

**DISTRICT NURSING
SERVICE**



**INFORMATION
GUIDE**



District Nursing Service
Girdlestone Street, Ararat 3377
☎ 5352 9328



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Welcome to East Grampians Health Service District Nursing Service

Our aim is to:

- Provide a coordinated service for the frail aged and people with a disability from all cultural backgrounds, and their Carers.
- Assist people to be more independent and to continue living in the community.
- Provide services, which are flexible and able to meet the needs of people who are eligible for services.

What services are provided

What District Nurses do:

The District Nurses are professional nurses who undertake nursing services in the client's home. These services include a wide range of nursing care and personal care activities.

Our Registered Nurses are educated to undertake complex care which includes the following:

- Wound management
- Stomal therapy
- Education
- Urine testing
- Collection of Pathology Specimens
- Catheterisation & Bladder Irrigation
- Blood glucose monitoring
- Administration of medication
- Palliative care
- Continence management

Personal Care:As well they undertake personal care consisting of a range of activities that a person would normally do for themselves but because of illness, disability or frailty they are unable to perform without the assistance of another person. District Nurses assist with personal care if the client's condition requires the attention of a professional nurse. Personal care can also be undertaken by a Home Care worker with special training if professional nursing is not necessary.

The nurse will provide dressings and equipment needed at a minimal cost/hire.

The District Nursing Service can also assist with arranging the following:

- Respite
- Delivered Meals (Meals on Wheels)
- Fitting Disability Aids

These services are provided by Ararat Rural City. For further information please contact District Nursing Service on telephone: 5352 9328.

Eligibility

Those eligible for assistance as defined by the Home & Community Care (HACC) Program include:

- Older People needing assistance to remain at home
- People who have a disability, which may include physical, functional, sensory, intellectual, acquired brain injury or psychiatric disability.
- The family/carer of a person with a disability
- Those residents with an aged or disability pension
- People who are at risk of admission to residential care.

How to Access Services

Referrals to the District Nursing Service may be made from a range of sources including HACC Services and Service Providers, General Practitioners, Aged Care Assessment Teams, Community Health Centres, specialist disability agencies or by self referral and Allied Health. A resident, carer or family member can also make a referral or request for information. The consent of the intended service recipient is normally required before an assessment of eligibility can be made.

To make a referral, contact the District Nursing Service on Ph 5352 9328'.

The relative length of time the applicant has been on the waiting list will be considered when assessing eligibility.

People are able to exit the service at any time. People are able to re-access the service at a later date if required.

Assessment and care management

People of all ages requiring care at home can use the service, subject to our nursing assessment. Where the service is requested, the District Nurse will arrange a home visit to consult with the client to identify their needs and discuss the care required. A Care Plan is developed to assist the client to live independently at home. If there has been no doctor's referral the nurses may request one at this time if they think it necessary.

Regular reassessments are undertaken to ensure services meet the client's needs and maximise their independence.

The nurses may also offer advice about and referral to other services which may be appropriate such as Meals on Wheels, Home Help, Day Centre or East Grampians Health Service Community Centre.

Service Provision

- **Public Holiday and Weekend Services**

Visits will only be made to clients requiring dressing's medication and those clients having been assessed by District Nursing as requiring a visit on those days. No showers are attended on public holidays or weekends unless by prior arrangement.

- **Cancellation of Service**

There may be instances where you need to cancel the service. This may be a permanent cancellation or a short term "one off" cancellation. For example when you are on holidays, going to hospital or won't be home when the service is due.

Please notify the District Nursing Service promptly, on ☎ 5352 9328 if you are unable to receive your service or wish to discuss the permanent cancellation of the service.

- **Where will the District Nursing Service visit?**

The service is available to people living in Ararat or the surrounding district, each day. However consideration will be given to treatment of people in outlying areas.

- **Home Nursing Aids and Equipment Hire**

A range of medical equipment such as wheelchairs, commodes, and shower chairs, lifting devices etc are available for hire at reasonable rates. Please ask the nurses.

