

## Compliments & Complaints

We welcome your feedback because it helps us to improve our services.

Phone: **1800 011 824**

Email: [MLHD-feedback@health.nsw.gov.au](mailto:MLHD-feedback@health.nsw.gov.au).

As part of our commitment to continually improving the quality of our service client surveys will be conducted when you are discharged and annually.

If you have concerns regarding the services provided to you by our service, please refer to the Clients Rights and Responsibilities brochure for in-depth information about the process for making a complaint, or call the number above.

*We strive to respond quickly and fairly to any feedback and ensure access to services are not interrupted and that your confidentiality is maintained*

## My Aged Care

To access services to support independent living such as home care, meals on wheels and transport

Register online at [www.myagedcare.gov.au](http://www.myagedcare.gov.au) or phone **1800 200 422**.

## What if I need help after discharge?

If you become unwell after discharge, or would like to be referred to a community health practitioner please call us at MLHD Community Care

### Contact Number for:

Community Care Intake Service

**1800 654 324**

Email:

[MLHD-CCIS@health.nsw.gov.au](mailto:MLHD-CCIS@health.nsw.gov.au)

**In an Emergency Call 000**

**Are you worried**

about a recent **change** in your **condition** or that of your loved one?

**If yes... REACH out.**



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# Community Care

# Nursing Service

## Community Nursing



Health  
Murrumbidgee  
Local Health District



Health  
Murrumbidgee  
Local Health District

## Community Care Nursing Service

The Community Care Nursing Service provides comprehensive and person centred care to people living at home or in their local community. Care can be provided in your home or in the Community Care Clinic.

Our Community Care nurses strive to provide a responsive, equitable and culturally appropriate service to all clients.

Our Community Care Nursing Service works in close partnership with Local Hospitals, General Practitioners (GP's), Nurse Practitioners, Allied Health professionals, Primary Health Networks, Community and Non-Government Organisations.

## How We Can Help

- Care of the client's clinical condition and needs
- Planning and maintaining your health goals which includes review of treatment plans and client progress
- Clinical nursing support for aged care clients to continue to be independent at home
- Post-operative recovery care
- End of Life and Palliative care
- Support people with chronic conditions to manage illness and improve lifestyle
- Health education, support and advice
- Support for carers
- Identification of risks such as falling, and steps to improve your safety.
- Support accessing additional services

## Referral

All Community Care Nursing referrals are received through MLHD Community Care Intake Service.

**Phone: 1800 654 324**

Did you know that anyone may make a referral - this includes your GP, local hospital, family or even yourself.

## What happens 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.

At the same time we will ask for your verbal consent to register you for the services you may need.

## We will then:

- Arrange a time and place for your first visit and get directions to your home if necessary.
- Make sure you and the nursing staff will be safe during the visit by completing a home risk assessment over the phone, which will include instructions regarding pets, smoking, firearms storage and other environmental risks.

## Your first visit with us

The first visit with a Community Care nurse is a longer visit which includes a complete assessment of your needs.

This includes:

- Providing you with the MLHD Client's Rights and Responsibilities brochure. This outlines your rights while receiving our services.
- Collecting information about you, such as your age, where you live, who lives with you and if you need support to manage day to day activities.
- Completing a full clinical assessment, including medical history, use of medications, current health issues, and how well you manage at home and in the community.
- Determining the particular needs of those of a different culture, those with an intellectual disability, dementia or related disorders

