

The District Nurses Consumer News

Spring Edition 2019



A word from the CEO

Welcome to our Spring edition of the TDN Consumer Newsletter and my first as the new CEO. At the time of writing I have just completed my first 6 weeks and have been amazed at the enthusiasm and passion of our staff whether they are working with consumers in their homes or in the office navigating the multitude of packages to assist Tasmanians to remain safe and well in their own home.

Returning home to Tasmania after nine years in Victoria's sub-acute sector (Rehabilitation), I have a new appreciation of what this wonderful state has to offer and I feel exceptionally proud to be leading this well-known and well-loved Tasmanian icon in the community setting.

This year TDN has embarked on several initiatives to assist all our consumers to maximise their individual package and service. Our aim is to provide all our consumers with access to a registered nurse to ensure that at any point in their journey they will have a 'health' check by a nurse.

This year, we along with others in the Aged and Community setting, are preparing for a Quality Review under the new Aged Care Standards. This is an opportunity for us to be able to demonstrate the standards of care and service we provide and work with you to ensure that what we do meets your needs. Remember it is about choice and at TDN we strongly believe in developing a partnership with you and your family.

Some of you will have recently received a letter from me introducing the New Aged Care Standards and also a copy of the new Charter of Aged Care Rights. Over the coming weeks you will be contacted by one of our staff to check in to see if you have received the information and to assist you with any queries you may have. These initiatives from the Commonwealth aim to ensure that all consumers have access to vital information on changes to how services must deliver your care and your rights.

During October we celebrated Seniors Week with an Open Day held on 16 October and it was wonderful to host members of our community as we discussed over morning tea the new changes to our industry as I have mentioned above but more importantly how we at the TDN can meet the community's needs.

I look forward to meeting many of our consumers over the coming months. Please contact me by letter, phone or via email. I would love to hear from you. sfaulkner@thedistrictnurses.org.au

Sally Faulkner
CEO

Meet the Consumer Advisory Group

In April this year, we called for expressions of interest for 6 current or past consumers or their family members to join our Consumer Advisory Group.

We are delighted to introduce you to the members of the group who have met twice so far, in June and September.



Sally Faulkner CEO, Dushan, Marie, June, Debra Burgess Chair Board Member, Yuko, Ken – Absent: Lesley

The purpose of the Consumer Advisory Group is to help us improve our understanding of what is important to our consumers and their families.

Through feedback from the group we aim to continuously improve our services for all our consumers.

To date the group has provided us with comment on the results of our 2018/19 Consumer Experience Survey, on a number of our publications including our Consumer Handbook and our Consumer Handbook to name but a few.

As a result of direct feedback from the Group, we have improved our process for advising clients of visit cancellations with 100% of clients now being notified in advance of any unavoidable cancellations.

We have also updated both our Consumer Handbook and our CSW Manual to clearly state the tasks that our CSWs are able to undertake in the home and those that they are not able to do because of Work Health and Safety considerations.

This is directly as a result of feedback from the Consumer Advisory Group which indicated that our consumers were not certain about the tasks that could be done and that some of our staff had differing views on what they were able to do.

All of our new and existing CSWs have been provided with a copy of the new Manual and the updated Consumer Handbook is being given to all new clients and to existing clients at reassessment visits.

With the support of our Consumer Advisory Group we are also setting up a Consumer Pulse which will enable a larger number of our consumers and their families to participate in specific consultations or focus groups around particular issues or services that we deliver.

More information on the Consumer Pulse is contained within this newsletter.

If you have any ideas or feedback that you would like the Consumer Advisory Group to consider, please email them at cag@thedistrictnurses.org.au or phone Narelle on 62080500.

TDN Community Nursing

The Nursing Division has been looking at ways to improve continuity of care for you. That is, having a regular, small group of nurses with one nurse assigned as your primary (or main) nurse.

This should make it easier for you to get to know your nurses and know who best to speak to if you have any concerns about your health or services.

If you have nursing services 7 days a week or of an evening, it might look a bit different – while you would still have a primary or main nurse, you would likely see a larger group of nurses because of rostering over the weekends and evenings.

We are meeting with some of the members of our Consumer Advisory Group to ask them for their opinions.

If you would like an opportunity to have a conversation with Deb Richman-Lubbersen about continuity of care and the Primary Nurse model, please contact Narelle on 6208 0500 so a time can be arranged for her to call you.

The District Nurses Consumer Pulse

What is the Consumer Pulse?

The Consumer Pulse is a register of individuals who are interested in partnering with us in the design, delivery and improvement of our services.

Who can join the Consumer Pulse?

- Anyone who is a current or former consumer of The District Nurses
- Carers and family members of current or former consumers
- Future consumers of our services
- Anyone who has an interest in home and community care

Consumer Pulse members provide the perspective of those who are receiving care and services from us. Therefore current and former staff of The District Nurses are not eligible to apply.

What will I be committing to if I register for the Consumer Pulse?

As a member of the Consumer Pulse you will be invited to participate in one off consultations that The District Nurses will conduct from time to time.

