

COMMUNITY CARE MONTHLY

NEWSLETTER - MAY 2021



TO OUR CLIENTS, FAMILIES & CARERS

Welcome to the first edition of the Community Care Monthly.

Once again we are in the midst of COVID-19 restrictions, resulting in the cancellation of some services. We will continue to keep you updated as this situation develops.

The COVID-19 Vaccination Hub is now open at the Gippsland Regional Sports Complex (GRSC) and is available to the public. You are able to book online at <https://www.coronavirus.vic.gov.au/book-your-vaccine-appointment> or by phoning the Coronavirus Hotline on 1800 675 398. Alternatively, you may elect to receive your COVID-19 vaccination through your GP.

During the month of May we have welcomed a variety of new staff to our team to better provide you with services in the home. Should you wish to review your currently supports, please contact our Care Coordination team to review your current and future needs.

Our Planned Activity Group and Adventure Programs team have been working to develop an exciting calendar of events for 2021. If you are interested in finding out more details please contact our Client Support Services team on 03 5143 8155.

Rachel Strauss
Acting General Manager Community Services

What's happening with Ambulatory Care?

**National
Palliative
Care Week**

23-29 May 2021

**Palliative
Care**
*It's more
than you think.*



The theme of this year's National Palliative Care Week (23 – 29 May); 'Palliative Care It's more than you think.', seeks to raise awareness about the many benefits of quality palliative care. Palliative care is care that helps people (from babies to older adults) live their life as well as possible for as long as possible, when living with a life-limiting or terminal illness.

The theme seeks to broaden the community's perceptions, understanding and appreciation of palliative care, demonstrating its role in supporting the physical, emotional, spiritual and social needs of people living with a life-limiting illness, their families and their care team.

National Palliative Care Week also presents an opportunity to highlight the work of not only hundreds of palliative care specialists and palliative care nurses, but also the support provided by general practitioners, volunteers, allied health professionals, community workers and everyone who works within the palliative care sphere.

"Palliative care workers and services have a deep understanding of the difficult situations people near the end of their life or with a life-limiting illness often face. They can be instrumental in balancing a variety of perspectives and incorporating the psychological, social, and spiritual concerns of patients, their families and the staff caring for them. They are here to help, and can also offer crucial support to help loved ones and families through their time of grief and bereavement," said Sue Shadbolt, Nurse Unit Manager Home Nursing, Central Gippsland.

For more information please contact our Palliative Care team on 03 5143 8829.

CGH IS NOW YOUR HOST ORGANISATION FOR HEART FOUNDATION WALKING

Walking for an average of 30 minutes or more a day can lower the risk of heart disease, stroke by 35% percent and Type 2 diabetes by 40%.

It's not just your heart and muscles that benefit from walking.

Regular physical activity can help:

- reduce your risk of heart disease and stroke;
- manage blood pressure and blood cholesterol;
- prevent and control diabetes;
- reduce your risk of developing some cancers;
- maintain your bone density, reducing your risk of osteoporosis and fractures;
- improve balance and coordination, reducing your risk of falls and other injuries; and
- improve our daily mood which cumulatively leads to better mental health.



If you'd like to start your own walking group, we're here to help you.

Walk Organisers volunteer to organise and lead walking groups and are the lifeblood of the Heart Foundation Walking program.

You'll plan your group's walking routes and meeting place, the time and day of your walks, and will welcome new members to your group.

As a Walk Organiser, we'll provide you with training and access to your online profile where you can manage your group. You'll even get a thank you gift for signing up!

To start your walking group through the Heart Foundation you can do so online at: Walking.heartfoundation.org.au or by contacting your local coordinator Lily Tatterson via email lily.tatterson@cghs.com.au or phone 03 5143 8844.

VICTORIAN SENIORS FESTIVAL 2021

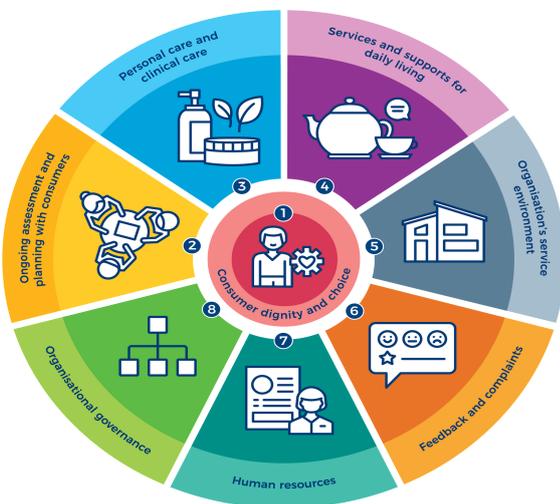
We are excited to report that the Victorian Seniors Festival will be returning later this year. This year's Senior's Concert will be held at:

Sale Memorial Hall, Macalister Street on Tuesday 5 October 2021.



