



2018 Gloucester Local Health Report

## Acknowledgement of Country

Gloucester Local Health Committee respectfully acknowledges Aboriginal people as the traditional owners and custodians of the land in which our health facility is located, and pays respect to the Elders, community members and the community-controlled sector who partner with us to improve the health outcomes for Aboriginal and Torres Strait Islander people in our community.

## Year at a Glance

### Redevelopment funding

This year Gloucester Hospital received funding as part of the Rural Health Infrastructure Program. The program aims to improve access to acute services and improve patient flow to meet contemporary health standards and models of care.

This project will see the Emergency Department relocated to the Ground Floor. The internal ward and associated support areas within the main hospital building will be reconfigured around this change.

The reconfiguration will require the relocation of Aged Care Residents from the ground floor to the first floor for a limited amount of time. These residents will be given priority when transitioning to the new Residential Aged Care facility being built by Anglican Care.

The redevelopment is planned to commence in early 2019.

### Successful accreditation

The Lower Mid North Coast Sector underwent a successful accreditation survey under the Australian Council of Healthcare Standards National Standards.

Gloucester Hospital met 100% of the National Standards. This amplified the strong characteristics displayed by all staff and the commitment to our organisation and more importantly to our patients. Customer focus; strong leadership; improving culture; striving for excellence & best practice have all been applied to every aspect of service.

As a team, we will continue to ensure we deliver safe, high quality health care based on standards and processes devised and developed by health care professionals for health care services.

Once again, congratulations to everyone!

### Aged care accreditation

Early in 2018 Gloucester Aged Care consisting of Hillcrest Nursing Home, Narraweema Wing and Kimbarra Lodge underwent aged care accreditation conducted by the Australian Aged Care Quality Agency.

They found that Kimbarra Lodge had met 44 of the 44 expected outcomes and that Hillcrest Nursing Home and Narraweema met 41 of the 44 expected outcomes. The three accreditation outcomes that were not met related to managing challenging behaviours, knowledge and skills, and reporting incidents.

We put in place an improvement plan to address these three outcomes, including additional resourcing and education for staff to improve their knowledge and skills.

In April, the Agency visited Hillcrest Nursing Home again. The assessor commented on the significant improvements made, and that continue to be made, to improve the care provided to our residents.

We were then advised advised that all 44 expected outcomes have been met. Hillcrest Nursing Home and Narraweema will remain accredited for two years until April 2020, when another re-accreditation visit will occur.

I want to acknowledge all our staff, who have been proactive and enthusiastic about the changes we made following this review. Your cooperation and commitment to improving our

services through this process is appreciated. Thank you again for the wonderful ongoing care you provide to our residents at Gloucester Aged Care!

## Transfer of aged care

As the successful proponent for the transfer of the existing aged care licences from Gloucester Hospital (Hillcrest Nursing Home, Narraweema and Kimbarra Lodge Hostel), Anglican Care has been planning the development of a state-of-the-art residential aged care home on its site in Clement Street, Gloucester. The Master Plan for the site also includes co-located Retirement Living Villas. With the announcement of a funding injection of \$8m from the Building Better Regions Fund during 2018, we look forward to the commencement of construction in mid-2019.

## New art brings joy

Gloucester Campus have been the recipient of 18 large spectacular photos from the Foundation for Photo/Art in Hospitals based in Italy. The Foundation is a non-profit organisation dedicated to placing large, colourful and soothing photographs of nature in healthcare facilities around the world to give comfort and hope to patients, their families and caregivers.

These photos are bringing much joy to our patients and residents. It has sparked reminiscent memories for many residents.

For more information visit [www.HealingPhotoArt.org](http://www.HealingPhotoArt.org)

## Welcome MedChart

Roma Ward have embarked on the challenge of integrating MedChart into clinical care. MedChart is the electronic prescribing and medication administration software being rolled out through the District.

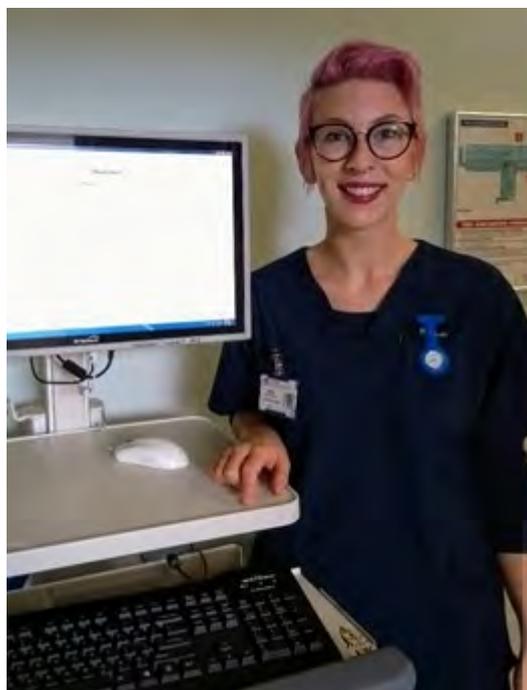
MedChart has been generally well received by staff. Expert support has been provided by the MedChart team with a special thank you Kaitlin Piper. The rollout has not been without some hitches and steep learning curves, including a network outage within the first week where the Roma Ward staff had an opportunity to utilise the backup processes, which worked well to allow for continuity of clinical care.