These could take the form of short surveys either by phone or mail or invitations to attend meetings or forums where you can provide feedback on a specific issue or service provided by The District Nurses.

Members can choose how they participate, depending on their interests and the time they have available.

There is no obligation on members to participate in all of the consultations that we conduct.

When you register you will be invited to indicate any particular areas of interest that you have.

Want to register?

To register, please complete the registration form that is attached to the Newsletter and return it to Consumer Pulse, The District Nurses PO Box 1025 Glenorchy 7010. The form is also available for completion on our website www.thedistrictnurses.org.au

Home file audit, review and feedback

For many years, The District Nurses consumers had folders kept in their homes containing information regarding their care. We call them “Home Files”.

The nurses are currently reviewing and updating Nursing Home Files for consumers receiving nursing services. Nursing consumers will continue to have Home Files however the content is being tidied up and simplified to hold a copy of the care plan and any clinical documents the nurses use to record your treatment and care (for example medication charts, wound care charts, blood glucose charts).

In June of this year we recalled the Home Files of clients receiving non-nursing services and reviewed their content to see if it was up to date and relevant. A total of 938 folders were recalled and reviewed. Overwhelmingly, the review showed that information in the folders was outdated and no longer relevant.

Our staff now have the information they need for your care through our consumer record system on their work issued mobile phone.

We met with a group of 12 consumers who receive care from The District Nurses to get their opinion on how they would like to receive general information regarding services.

The group decided the best option was for information to be given to them in a presentation folder because it is easily identifiable as information from The District Nurses.



You will start to see these presentation folders with helpful information at your next service review. We welcome any feedback on the folders and the information provided – feel free to contact the office on 6208 0500.



Complaints about our services?

Complaints Officer

CEO Sally Faulkner has taken on the role of Complaints Officer at The District Nurses.

As the Complaints Officer, Sally will be informed of all complaints that are received and will ensure that all complaints are investigated and that consumers are communicated with openly and regularly until the complaint is resolved.

If you have a Complaint that you would like to raise directly with Sally, please contact her by phone on 62080500 or by email:

sfaulkner@thedistrictnurses.org.au

Seniors Week Open Day

TDN held its second successful Seniors Week Open Day this month at the Hobart office.

The day opened up the TDN office to our consumers who had the opportunity to learn more about our new CEO and TDN, Home Care Packages, Advocacy Tasmania and chair based yoga. Arthritis Tasmania and the Stroke Foundation also came along for the day to share information with our guests.



SMOKY OUTSIDE?

The 2019 – 2020 fire season is predicted to be earlier this year and is almost upon us.

People are more often affected by smoke rather than fire, as such please

PROTECT YOUR HEALTH



Check for fire warnings in your area
www.fire.tas.gov.au



Avoid physical activity outside – especially people with heart or lung condition (including asthma) and those over 65.



Take an air-conditioned break at a local library or shopping centre.



If you are not under threat from a fire, avoid breathing smoke by staying inside.



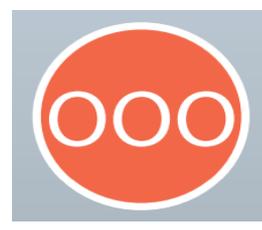
Look out for elderly neighbours or other people at risk.



Follow your treatment plan if you have a heart or lung condition (including asthma)



Call HEALTH DIRECT on 1800 022 222 if you are experiencing any discomfort that may be due to smoke exposure such as itchy eyes, sore throat, runny nose or coughing.



Call 000 if anyone is having difficulty breathing, wheezing or experiencing tightness in the chest.



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Consumer Pulse Registration Form

1 Personal Details

First Name	
Family name/s	
Address	
Telephone Number	
Email address	

Please note that any information you provide in this registration form will be kept strictly confidential and will only be used by The District Nurses (TDN) for the purposes of the Consumer Pulse and will not be disclosed to third parties except where required to by law.

2 Do you identify as Aboriginal or Torres Strait Islander? Yes No

3 Do you require the assistance of an interpreter Yes No

Please specify language:

4) What is your connection with The District Nurses?

- You currently use our service
- You have previously used our service
- You are a family member or carer of someone who uses our service
- You are an interested community member

5) What are your areas of interest (Please tick one or more)

- Aboriginal and Torres Strait Islander
 - Cultural and Linguistic Diversity
 - Lesbian Gay Bisexual Transgender Intersex
 - Social Support
 - Disability
 - Technology
 - Nursing Services
 - Home Care Packages
 - Health and Well-being groups and programs
 - Commonwealth Home Support Program
 - Consumer and/or carer issues
 - Veterans Care
 - Other – please specify
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Please forward your completed registration form to:

Consumer Pulse
The District Nurses
PO Box 1025
Glenorchy 7010

Email: tdnenquiries@thedistrictnurses.org.au

While registration for the Consumer Pulse will be ongoing, **the initial registration process will close on 30 November 2019.**

The District Nurses has the right to refuse a registration to the Consumer Pulse. The District Nurses cannot endorse or promote individuals private business or campaigns