

# The District News

TDN March 2019



## **A word from the Chief Executive**

Sometimes it is difficult to understand why every health professional you come across asks you the same questions! It is annoying and clients are often heard to exclaim, "Don't you people talk to each other".

At intervals throughout your admission with The District Nurses we are required to reassess your health and care needs. Reassessment gives you an opportunity to tell us if you would like your care delivered differently or that you may need more services than you are currently receiving. It also allows us to ensure your emergency contact information is up to date, your medication list is current and your home remains safe for you and our staff.

Reassessment may be undertaken face to face or over the phone. In either instance your assessor can assist you with any questions you may have and will certainly know who is the right person for you to speak to if they don't have the answer.

You are always welcome to have a family member, carer or friend present during reassessment. The information you give us is confidential and we will always ask you who you are happy to share the reassessment information with.

You don't have to wait for our staff to get in touch with you to arrange a reassessment. You can contact us if you think your care needs have changed and we will schedule a reassessment.

We have recently completed our annual client satisfaction survey.

We telephoned 300 clients who were randomly selected and asked them a series of questions about their experiences as clients of The District Nurses.

We are currently compiling the results which will be presented in a report to our Board.



The District Nurses

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The results from the survey are very important to us as they assist us to ensure that we continuously improve our services to you.

We love to hear positive feedback through our survey interviews but more importantly we need to hear about concerns and areas in which we could do better.

In our next client newsletter, we will provide you with information on the survey results and details on the actions that we will be taking to address any issues which were consistently raised by our clients.

My sincere thanks to those clients who took part in this year's survey.

**Kim Macgowan Chief Executive**

### **Home Care Packages**

Home Care Packages have been a huge focus in the media of late, with the Federal Government announcing in December 2018 a further \$553 million in funding some of which will be allocated to 10,000 new Home Care Packages being rolled out across Australia. This is fantastic news for older Australians.

Received a letter from My Aged Care? If you do receive a letter from My Aged Care regarding a Home Care Package and don't fully understand what this means, please don't hesitate to contact the Home Care Packages Team at the District Nurses for clarification about your letter.

Did you know that if you're on a Home Care Package with The District Nurses you can utilise many services to assist you to stay at home and remain as independent as possible. If you're unsure about what services are available to you, please get in touch and have a chat to our Home Care Packages Team.

Thank you to our Northern Clients who attended our Home Care Package information session this month in Launceston

**Kelly Frerk Community Nurse  
Navigator Team Leader**



### **Community Services**

As always the past couple of months have been busy ones for The District Nurses (TDN) and their staff.

Statewide, TDN employ 69 part time and casual Community Support Workers who provide services to approximately 1500 clients. Our clients range in age from 104 down to 10 years old.

The District Nurses place a strong emphasis on training of our staff. A number of our Community Support Workers (CSWs) recently completed training in Assisting Clients with Medication, and every 3 years all CSWs complete CPR training.

Over the coming 2 months there are a number of public holidays that may affect your, scheduled visits. So just a friendly reminder that **Home help** is not available on public holidays for Commonwealth Home Support Program clients (CHSP), Home & Community Care clients (HACC) and Veterans Home Care clients (VHC).

If your regular visit for this service falls on a public holiday you will not receive your service until your next scheduled visit. Unless you have an assessed need **personal care** will also not be provided on public holidays. If you wish to discuss your needs, please phone the office.

**Robyn Millar State wide Community Services Coordinator**

### **Community Clinic**

Did you know that The District Nurses has a Community Clinic at 2 Birdwood Avenue, Moonah?

If you receive nursing services, it may be more suitable for you to see the nurse in the clinic rather than in your home. To organise a clinic appointment or if you would like some more information please call **Paula Macdonald on 6208 0500.**

### **Foot Care Clinic**

The District Nurses offers a nurse-led Foot Care Clinic at 2 Birdwood Ave Moonah on Tuesdays and Thursdays for our clients who are over 65 years. While there are no regular appointments currently available, we can occasionally offer last minute appointments. If you are interested in being placed on a waitlist for these short notice appointments please phone 6208 0500. Please note there is a fee for the foot care service.