The Gloucester Hospital Management team would like to thank and congratulate all the staff on Roma ward for the commitment to embracing this new system.

## Introducing Graduate Registered Nurse Kaija

Roma Ward would like to welcome to the team, New Graduate Registered Nurse Kaija Mitcheson. Kaija is a graduate of the University of Newcastle, this is her first nursing position.

Welcome Kaija!



*New Graduate RN Kaija Mitcheson with Medchart Workstation on wheels (WOW)*

## Our Health Committee

The Gloucester Local Health Committee has been reinvigorated with new members and the recent election of a Chairperson!

The committee is made up of:

- Marion Rounsley – Chair
- Anna Burley
- Kylie Tull
- Christine Bolton
- Melissa Garton
- Geraldine Bolton
- Jodie House
- Colleen McKay
- Paul Townsend

Do you have an interest in the health of your local community? Would you like to play a role in ensuring the effective delivery of health services in your town?

Gloucester Local Health Committee is looking for motivated volunteers to join them in working towards better health in our community.

Applications are welcome from people with a range of skills and experience and strong connections in the community.

People of all ages and backgrounds who can help us foster two-way communication between the Gloucester Health Service and the community are invited to apply for membership.

We meet for 1 hour every 2 months.

For more information visit [www.hnehealth.nsw.gov.au](http://www.hnehealth.nsw.gov.au) and search for Local Health Committee or call Paul Townsend, Health Service Manager on (02) 6538 5003.

## Our Health Service



Gloucester Hospital is a 79-bed campus which consists of a 19-bed acute ward, 15-bed aged care transitional ward, 25-bed nursing home and a 20-bed hostel. The hospital's acute ward provides a range of services including 24-hour emergency department, medical, surgical, palliative care, limited obstetrics, limited paediatrics, x-ray and physiotherapy. Minor general surgery and ophthalmic (eye) surgery is also undertaken at Gloucester Hospital.

Onsite is Gloucester Community Health providing primary health services and Gloucester Activities Centre which provides Recreational and Therapeutic Programs for the ageing and people with developmental disabilities.

Gloucester is situated in a picturesque valley on the Gloucester River in the foothills of the World Heritage listed Barrington Tops and is an easy three hour drive from Sydney.

Gloucester offers a friendly, country lifestyle with access to services including medical, education and shopping. Other services are available in the closest regional towns of Taree (78km) and Newcastle (125km).

## Partnering with Our Community

A consumer speed rounding session was one of the highlights of the end-of-year Consumer Partnerships Forum in Muswellbrook.

The popular, informative and at times lively session, provides a great opportunity for community members from our Local Health Committees and other consumer representatives to talk directly with members of our Board and the Executive Leadership Team. It's their chance to tell us what is working well, what could be improved, to ask questions, and raise any issues of concern.

More than 100 people attended the forum including community representatives, health service managers and sector managers.

Participants also left with increased understanding of our patient, family and carer escalation program, REACH. Many of the consumers had joined their local Health Service Manager in a pre-forum targeted REACH rounding session, and contributed some great ideas on how services can improve

implementation and how their committees can help promote REACH locally.

While the community representatives were having their say, managers came together to hear more about consumer partnership elements of the new National Standards. The session outlined some of the resources the District is developing or enhancing to help our services meeting the new accreditation standards.

It was an enjoyable and informative day all round.



