostel site, such as assisted living units or other alternative models.

Another task will be to design and conduct an appropriate consultation process to ensure meaningful engagement with a broad cross-section of the community including: REDHS staff, existing clients and families, community representatives from Rochester and surrounding district including community forums in Rochester, Elmore, and Lockington. Details to follow in coming months.



Home Care Packages

Rochester and Elmore District Health Service is pleased to announce that they are now an approved provider of Home Care Packages.

Our Home Care Packages Program will assist you to maintain your independence, health and community participation and to help you live comfortably and safely in your own home.



The services available, but not limited to, are:

- *Domestic Assistance; Maintain your daily routines with assistance in meal preparation, meals on wheels and cleaning around your home.*
- *Nursing Services; Qualified professionals you can trust to provide high quality clinical care - such as wound dressings*
- *Personal Care; Be comfortable and confident with reliable support assisting with showering and dressing*
- *Therapy Supports; Qualified Allied Health practitioners who deliver care to assist your needs*
- *Social Support; The ability to do all the social activities you love and enjoy*

If you are waiting for your government-funded package to become available, we are able to provide a subsidised service in the interim.

If you are already receiving care and want to see what a difference we can make for you, call REDHS on 5484 4400 for a chat with our Home Care Package Client Advisor, Susannah Hargreaves, about how we can tailor your package.

Year 9 Careers in Health Expo 2018

Rochester Secondary College students attended REDHS Health Expo on 21 June. The 56 Year 9 students gained an understanding of the many and varied health career options. The feedback from the students was very positive as they enjoyed being actively involved in all the sessions including nursing, occupational therapy, dietetics, physiotherapy, podiatry and lifestyle. The day included a case study which involved a patient's journey through the health service from home to the hospital and then home again. The study noted all the possible staff members that could be involved in their care; 35 different roles! The morning finished with a BBQ luncheon provided by REDHS, cooked by VCAL students from the school with oversight from REDHS' volunteer Glenn.



Thunderstorm Asthma - What is thunderstorm asthma?

During grass pollen season, people may notice an increase in asthma and hay fever. Grass pollen season (October through to December) also brings the chance of thunderstorm asthma. Thunderstorm asthma is thought to be triggered by a unique combination of high amounts of grass pollen in the air and a certain type of thunderstorm. For people living with asthma or hay fever, this can trigger severe asthma symptoms.

For further information go to: Thunderstorm Asthma public information and education.
www.betterhealth.vic.gov.au/campaigns/thunderstorm-asthma.

'Ignite, Invigorate, Inspire' - National Volunteer Conference 2018 – Sydney

As part of the Campaspe Primary Care Partnership – Vibrant Volunteer Network and REDHS' volunteer program, REDHS Volunteer Coordinator, Paula Grech, was supported to attend the National Volunteer Conference three-day conference in Sydney in June. The conference provided information for Volunteer managers, to advance and strengthen the volunteering sector; these processes will be applied at REDHS. To volunteer at REDHS, call Paula Grech on 5484 4328.



Pictured – L-R, Liz Rowsell (Community Living & Respite Services - Echuca), Alma Limbrick (Campaspe Primary Care Partnership), Paula Grech (Rochester and Elmore District Health Service) and Jennifer Frisadi (Greater Shepparton Lighthouse Project)

Calendar of Events

Rochester Debutante Ball 2018 Friday 21 September at Campaspe Valley Community Centre – Rochester

Community Voice at Your Health Service- FREE FORUM Partnering to improve Loddon Mallee Region healthcare and outcomes

Monday 8 October 2018, Time: 9.00am – 4.00pm. Bendigo-Latrobe Clinical School, 109 Arnold St Bendigo

Register your interest Ph: 5857 0253 or Email: lmrcc@kyhealth.org.au

Aged Care Activities

Elmore Fields day excursion 2-4 October

Christmas Craft Stall 23 October

Oaks Day Celebrations 8 November

Remembrance Day 11 November

Resident's meeting 27 November

For further information, please contact
Aged Care Activities
Mon-Fri on 5484 4439

Social Support Group Activities

Men's Day Out

When: Fun activities on every second
Monday of the month, you must
bring/buy your own lunch

Music Melodies in Moama

When: Every third Monday of the month, you must bring/
buy your own lunch.

For further information and costs please contact
Social Support Group
Mon/Wed/Fri on 5484 4448

A client said
"I look forward to
every Music Melodies
activity to enjoy the
sing-a-long and
the company"