**Deb Richman-Lubbersen Director of Clinical Services**

**Find the help you need with**  
**myagedcare**  
**1800 200 422**  
**[www.myagedcare.gov.au](http://www.myagedcare.gov.au)**



### **7 April 2019 – Daylight Saving Time Ends**

3.00am Sunday 7<sup>th</sup> April 2019 clocks are turned **backward** 1 hour to 2.00am.



The Tasmania Fire Service urges all Tasmanians to “Change Your Clock, Change Your Smoke Alarm Battery at the End of Daylight Savings” on the 7<sup>th</sup> April 2019.

**Only working smoke alarms save lives.**

You can also access external complaints handling options including the Aged Care Quality and Safety Commission.

External Complaints Agencies:

- Aged Care Quality and Safety Commission **1800 951 822**  
[www.agedcarequality.gov.au](http://www.agedcarequality.gov.au)
- Tasmanian Health Care Complaints Commissioner **1800 001 170**  
[www.healthcomplaints.tas.gov.au](http://www.healthcomplaints.tas.gov.au)

Please contact us if you need any support to provide us feedback, or to access external complaints handling options.



**Tell The District Nurses what you think of your service**

We value and encourage feedback, comments and suggestions on the services that we provide.

Feedback assists us make quality improvements for all our clients.

You can provide feedback in a number of ways:

- Face to face at our offices
- By telephoning **(03) 6208 0500**
- By email to:  
[enquiries@thedistrictnurses.org.au](mailto:enquiries@thedistrictnurses.org.au)
- By visiting our website and completing the online form  
[www.thedistrictnurses.org.au](http://www.thedistrictnurses.org.au)



COTA (Council on the Aging) and Legal Aid Tasmania have teamed up to offer free appointments for older Tasmanians on the first Wednesday of each month from 10am until 12pm.

Are you an older Tasmanian who needs legal advice? Or are you worried about an older person you know? Legal Aid offers free, private and confidential legal advice, representation or referrals.

Legal Aid’s experienced and trusted lawyers can advise and assist you with: advance care planning; Guardianship Board matters – lifestyle and financial decisions; Powers of Attorney; pressure to pay money or hand over assets; family conflict; scams and fraud or other criminal matters; abuse or neglect of older people; protection orders; and any other issue that affects older people.

Appointments are offered statewide. If you are unable to go into the COTA Hobart office a phone appointment can be arranged for you.

Contact COTA TAS 6231 3265 or email [admin@cotatas.org.au](mailto:admin@cotatas.org.au) to make an appointment (appointments are essential).

### **The District News**

If you would like to read the TDN newsletter online or download a copy head to our website, you will find all versions of the TDN newsletter in the About section under Publications. [www.thedistrictnurses.org.au](http://www.thedistrictnurses.org.au)



**If you are having trouble reaching items in the back of the refrigerator add a lazy susan (turntable) on top of the shelf so you can rotate it to bring what you need to the front.**

### **Accounts**

**Did you know you can pay your account through direct debit?**

**Direct debit is a convenient way to have your account payments withdrawn regularly.**

If you have any questions relating to your payment options or if you would like to set up a direct debit, please call the accounts department on **(03) 6208 0500.**



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### 1. Know the signs of flu

Sudden onset of fever, cough, extreme tiredness and body aches are the main signs of flu. Other common signs are headaches and a sore throat.



### 2. Cover your cough

Make sure you cover your coughs and sneezes with a tissue. If you don't have a tissue, use your upper arm rather than your hands. You may spread the virus with your hands.



### 3. Clean your hands

Get into the habit of cleaning your hands often with soap and water or hand rub. The flu virus can survive on hard surfaces for up to 48 hours and can spread through contact between people's hands.



### 4. Stay at home and contact The District Nurses

If you notice you have flu-like symptoms and think you may be getting sick, stay away from work or visiting someone in hospital so you don't make other people sick. Call The District Nurses to tell them you have flu-like symptoms. You will still get your visit, but the staff will need to prevent spread by wearing a mask, apron and gloves.



### 5. Keep your distance

The flu virus can spread easily from an infected person to others within a short distance. If you do get sick with a cold or flu, protect others and keep a large step away.