



# East Wimmera Health Service

*Cultivating Healthy Communities*

## **East Wimmera Health Service**

East Wimmera Health Service (EWHS) has residential aged care facilities located at Birchip, Charlton (opening end 2014), Donald, St Arnaud and Wycheproof providing both permanent and respite accommodation for people who can no longer live in their own home. All our facilities are fully accredited and are co-located with the local hospital. In most cases they are also co-located with the local GP enabling ready access to medical attention.

East Wimmera Health Service strives to create a warm, welcoming and inclusive home for Residents and their families. Staff provide care that is respecting and dignified of promotes the rights of every resident. The care provided by our staff is individual to each resident actively involving and supporting residents to make choices and decisions about their care.

## **Our Mission, Vision and Values**

### *Mission*

To provide health services that support healthy communities.

### *Vision*

To be one of the healthiest communities in Rural Victoria.

### *Values*

Our focus is on the consumers and carers we support to:

- Engage in meaningful contact with our consumers - free of discrimination.
- Respect the individual in their spiritual, emotional, social and physical uniqueness.
- Consider health promotion as integral to the future wellness of our communities.
- Apply our values to all acute, aged and community- based services.

Our aim is to be proactive in:

- Supporting strong, collaborative relationships with our consumers and service providers.
- Facilitating capacity building and restorative opportunities to maximise independence.
- Striving for efficiency and effectiveness in a climate of continuous quality improvement.
- Offering information when needs fall outside our scope of service.

We take responsibility for:

- Providing a positive and safe working environment which fosters teamwork and respect.
- Actively managing risks.
- Protecting privacy.
- Presenting the Health Service in a positive manner.

We regularly review our services for:

- Consumer satisfaction.
- Meeting the needs of our community.
- Regulatory compliance.
- Measurement against accepted industry bench marks.

## **Why Choose Residential Care in East Wimmera Health Service?**

East Wimmera Health Service's aged care services are managed by experienced professional staff and care and services are provided by dedicated teams including qualified registered and enrolled nurses, personal carers, lifestyle coordinators, allied health professionals, hospitality, administration and maintenance staff. East Wimmera's facilities are very well equipped to cater for residents care needs including aids to assist in activities of daily living such as hygiene, mobility, nutrition and hydration and provides a wide range of services to meet individual needs.

## **Clinical Care Services:**

### *Nursing Care:*

East Wimmera Health Service employs Registered and Enrolled nurses 24 hours a day, every day to ensure the individual needs of each resident are met and to manage the care of Residents. In some facilities Personal Care Workers are also part of the care team.

As care needs change, staff meet these needs with minimum disruption. Specialised nursing staff manage acute and chronic health conditions, from minor to complex which means that transfer to another larger facility/hospital is usually not required unless by choice of the resident.

- *Dementia Care*  
Special care is provided by suitably trained nursing and personal care staff in a secure environment
- *Palliative Care*  
Palliative care is provided to achieve the best possible quality of life for the person and providing end of life care and support that is sensitive and meets the need of the resident.
- *Respite Care*  
Respite care is offered and is an important part of supporting your carer to provide ongoing home based care.

#### *Medical Care:*

- General Practitioner - A local GP is available Monday to Friday to consult with residents if required.
- Emergency care is available by local GP or the GP on call at all times. The nursing staff will coordinate this.
- Specialist referral is made as required. Residents who are under a Specialist can continue to access this service. Nursing staff help to coordinate when require.

#### *Other Health Professionals:*

- East Wimmera employs allied health staff including:
  - Occupational Therapist
  - Podiatrist
  - Physiotherapist
  - Dietician
  - Diabetes educators
- Visiting Health Professionals include:
  - Palliative Care Specialists
  - Consultant Pharmacist
  - Mental Health Support
  - Speech Pathologist
  - Aged Care Assessment Service/Referral
  - Aged Persons Mental Health Service
- Radiology and Pathology services are provided externally to EWHS
- Pharmacy - Each facility uses the services of the local pharmacy which allows for timely, personalised service.

The utilisation of video conferencing technology is available at each facility which provides more timely access to other health professionals and can, at times, reduce the need to travel to a larger centre for consultation, assessment and treatment.

#### **Lifestyle Support**

All facilities have an Activities and Lifestyle Coordinator who is responsible for creating and managing the Activities Program which is tailored to the needs of each individual. Each aged care service acknowledges the importance of continued community involvement and inclusion.

Activities may include and are not limited to:

- Clergy and church services
- Community events
- Access to a visiting hairdresser
- Outings – bus trips, drives, shopping
- Cooking
- Board games
- Bingo
- Craft
- Special events – school children visit, concerts, movies, guest speaker
- Community Singing
- Social Leave - residents may have 52 nights away from the facility for social leave
- Regular resident and family meetings
- Regular resident newsletter
- Wireless internet service

## **Culture, Communication and Language**

Any difficulties with understanding and speaking about specific cultural needs should not prevent anyone from accessing EWHS services – staff can offer additional support and options to assist.

## **Meals**

EWHS facilities provide nutritious meals in consultation with the resident and a dietician. Staff directly control the quality of the meals and can respond to dietary requirements and residents' personal preferences. Catering is available for visitors.

## **Our Environment**

East Wimmera Health Service facilities are well maintained and kept at a high level of cleanliness.

They provide secure environments that cater for those with dementia.

## **On-site Laundry**

All facilities have on-site laundry services. Clothing labelling system is available.

## **Rooms**

There are a variety of rooms available at each facility. All Residents receive the same quality of individualised care and support from staff. Residents are encouraged to personalise their new home by bringing in art, mementos and photos.

All rooms are furnished with an electric height adjustable bed, wardrobe and bedside table as well as shelves for personal items. Each room has a window.

- **Private room with en-suite**  
These single rooms have their own adjoining en-suite.
- **Private room and shared en-suite**  
These single rooms have an en-suite which is shared with an adjoining room. Some single adjoining rooms are available for couples.
- **Dual share room and shared bathroom/toilet**  
Dual share rooms with a shared bathroom/toilet provide an opportunity for socialisation and companionship for the very frail.

## **Social Areas**

Each facility offers a variety of social areas for Residents, family and friends including lounges, television rooms, activity areas, courtyard, gardens as well as designated smoking areas, so that you can be in an area that meets your needs.

## **How do I choose my room?**

Each room is allocated according to what is available when you come to live at an East Wimmera Health Service facility.

## **Trust Accounts**

Each facility offers Residents the use of a trust account which provides easy access to their money and ensures that Residents have no need to keep large sums of money in their rooms.

## **Am I eligible for Residential Care?**

An assessment by the Aged Care Assessment Service (ACAS) will determine eligibility and the level of care required before a client can be accepted into Residential Care.

## **More Information and Contact Details**

To find out more please look online or contact EWHS as below.

### **Online**

More information is available online on our website [www.ewhs.org.au](http://www.ewhs.org.au)

It is strongly recommended that a personal tour to view EWHS facilities is organised. At this time any questions about these services can be answered.

Campuses are located at:

### **Birchip Campus**

28 Duncan Street  
Birchip Vic 3483  
Ph: 5477 7100

**Charlton Campus** (opening late 2014)

**Donald Campus**

1A Aitken Avenue  
Donald Vic 3480  
Ph: 5478 6200

**St Arnaud Campus**

52 North Western Road  
St Arnaud Vic 3478  
Ph: 5477 2100

**Wycheproof Campus**

19 Grandview Street  
Wycheproof Vic 3527  
Ph: 5478 0700