Fees for Service

All fees for services provided have been determined by the Department of Human Services HACC fee policy. Fees are determined by the level of income of the service recipient and by the type of service being provided.

District Nursing Service will determine a fee for service in consultation with you.

Should your financial circumstances change, you can request that your fees be reassessed.

Receiving and paying accounts

An itemised account will be sent to you on a monthly basis.

You can pay your account by:

- Sending a cheque or money order to East Grampians Health Service, PO Box 155, Ararat, 3377.
- By going to reception at East Grampians Health Service, Girdlestone Street, Ararat, between the hours of 8.30am and 5.00pm.

If you have an account enquiry please call our District Nursing office on Ph: 5352 9328 and have your account reference number ready or discuss this with the District Nurse at the time of visit.

Occupational health and safety

- **Working Guidelines**
East Grampians Health Service has a responsibility in providing a safe work environment for all staff. This includes a Zero tolerance towards any physical or verbally aggressive behaviour. The District Nurse will complete a Risk Assessment Tool to ensure their safety in visiting the care recipient's home. This will be completed prior to the initial visit and will be reviewed as required.
- **Infection Control**
There may be occasions when staff will be required to wear gloves, goggles, gowns and masks for their protection. Sharps containers, if in use, should be kept out of reach in an appropriate place.
- **Cats and Dogs**
It is the client's responsibility to ensure dogs and cats are appropriately controlled. If a request is made to secure an animal it is expected that this will occur for the safety and well being of staff.

Service may be withdrawn or discontinued if animals are not controlled.

- **Smoking**
East Grampians Health Service has a non-smoking policy in the workplace. Clients are requested to *please refrain from smoking* whilst our staff conduct their duties in the home.

Complaints and Feedback

Complaints or feedback about our services are welcomed and can be made by either telephone or in writing using the compliments and concerns form issued to clients.

Written complaints or feedback should be directed to:

Chief Executive
East Grampians Health Service
PO Box 155
ARARAT VIC 3377

Verbal feedback can be expressed to Manager Community Nursing. Please note that all complaints and feedback will be treated confidentially and the identification of the person making the complaint will not be disclosed without permission.

You may wish to have someone speak on your behalf. This person is called an Advocate. A list of Advocate services is provided under section 11 of this document.

The East Grampians Health Service has a Grievance Procedure to follow in the event of a grievance being made by the client, family member or carer.

Advocacy Services

Many people find it useful to have another person speak on their behalf. This person may be a family member or friend and is called an advocate. You may prefer to appoint an independent advocate and you can do so by contacting:

The Office of the Public Advocate
Telephone: 1300 309 337

Or

Aged Care Advocacy Service
Telephone: 1800 700 600

Or

Grampians Disability Advocacy Association
2/32 Tuson Street, Ararat
Telephone: (03) 5352 2722

Conflict of Interest

Health Service employees are prohibited from using their position for their personal advantage.

East Grampians Health Service does not permit employees to participate in private work without its prior consent. Please do not request our staff to work for you on a private basis.

Staff are also not permitted to receive gifts as a result of their employment.

We also ask clients to respect the privacy of staff by not contacting them after hours.

Charter of Rights and Responsibilities

Introduction to this Charter of Rights and Responsibilities

This charter of Rights and Responsibilities provides the basis for increased understanding between East Grampians Health Service, HACC and DHS clients.

Rights and Responsibilities

Customers have the right to:

- Be treated with dignity and respect, including respect for privacy
- Make an informed choice and give informed consent
- Refuse services and withdraw consent
- Change provider without prejudice to future services provision
- Be heard
- Acquire information in a language, format and manner that can be understood.
- Access an interpreter if required.
- Be given both verbal and written explanations, advice, results, options and other information to make informed decisions
- Determine the extent to which personal information is disclosed to other primary care providers
- Receive service that is free from discrimination due to age, gender, religious beliefs, and country of birth, employment, sexual preference or disability.
- Ascertain the availability and costs of services as well as negotiate arrangements when difficulties arise in relation to payment.
- Receive service on the basis of need

