



Lorne Community  
Hospital



# Community Care Consumer Information Guide



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## **Our Aim**

Lorne Community Hospital (LCH) welcomes a diverse range of clients and aims to provide a high quality service to meet your needs.

## **What services are provided?**

The LCH Community Care Team provides district nursing, physiotherapy, occupational therapy, podiatry, community group activities and volunteers.

Services for the frail aged and people with disabilities are provided under the Home & Community Care Program (HACC).

Our services are flexible and aim to meet the needs of community members.

## **Eligibility**

Subsidised services are available to those eligible for assistance as defined by the Home & Community Care Program. This includes:

- People aged 65 and over needing assistance to remain at home.
- People with a disability.
- The family / carer of an eligible person.
- People who are at risk of admission to residential aged care.

Services are available to under 65yr olds through Primary Health, WorkCover, TAC and Chronic Disease Management plans thorough your GP. Please contact the hospital for more information on 5289 4300.

# Assessment and Care Management

People of all ages requiring care at home can use the services. Staff will consult with you to find out what is working well for you and identify any areas where we can help you to improve. Services aim to assist you to remain independent wherever possible.

Where a service is required, a visit will be arranged to consult with you, to identify your needs and discuss the care required. A personalised care plan will be developed in consultation with you. You have the right to withdraw from the service at any time. Your care plan is reviewed regularly.

## How to access Services

Referral to the service can be received from:

- General Practitioner (your Doctor)
- HACC Service Providers
- Aged Care Assessment Teams
- Community Health Centres
- National Disability Insurance Scheme (NDIS)
- Allied Health Professionals – physiotherapist, podiatrists etc.
- Self-Referral – you are able to contact us and request a service.
- A carer or family member can make a referral on your behalf and with your permission.
- My Aged Car – to contact call 1800 200 442

To make a referral, please contact Lorne Community Hospital on 5289 4300.

## Fees for Services

All fees for services provided have been determined by the Department of Health and Human Services HACC fees policy. Fees are determined by your level of income and by the type of service being provided. You will be asked to complete an income self-declaration as part of a fees assessment.

Should your financial circumstances change, you can request that your fees be reassessed.

- **Cancellation of Service** – there may be times when you need to cancel the service. This may be a permanent cancellation or a short term “one off” cancellation. Please notify the hospital promptly on 5289 4300 if you are unable to receive your service (on holidays, in hospital or just won't be home when the service is due) or wish to discuss the permanent cancellation of the service.
- **Home Nursing Aids and Equipment Hire** – a range of medical equipment such as wheel-chairs, shower chairs, commodes etc. are available for hire at a reasonable rate.

# Service

## District Nursing

District nurses provide professional nursing and healthcare in the following areas:

- People who need care immediately following their discharge from hospital/day surgery.
- People of any age needing palliative care.
- People of any age who have a disability and who need nursing assistance to manage their healthcare needs.
- Wound care – this can include; leg ulcers, lacerations and skin tears or any wounds that are not healing well.
- Diabetes management - all our nurses are skilled in diabetes management. We also have access to nurses who are experts in managing diabetes, and work alongside your doctor to ensure that your diabetes is managed in the best way possible.
- Administration of medication.

## Community Group Activities

An active life has health and wellbeing benefits as well as the opportunity to mix with other people and take part in the community. The purpose of an activity group is to support people to remain living in the community as independently as possible, by providing a range of enjoyable and meaningful activities that enhance or maintain your skills. There are weekly social activities. The activities are organised with input from our local community participants and offer:

- Physical activity
- Cognitive and intellectual stimulation
- Good nutrition
- Social interaction
- Emotional and peer support/community participation
- Appreciation and acknowledgement of each person and their diverse characteristics
- New experiences and something to look forward to

## Volunteers

The volunteer program promotes community involvement and provides a vital link between the community and Lorne Community Hospital for the enrichment of all. The Hospital focuses on recognising the significant contribution that volunteers make.

Volunteers staff a bus service each Tuesday, taking residents to appointments, shopping and banking within Lorne. Volunteers are also able to take residents to medical appointments outside Lorne. All services provided by the volunteers are free.