*Marion Rounsley and Paul Townsend at the Community Partnerships Forum*

# Hunter New England Local Health District

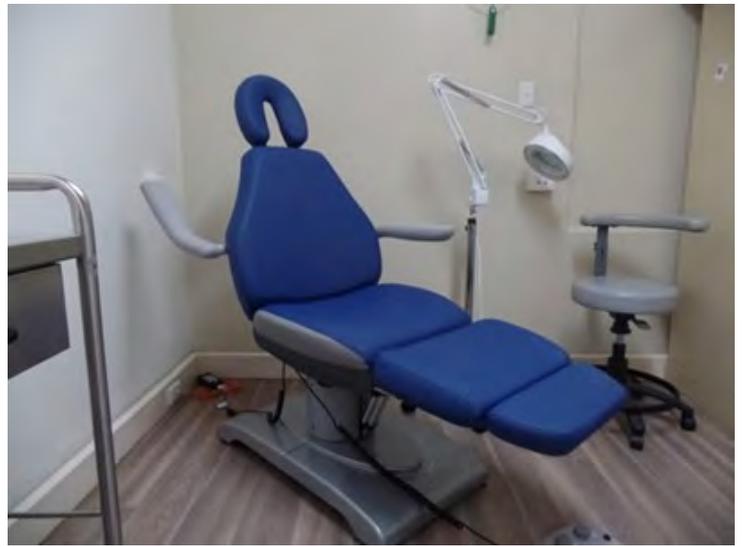


## Highlights

We would like to thank the Rookhurst Gloucester Hospital Auxiliary for their generosity in purchasing two BrainTrainerPlus's, being shared between Narraweema, Kimbarra and Hillcrest Aged Care Facilities.

The BrainTrainerPlus is a computer with hardware that is especially adapted for people with impaired motor skills. BrainTrainerPlus was initially created in the Netherlands and is based on theories citing benefits of play therapy on people with the following conditions- old age, Dementia, Alzheimer's, Depression, and lack of intellectual stimulus. It can be used by one person, whom can track their progress in the activities and also be connected to the TV to allow for group sessions, which create a real spirit of competition and fun.

The BrainTrainerPlus benefits users through stimulating cognition, evoking memories, promoting interaction and communication between residents and staff whilst a great source of entertainment and fun.



### Telehealth now available

Gloucester Community Health is now set up for patient telehealth appointments. This is saving precious time for people not having to travel far distances. We offer a comfortable environment with privacy and confidentiality during the telehealth session.

## Community Health Highlights

### Update to the clinic room

The clinic room at Gloucester Community Health is used by services such as, community nursing, continence, women's health and podiatry. Concerns and issues were raised by Clinicians including the room being too small to accommodate a bariatric chair or bed and not being suitable for service delivery to their patients.

A collaborative, multi-disciplinary approach was used to discuss issues and a decision was made to revamp a large office into a clinic room and purchase a bariatric chair and bed.

This has now increased productivity and has enabled all patients who are coming to the centre to feel appropriately accommodated and comfortable in a clinical environment. The staff are certainly happy with the outcome.

### Community Health Services

#### Generalist Community Nurses

The Community Nurses work to improve, promote and maintain health and wellbeing within the community. They provide nursing services in the home in the Gloucester and Stroud districts. The Community Nurses work closely with doctors, other health agencies and community services to assist your independence at home.

Members of the Nursing Team will visit you in your home to plan a programme of care including nursing services such as wound assessment and care, support and education for you (and your family or carer if you wish), liaison with the appropriate referral to Health/Welfare Worker/other services to provide total health care.

## Palliative Care

Palliative Care is the care of people who have cancer or other life threatening illnesses. Palliative Care Services provides the opportunity for people to be cared for in their own homes. Our goal is to assist people maintain or improve their quality of life. The aim is to maintain comfort and support, respecting each person's own values and lifestyle, providing care which is individually planned for each client and carer. Provide symptom and pain control.

Support and grief counselling during and following the terminal phase of a progressive illness.

## Sexual Assault Service

The service provides for legal purposes, advocacy counselling, court preparation and support, as well as group work. People can self-refer by phoning 6592 9315 during business hours or for 24 hour crisis please phone 6592 9241.

## Drug & Alcohol Clinical Services Worker

Available to see anyone with concern about their own or someone else's alcohol or other drug use.

Services available include consultation, assessment and counselling, referral to detoxification and rehabilitation, community development and early intervention programs, pharmacotherapy consultation and advice.

Educational material is also available. All enquiries to 1300 660 059

## Mental Health

Assessment and intervention for people with mental illness. The acute integrated care team provides crisis intervention, assessment and interim follow up for people when local services are not available.

Contact: 1800 011 511 – 24 hours

## Activities Centre

Provides social interaction and friendship, recreational and therapeutic programs for the older adults and people with disabilities.

Activities include: crafts, outings, trips, music, social gatherings and community involvement.

The program is offered Tuesday, Wednesday and Thursday provided by trained staff and volunteers. We have a specially designed bus to transport participants to and from the Centre.

## Child & Family Health Nurse

Assists parents of children aged 0 – 5 years with aspects of parenting such as:

- Assessment of children's growth and development.
- Assistance with infant feeding.

- Assistance with settling and sleeping issues.
- Provision of education and support to enhance positive and enjoyable parenting.
- Offer a first home visit to all families with a new baby

Other services include:

- Developmental checks – please phone for appointments
- Clinic appointments at Gloucester and Stroud
- Referral to local services such as play groups, self help and support groups
- Provision of information – about child safety, toilet training, behaviour and parenting practices, development, play activities, looking after teeth and immunisation.

## Children, Young People and Families Counselling

Counselling provided for children, young people and families / carers where the child or young person is experiencing behavioural, emotional or social issues. Education and community development activities for families and support groups.