- Access interpreters, carers and advocates of their own choice
- Initial needs identification, referral and information services
- Receive coordinated and responsive assessment and care planning
- Quality care that adheres to ethical, professional and legal standards
- Care that is underpinned by a social model of health and which is responsive to individual needs.
- Provide feedback on their care and make suggestions as to how it could be improved
- Make a complaint in any manner or form appropriate, without fear of retribution
- Be advised of the provider's complaints and appeals procedures
- Be advised of the availability of advocates to assist with the procedure of handling the complaint
- Be kept informed about the progress and outcome of the complaint
- Have complaints resolved following an agreed grievance procedure
- Not be adversely affected by complaining

Your Rights as a Client

As a recipient of Home and Community Care funded services, you have the right to:

- Quality Home and Community Care Service, given as promptly as circumstances permit.
- Be assessed for access to services without discrimination
- Respect for your privacy and dignity and individual worth.
- Be treated with courtesy
- Be informed and consulted about available services and other relevant matters.
- Choose from available alternatives
- Be part of decisions made about your care.
- Pursue any complaint about the service without fear of retribution
- Involve a family member, friend or other spokesperson as your advocate.
- Receive services which meet your needs.
- Be notified of any alterations made to the service being provided.
- Privacy and confidentiality and access to all personal information kept about you.
- An advocate should you wish. You can do this by contacting the Office of Public Advocate, 5th Floor, 436 Lonsdale Street, Melbourne, Vic, 3000 or telephoning Toll Free to 1800 136 829.

Your Responsibilities as a Client

Your responsibilities are:

- To respect the dignity and rights of persons providing the service.
- To ask questions about the service and seek further clarification where appropriate.
- To accept the consequences of your informed decisions.
- To treat service provider staff and other clients with courtesy.
- To play your part in helping the service provider to provide you with services.
- To inform service providers of changes to your needs that they may not be aware of.
- To inform your service provider of any complaints you may have with the service.
- To inform service providers when you do not require a service or require a change in service provision.
- To ensure that your home is as safe and secure as is practicable, as it becomes the worker's workplace.
- To ensure the equipment and materials required are available for staff to carry out their work in your home.
- To refrain from smoking whilst service is being provided.

Your Privacy

During your assessment the District Nurse will ask you a number of questions. East Grampians Health Service is committed to protecting your privacy in line with legislation and Department of Human Services privacy requirements.

- **Who are we?**
District Nursing is one of several health and community care services in your area, all working together in partnership to meet your health needs.
- **What information do we collect about you?**
We keep your name and contact details on your client record. Other details such as your care plan and information about your health are recorded as required and kept in your home record.
- **Why do we collect your information?**
The information we collect helps us to keep up-to-date details about your needs, so we can care for you in the best possible way. We also use the information to better manage and plan your service.

- **Who else sees your information?**
Your information can only be seen by the professionals in this service involved in your care. We will only release information about you to another service provider if you give your consent.
- **What say do you have in what happens to your information?**
You have a say in what happens to your information. We rely on the information you give us to help provide the right care for you.

If you decide not to share some of your information or restrict access to your consumer record, this is your right, but it may affect our ability to provide you with the best possible services. Talk to us if you wish to change or cancel your consent.
- **How will your information be protected?**
We are committed to protecting the confidentiality of your record. The privacy of your information is also protected by law. We treat your information in the strictest confidence and store it securely.
- **Can you access your information?**
Yes, you have a right to request access to your information and to ask for it to be corrected if necessary.
- **Any other questions?**
Please talk to a District Nurse if you have any other questions or complaints about what happens to your information while you are our client, or if you wish to access your record.

Privacy Act

East Grampians Health Service operates in accordance with the Information Privacy Act and the Victorian Charter of Human Rights.

For further information phone ☎ 1300 666 444.

If your concern is unresolved, you have the right to access the Health Services Commissioner by telephoning Toll Free ☎ 1800 136 066.

Brochures can be found in the back of this handbook.