

# NORTHERN HEALTH HOME CARE PACKAGES



## NEWSLETTER

### DECEMBER 2018

Hello everyone and welcome to Summer and our last newsletter for 2018.

#### NH HCP Staff:

We recently said goodbye to our longest serving Case Manager Libby, who had made the decision to retire. While we are saddened to see Libby leave, it's also wonderful that she will now have the time to spend with her family, including all her grandchildren. We will miss her positivity and presence in our team and we know her existing clients were very sad to see her leave. Some of you would have known her for 10 years.

Sarah also left us as she was just with us for 6 months, gaining valuable experience and has returned to the Aged Care Assessment Service.

Arianna, our Occupational Therapist has commenced parental leave and we expect her to be away for 12 months.

On a bright note we have recruited 3 new Case Managers and an Occupational Therapist (to fill Arianna's leave). You will get to know more about them in this edition and future newsletters. This time we will introduce Nicola.

#### Consumer monthly Statements

If you receive a Home Care Package, you would have received your monthly statements and letter explaining why we changed to providing you with statements every month. This will ensure you receive the most accurate and up to date information regarding how you are using your Home Care Package. If you have any questions about your statement, you can call us or speak to your Case Manager. We are happy to receive feedback regarding this change.

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## Survive the Summer Heat

With the hot weather approaching, it's a great time to be reminded of the dangers of extreme heat and how to look after yourself. Please see the attached practical fact sheet called "Staying Healthy in the Heat." This will assist you to be prepared to stay well in the heat.

Please be mindful on days of **Extreme Weather** (Extreme heat, High Fire Danger, storms etc) your Case Manager may not be able to drive to your home to visit you. Some of your services may also be affected. If this occurs you will be contacted and other arrangements will be made.

If you live in a high bush fire risk area you should have a **personal fire plan** that may involve relocation for you and your family. Please be sure to share this plan with Northern Health staff so we can contact you and make all reasonable efforts to continue your care while you are relocated.

## Concerns about the care and services you receive

If you have a concern about the care or services you receive from your Home Care Package you can:

- first talk to your Case Manager about your concerns
- if you feel this is not possible, talk to the Program's Manager.

You can also contact the Northern Health Patient Experience Office on 9495 3229.

If the issue is not resolved to your satisfaction you can make a complaint to the Aged Care Complaints Commissioner.

If you like, you can have a family member, friend, carer or an aged care advocate with you when you meet to discuss any concerns.

## Making a complaint to the Aged Care Complaints Commissioner

You may not feel comfortable raising your concerns directly with us, or your complaint may not be resolved to your satisfaction. Anyone who wishes to make a complaint has the right to contact the Aged Care Complaints Commissioner. This is a free service.

## How do I contact the Aged Care Complaints Commissioner?

**Online** [agedcarecomplaints.gov.au](https://agedcarecomplaints.gov.au)

**Phone** 1800 550 552

**In writing** address your written complaint to:

Aged Care Complaints Commissioner

GPO Box 9848

(Your capital city and state or territory)



## Carer health and wellbeing

14-20<sup>th</sup> October was “**Carer month**” and being a carer can make it difficult to prioritise your own wellbeing. Did you know “**CarerLinks North**” provide supports specifically for carers. Please see the attached flyer from CarerLinks North and if you would like to access their services and support , you can contact them directly, or discuss with your Case Manager.

## Staff Service Awards

Recently 4 of our wonderful Administration Team received service awards from Northern Health for 20 and 30 years of service.

Congratulations to Janine, Renata, Bev and Kim.



## STAFF PROFILE – Nicola Case Manager

Hello, I’m Nicola, and I joined the Northern Health’s Home Care Packages program in July 2018. I’m a Registered Nurse and have worked in both the Acute Sector and Aged Care for over 16 years. My career highlight was my time spent nursing in London. I’m really enjoying the diversity of working within the community.

Outside of work, I have two beautiful children, a six year old boy and a seven year old girl. I’m usually running between their extra-curricular activities. They keep me busy and make me laugh every day. I also enjoy catching up with friends, reading and cooking and I like to try and keep fit and healthy by visiting the gym.



I feel really privileged as a nurse and I’m passionate about advocating for clients to remain safely in their own homes.

**Fun Fact:** I once worked for Disney and was lucky enough to work on a cruise ship and live in the Bahamas!

# HOME CARE PACKAGES NEWSLETTER

## NORTHERN HEALTH HOME CARE PACKAGES

### HOURS DURING THE CHRISTMAS/NEW YEAR PERIOD:

Just a reminder our office hours will be:

<b>Monday 24<sup>th</sup> December</b>	<b>8.30am – 5.00pm</b>
<b>Tuesday December 25<sup>th</sup> - Christmas Day - closed</b>	<b>Contact After Hours Service</b>
<b>Wednesday December 26<sup>th</sup> - Boxing Day - closed</b>	<b>Contact After Hours Service</b>
<b>Thursday December 27<sup>th</sup></b>	<b>8.30am – 5.00pm</b>
<b>Friday December 28<sup>th</sup></b>	<b>8.30 am – 5.00pm</b>
<b>New Years Day – Tuesday January 1<sup>st</sup> closed</b>	<b>Contact After Hours Service</b>

Our After Hours Service will be available on the above days ph: **1300 881 078**

## CHRISTMAS RECIPE - CHOC-DIPPED OREO TREE

This colourful Christmas tree makes a sweet centrepiece.

To make it: place 200g melted **white chocolate** in a bowl

Add **2 -3 drops of green gel food** colouring and gently swirl with a skewer to marble.

Dip **15 Oreo Originals biscuits** 1 at a time, into the melted chocolate.

Place a lined baking tray. Sprinkle with **sugar stars, Mars M & M's Minis and Rainbow Pearls and Rainbow Sprinkles.**

Set aside until set.

Arrange on a serving plate to make a tree shape and decorate with **white chocolate writing icing.**

On behalf of NHHCP we wish everyone a safe and happy festive season.

