



COMMUNITY CARE NURSING SERVICES

This week we will focus on the services provided by our very skilled nurses based at the Deniliquin Community Health Centre in Macauley Street. The primary aim of these services is to assist individuals to maintain their health without requiring hospitalisation.

All of the services and programs work in close partnership with the hospital, doctors, nurses and other health professionals. They also work with other community and non-government organisations, aiming to promote independence and self-care, whilst meeting the needs of every person in a professional and safe way.

Referrals for these services are mostly done through the Community Care Intake Service on 1800 654 324.

WHAT IS THE COMMUNITY CARE INTAKE SERVICE? (CCIS)

The CCIS is a telephone-based service where people can be provided with support and clinical advice regarding community health services, ensuring people receive the right services for their health needs.

Anyone can make a referral and the number to call is 1800 654 324.

What happens after a referral is made?

When your referral is received you will be contacted by a Community Care Intake Nurse who will chat with you about the care you need including how you are managing at home. They will then:

- Arrange a time and place for your first visit
- Complete a home risk assessment over the phone to ensure safety for you and them.
- Arrange for a first visit which includes a complete assessment of your needs.

Community Nursing team

The Deniliquin Community nursing team is made up of 3 Registered nurses - Belinda McCallum, Jonelle Allitt and Deanne Bradley. This service aims to prevent hospitalisation and provide ongoing care once clients are discharged from hospital and in the comfort of their home.

The Community Nurses can provide many care options including:

- Wound care
- Medication administration
- Catheter care
- Post-operative recovery care
- Health Education, support and advice
- Clinical nursing support for aged care clients to continue to be independent at home.

All referrals are received through CCIS on 1800 654 324.

Diabetes Education

Jonelle Allitt is the Credentialed Diabetes Educator working at the Deniliquin Community Health Centre.

The diabetes service supports and helps individuals, families and carers to understand and manage their diabetes, whether that be Type 1, Type 2, or Gestational.

The goals of the service are to:

- prevent diabetes
- promote early detection
- promote self-management
- reduce diabetes acute and chronic complications

Referrals can be made through CCIS on 1800 654 324.

Palliative Care

Palliative care refers to caring for people of all ages with a life limiting illness, nearing the end of their life. The care is targeted to the needs of the individual and their family. Family and carers play an important and valuable role in palliative care and are encouraged to be involved in the planning and delivery of care, while being supported by the Palliative Care team. Many people indicate a preference to die at home, and as

such Palliative care can be provided at home, in hospital, or in a residential aged care facility.

In Deniliquin, we have Kylie Beehag and Yvonne Shannon as part of our palliative care team. They can help with:

- end of life planning
- pain and symptom management
- access to equipment
- referral to allied health services such as dieticians and occupational therapy
- providing information and advice to carers and access to respite for carers
- bereavement support and access to counselling services for family members

Child and Family Health

Jess Butcher is the Child and Family Health Nurse. The Child and Family Health Nursing role supports families through the journey of early parenthood from birth to five years. Assistance is offered with:

- breastfeeding and infant nutrition
- parenting and parent's wellbeing
- sleep and settling
- growth and development
- immunisation

When using this service, children may be identified to need other support from professionals in our allied health team such as speech therapists, occupational therapists, dieticians and hearing screeners.

Automatic referral to this service happens at birth and a home visit is offered within the first 14 days. Routine examinations continue to be offered at different developmental stages.

Families can self-refer through CCIS on 1800 654 324.

Aged Care Services

There are many different types of aged care services available to provide assessments and services. We suggest you visit the My Aged Care website on www.myagedcare.gov.au to learn about different types of care. The ACAT team is one of the services that can be accessed when needing help.

Aged Care Assessment team (ACAT)

Barb Telford and Fiona Simpson comprise our local ACAT, and both are registered nurses, with many years' experience in a range of areas.

ACAT are teams of medical, nursing and allied health professionals. Their role is to conduct a comprehensive assessment to assess the needs of the frail older person over 65 (over 50 for ATSI) and facilitate the services that best meet their needs. These assessments can be conducted in the client's home, the hospital or Aged care facilities.

They provide approvals to eligible clients for residential respite and permanent care, short term restorative care, transitional care and home care packages.

To access these services and determine eligibility clients can phone My Aged Care on 1800 200 422.

Aged Care Clinical Nurse Consultant

In Deniliquin we also have the services of Sara Rose, the Aged Care Clinical Nurse Consultant. She works as part of the Geriatric Evaluation and Management Program and works closely with the visiting Geriatrician, Nurse Practitioner and other Clinical Nurse Consultants in the program. They review non acute older community and hospital-based clients with complex cognitive, functional, physical and/or behavioural issues. They also conduct comprehensive geriatric assessments including assisting in medication reviews. Although anyone can refer, a formal GP referral is required for Geriatrician reviews.

Referrals can be made through Aged Care Central Intake on ph 02 5943 1600 or via fax on 02 5943 2795.

OTHER SERVICES

Cardiac and Respiratory Care Nurse Practitioners Provide a range of services to the community. Information on these services can be obtained by either calling Community Health on 5882 2900 or CCIS on 1800 654 324.



Together we can make our community kinder and more supportive for people.

This column has been made possible by Deniliquin Local Health Advisory Committee with funding from Murrumbidgee PHN's Murrumbidgee Community Grants.

KEEPING THE COMMUNITY INFORMED