## Paediatric Speech Pathologist

The Speech Pathologist provides assessment and treatment for children with speech and language delay, voice disorders and fluency problems.

## Paediatric Occupational Therapist

Provides assessment and therapy for children with learning difficulties, physical disabilities or developmental delay.

Therapy is aimed at improving functioning in tasks of daily living, often using play activities.

## StEPS Program

Statewide eyesight pre-school screening; Vision Screening Program for children aged 4 – 5 years.

## Visiting Health Workers/Services

Specialist Services visit Gloucester Community Health Centre regularly:

- Audiometry
- Aged Care Assessment Team & Therapy
- Carer's Support Group
- Cardiac Rehabilitation
- Child Protection - PANOC
- Child Adolescent Mental Health Service
- Continence Nurse
- Diabetes Educator

- Equipment Loan
- Genetic Counsellor
- Paediatric Outreach Clinic
- Paediatric Physiotherapist
- Podiatry Service
- Respiratory Rehabilitation
- Sexual Assault
- Women's Health

## Our Medical Leaders

Medical Services at Gloucester Health Service are provided by a wonderful group of General Practitioners that are contracted as Visiting Medical Officers from Gloucester Medical Centre.

These Visiting Medical Officers are Dr Garry Lyford, Dr Michele Hogg, Dr James Bird, Dr Daryl Pudney, Dr Ravi Kukreja, Dr Joshua Thant, Dr Teyshin Ilyas and Dr Yvette Etherden.

Surgical Services are provided by Dr Saad Al-Mahaidi, General Surgeon while Dr Geoff Whitehouse, Dr Jimmy George and Dr Wayne Birchall conduct Ophthalmic surgery.

## In the Spotlight

### The stilettos have to go

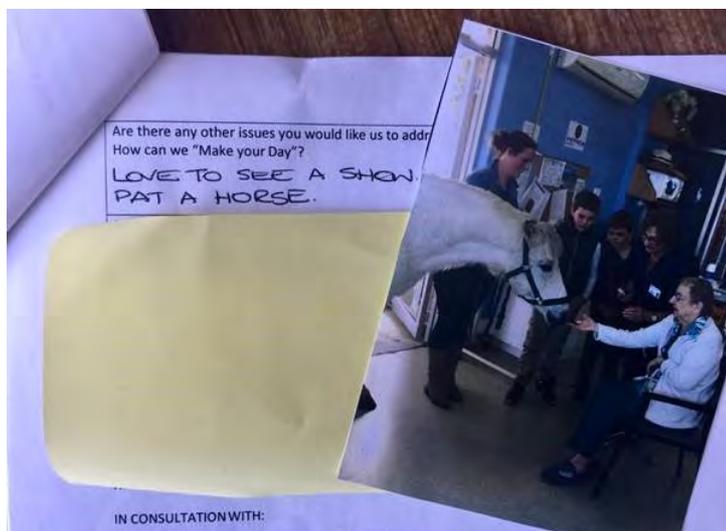
Staff at the Activities Centre so often see their clients wearing ill-fitting and inappropriate shoes so decided to have an afternoon education session on safe footwear for older adults and falls risks around the home and community. The topics included floor mats, animals, climbing on furniture to reach things, personal safety devices, asking for help when you need it, navigating the community environment and using pedestrian crossings instead of taking the shortest routes.

We asked our clients to go home and think about any positive changes they could make to their home to reduce their risk of falling.

We also asked our clients to bring in shoes that they now recognised as inappropriate and unsafe. That meant the stilettos, high heel boots, thongs, worn out and tired slippers and strappy sandals. This is just a few of the shoes that our clients deleted from their shoe rack.



One of our Residential Aged Care residents really wanted to pat a horse...and so we had one visit!





2,749

patients presented at our emergency department



90.9%

of patients presenting to the ED were admitted or discharged within 4 hours\*



14,813

patients accessed services (like blood tests, clinics & community nursing) but were not admitted



6

Babies were born



654

Day only surgical procedure were performed



100%

of Category A patients received their elective surgery within the 30 day timeframe<sup>φ</sup>



100%

of Category B patients received their elective surgery within the 90 day timeframe<sup>φ</sup>



100%

of Category C patients received their elective surgery within the 365 day timeframe<sup>φ</sup>



40.4

Full-time equivalent staff



\$13,991

Expenditure budget<sup>^</sup>

## Feedback & Acknowledgement

The committee appreciates the tremendous support provided by staff of the Gloucester Health Service. We enjoy an excellent professional relationship with management with whom we hold productive and informative meeting.

If you have any inquiries or would like to apply for membership of the Gloucester District Health Committee please contact Paul Townsend by email to [paul.townsend@hnehealth.nsw.gov.au](mailto:paul.townsend@hnehealth.nsw.gov.au) or phone 65385003.