COVIDSAFE HABITS

- **WASH YOUR HANDS** often with soap and running water for at least 20 seconds. Dry your hands with a paper towel or hand dryer.
- **USE AN ALCOHOL-BASED HAND SANITISER** with over 60 per cent alcohol.
- **COVER YOUR COUGH OR SNEEZE** into your elbow.
- **CARRY A FACE MASK** with you when you leave home. Wearing a face mask is recommended when at a private gathering and outdoors when you can't keep 1.5 metres distance from other people.
- **YOU MUST WEAR A FACE MASK** on public transport, in taxis, ride share vehicles, tour vehicles, at airports and during flights to and from Victoria.
- **DON'T TOUCH** your eyes, nose or mouth – or your face mask, if you're wearing one.
- **IF YOU FEEL UNWELL** stay home. Call your GP or the Coronavirus (COVID-19) hotline on 1800 675 398 for advice.
- **GET TESTED** if you have COVID-19 symptoms. Go straight home and isolate while you wait for your results.
- **REMEMBER**, if you're seeing friends and family – it's safer to meet outdoors.
- **CONTINUE HEALTH HABITS**. Exercise, eat a balanced diet, get plenty of sleep and stay connected. Quit smoking (Quitline 137 848).



AGED CARE QUALITY STANDARDS

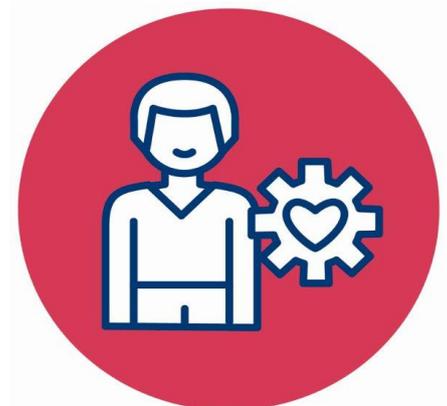
On 1 July 2019, the Aged Care Quality Standards came into effect. They apply to all Government subsidised aged care services. The Quality Standards clearly define what good aged care looks like and what you can expect from us.

Please use the following link for a short video on what these standards mean for you:

<https://www.youtube.com/watch?v=eYdDspfxJqM&t=66s>

STANDARD 1: Consumer dignity and choice

I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services and live the life I choose.



YOUR HEALTHCARE RIGHTS

The Australian Charter of Healthcare Rights apply to all people in all places where health care is provided in Australia. The Charter describes what you, or someone you care for can expect when receiving health care.

YOU HAVE A RIGHT TO:

ACCESS

- Healthcare services and treatment that meets your needs.

SAFETY

- Receive safe and high quality health care that meets the national standards.
- Be care for in an environment that is safe and makes your feel safe.



RESPECT

- Be treated as an individual, and with dignity and respect.
- Have my culture, identity, beliefs and choices recognised and respected.

PARTNERSHIP

- Ask questions and be involved in open and honest communication.
- Make decisions with my healthcare provider to the extent that I choose and am able to.
- Include the people that I want in planning and decision making..

INFORMATION

- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent.
- Receive information about services, waiting times and costs.
- Be given assistance, when I need it, to help me to understand and use health information.
- Access my health information.
- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe.

PRIVACY

- Have my personal privacy respected.
- Have information about me and my health kept secure and confidential.

GIVE FEEDBACK

- Provide feedback or make a complaint without it affecting the way that I am treated.
- Have my concerns addressed in a transparent and timely way.
- Share my experience and participate to improve the quality of care and health services.

For more information visit safetyandquality.gov.au/your-rights

OPEN DISCLOSURE

At CGH Open Disclosure is a straight forward discussion with a patient/client/resident and/or heir support person about an incident that resulted in harm or injury to the person. The principles are: Open and timely communication; Saying "Sorry"; Supporting staff; Acknowledge the incident; Confidentiality; Recognition of the persons expectations. As a client or patient at CGH, you should expect Open Disclosure in the event that an incident occurs.

TEST & BATTERY REPLACEMENT

Press and hold the test button on the smoke detector. It can take a few seconds to begin, but a loud, ear-piercing siren should emanate from the smoke detector while the button is pressed. If the sound is weak or non-existent, replace your batteries. Replace the batteries at least once every year. Replace the entire smoke alarm every 10 years.

DATES TO REMEMBER

Community Services Reception and the Community Services Rehabilitation Centre will be closed on the following public holidays:

- **Queen's Birthday** - Monday 14 June 2021
 - **AFL Grand Final** - Friday 24 September 2021
 - **Melbourne Cup** - Tuesday 2 November 2021
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- Please note that Domestic Assistance or Respite Services are not provided on public holidays.
 - Delivered meals (Meals on Wheels) will be delivered prior to weekend and public holidays.
 - Home Nursing operates with limited services on public holidays.
 - Allied Health Services are closed.

CONTACT DETAILS

Address: 155 Guthridge Parade, Sale, Victoria 3850
Phone: 03 5143 8600
www.cghs.com.au

Client Support Services
Phone: 03 5143 8155
Email: clientsupportservices@cghs.com.au

Community Services
Phone: 03 5143 8800



Don't forget to contact our Client Support Services team if you wish to receive all correspondence via email.