

# NORTHERN HEALTH HOME CARE PACKAGES



## NEWSLETTER SEPTEMBER 2018

Hello welcome to our September Newsletter as we say good bye to Winter!

### **NH HCP Staff:**

In July we welcomed two new Case Managers to our Team. Sarah joined us for six months from the Aged Care Assessment Team. Sarah brings with her vast experience in assessing older people and approving them for the most appropriate Aged Care Services. Working with us has shown her what happens after someone actually receives a Home Care Package, which will enhance her skills when she returns to the Aged Care Assessment Team.

Maria also joined us in July and will introduce herself later in the newsletter.

### **Consumer Survey**

Thankyou to everyone who participated in our recent survey. I am happy to share the following results. We received a total of 51 response and from those:

1. 92% rated their Case Managers as Excellent or Good.
2. 88% rated their Case Managers as Excellent or Good in involving them in decisions and choices
3. 88% felt their Care Plans accurately reflected discussion with their Case Manager
4. 90% felt it was easy to contact their Case Manager
5. 92% felt their experience with our Administration staff as Excellent or Good

I again thank our team for all their great work, which produced these great responses.

While this feedback highlights the great work we do, the main purpose of doing a survey is to find out where we can improve and the survey identified the following areas:

#### **Page 1**

- Staff news
- Consumer Survey

#### **Page 2**

- Health Information & Advice

#### **Page 3**

- My Health Record
- Notifying Your Case Manager
- Accessing an Interpreter

#### **Page 4**

- Australian Aged Care Quality Agency
- Staff Profile



- a) The Information provision questions (Your Rights and Responsibilities, How to make a Complaint and Advocacy) highlighted that a number of people could not recall receiving this information. When you commenced on the program, we provided you with this information however over time this information has required updating. To ensure that you have the most updated information we will provide you with updates in each newsletter.
- b) The interpreter use questions indicated that our Case Managers need to improve their offer of/use of interpreters with you, especially during assessments and reviews. We will ensure that the Case Managers attend Northern Health Cultural Competence training, to improve their skills in this area. Please see further information in this newsletter about accessing interpreters.

## Free Health information and advice from Healthdirect

Healthdirect is a free service supported by the Government of Australia, which provides safe and practical health information and advice. This may be useful when you are not feeling well and are unsure if you should visit your local doctor or go to hospital. It may even prevent you needing to go to hospital. The website ([www.healthdirect.gov.au](http://www.healthdirect.gov.au)) also has:

- *“symptom checker”*, which will ask a number of questions and then based on your answers, provide you with advice.
- *“how to find a health service”*
- *“health information”* which provide lots of advice about health conditions.

The service is available 24hrs a day .

Phone : **1800 022 22**

**However if you or the person effected has any of the following symptoms call triple zero (000) and ask for an ambulance:**

- central or crushing chest pain
- unconsciousness or suffering a seizure (fit)
- difficulty breathing or turning blue
- badly bleeding
- victim of a severe accident



## My Health Record

My Health Record is an online summary of an individual's health information. By the end of 2018 every Australian will have a My Health Record created unless they choose not to.

If you do not want your health information available to relevant health professionals you will need to "opt-out". This will need to be done by **15 October 2018**.

You can opt-out by visiting the national website [www.myhealthrecord.gov.au](http://www.myhealthrecord.gov.au) or by calling the national hotline **1800 723 471**. You will need your Medicare card with you when calling.

I have attached a fact sheet about the My Health Record for you information.

## Notifying your Case Manager when you go to hospital

Did you know it is important for you (or someone else) to notify your Case Manager that you have been admitted to hospital? This information is required as part of our claiming process to ensure we receive accurate funding from the Government. Your daily subsidy will continue to be paid for you for the first 28 days you are in hospital. If you remain in hospital longer than this, your subsidy paid to us is reduced to 25%. Having this information ensures your budget and statements are accurate.

Also, your Case Manager can assist in ensuring your discharge from hospital is safe, by liaising with the hospital staff (with your consent).

We have small business cards with our contact details, that you can place in your wallet/purse and take to hospital with you. If you don't have one, please ask your Case Manager.

## Accessing an Interpreter

We have timely access to interpreters of all nationalities and languages and our Case Managers are very experienced and proficient in using them when required. Please advise us if you require an interpreter for Case Manager home visits. This cost is included in your Administration Costs.

You can access a free telephone interpreting service when contacting Northern Health. It costs the same as a local call when using a landline telephone. Please call Translating and Interpreting Services (TIS) on ph: **131 450**.

Please note, interpreters will always be used for complex conversations, even if you have some understanding of English and/or your family is present to translate.

## Assessment visit by the Australian Aged Care Quality Agency 9<sup>th</sup> October.

Please see attached information from the Australian Aged Care Quality Agency regarding their scheduled visit to assess our Home Care Packages and Linkages programs to ensure we meet the Aged Care Standards and are providing you with the best service possible.

As part of their assessment we need to advise you of the visit and also invite you to participate. The assessors would like to speak with some of our consumers, so if you are interested, please let your Case Manager know or call us on **9495 3219**.

Usually they schedule a time during the day to meet or call consumers. We are unsure at this stage when exactly that may be. We can always attempt to schedule a phone call at a certain time that suits you, rather than you needing to come to our site.

We also look forward to sharing the results of the assessment once completed.

## STAFF PROFILE – Maria

Hello. I'm Maria and I joined Northern Health's Home Care Packages program in April 2018. I am a Social Worker and have worked in community services for over 20 years, mainly with people over 65 years, carers and their families. I started many years ago as a personal care worker and in the last few years have worked in programs like ours that support people to remain safe in their own homes and community.

I am a firm believer that people truly know what is right for them and sometimes all they need is someone to walk alongside them to find the right service or understand the information to make the right decision for them. I feel privileged to be able to do this, for those who need it.

Outside of work, I live in a busy house of boys with a husband and 2 sons. They love watching Melbourne Storm, eating Greek lamb souvlakis, bike riding, picking mandarines off Pappou's tree and eating Nanna's and Yaya's biscuits and yummy cakes. Sometimes I feel I need to come to work for a rest! It's nice to meet you. I wish you all good health and peace.