# Allied Health

## Physiotherapy

Our physiotherapy team is available 5 days a week for consultation. Gym classes are run to suit various levels of fitness.

## Occupational Therapy

Our occupational therapist conducts home visits and will work with you to maintain or improve your independence.

## Podiatry

Our podiatrist is available fortnightly to assist with your foot care needs.





# Receiving and Paying Accounts

Some services collect payment at the time of visit.

An itemised account may be sent to you on a monthly basis. You can pay your account by:

- Sending a cheque or money order to Lorne Community Hospital, Albert Street, Lorne Victoria 3232.
- In person at Lorne Community Hospital between the hours of 8.30am and 5.00pm weekdays.
- Credit card over the phone.
- Electronic Funds Transfer via internet banking

If you have an account enquiry, please call our hospital reception on 5289 4300 with the account reference number ready.

**Please note:** the dates on the account you receive on a monthly basis **do not** reflect the dates of service.

# Occupational Health and Safety Guidelines

## Home visits

- **Safe Work Environment** – LCH has a responsibility to provide a safe work environment for all staff. LCH has a ZERO tolerance towards physical or verbal aggressive behaviour. A Risk Assessment Tool will be completed to ensure staff safety in visiting your home. This will be completed prior to the initial visit and will be reviewed as required.
- **Infection Control** – there may be occasions when staff will be required to wear surgical gloves, goggles, gowns and masks for their protection. Sharps containers, if in use, should be kept out of reach in an appropriate place.
- **Smoking** – Lorne Community Hospital has a non-smoking policy in the workplace. Clients are requested to please refrain from smoking whilst staff conduct their duties in the home.
- **Pets** – it is your responsibility to ensure animals are appropriately controlled at all times. If a request is made to secure an animal it is expected that this will occur for the safety and well-being of LCH staff.

# Complaints and Feedback

Please contact our friendly staff at the Lorne Community Hospital on 5289 4300 if you have any concerns with the service provided to you. We welcome your compliments, complaints & suggestions.

Your feedback will help us improve the quality of our information, products and services. Our door is always open!

If you would like any further information, assistance or advice, you may contact the following service;

Health Services Commissioner  
26th Floor, 570 Bourke Street  
Melbourne 3000  
Phone: 1300 582 113





## Your Privacy

Lorne Community Hospital is committed to protecting your privacy in line with legislation and Department of Human Services privacy requirements. Here are some common questions;

### **Who are we?**

LCH is one of several health and community care services in your area, all working together in partnership to meet your health needs.

### **What information do we collect about you?**

LCH keeps your name and contact details on your client record. Other details such as your care plan and information about your health are recorded as required and kept in your home record.

### **Why do we collect information?**

It helps us to keep up-to-date details about your needs, so LCH can care for you in the best possible way. This information is also used to manage and plan your service.

### **Who else sees your information?**

LCH will only release information about you to another professional service provider if you give your consent.

### **What say do you have in what happens to your information?**

You have a say in what happens to your information. We rely on the information you give us to help provide the right care for you. If you decide not to share some of your information, this is your right but it may affect our ability to provide you with the best possible services. Talk to us if you wish to change or cancel your consent.

### **How will your information be protected?**

We are committed to protecting the confidentiality of your record. The privacy of your information is also protected by law, therefore LCH treat your information in the strictest confidence.

### **Can you access your information?**

Absolutely, you have the right to request access to your information at any given time.

### **Do you have any further questions?**

Please feel free to contact LCH staff if you have any further questions or complaints. At LCH our door is always open.

Lorne Community Hospital operates in accordance with the Information Privacy Act and the Victorian Charter of Human Rights.

**For any further information, please call LCH on 5289 4300.**



## Contact Details

For any further information about the Lorne Community Hospital please do not hesitate to contact us either by;

Phone: 03 5289 4300

Fax: 03 5289 4363

Email: [enquiries@lch.org.au](mailto:enquiries@lch.org.au)

Albert Street, Lorne, Victoria 3232.

[www.lornecommunityhospital.com.au](http://www.lornecommunityhospital.com.au)







“Supported by the Australian Government Department of Health. Visit the Department of Health website ([www.health.gov.au](http://www.health.gov.au)) for more information”.

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*‘Partnering for Healthy Communities’*