

FLU IMMUNISATION

Please remember to visit the Terry White Pharmacy in High Street Wodonga for your flu vaccination. It is a mandatory requirement that all staff are immunised annually against influenza under the Aged Care Act.

The pharmacy accepts walk-ins from the community, but please avoid lunch times.

Once you are immunised, please provide a certificate as evidence of your immunisation or go to my gov to access your immunisation record.

The pharmacy is also providing covid booster immunisation which can be accessed at the same time as your flu immunisation.

CELEBRATE CULTURAL DIVERSITY: HAPPY AFRICA DAY

Westmont works closely with the Uniting Church who support staff coming to our workplace. Our staff and the community have been invited to HAPPY AFRICA DAY event. The event is a meet and greet and a chance to try some lovely African food. It is on 25 May 2023 at 12.30 to 2.30pm. The location is the Uniting Hall in Beechworth Road.



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OUR NON-RESPONSIVE PROCESS WHEN A CLIENT IS NOT AT HOME

If visiting a client who is not at home at the time of the visit or you are uncertain if they are in the house and affected by a medical condition, please attempt to get the client's attention by calling their name and identifying yourself. You should knock on the front and back door (unless there is a hazard identified in the OHS checklist or roster note). Please observe the condition of the client's home if they are not responding-is there evidence of letters in the letter box, shoes on the front veranda, is the door of the client's home open?

If you don't get any response, please ring our office on 02 6043 9867 or on call phone: 0437 395 666 straight away. The oncall phone is staffed from 6.30am to 7pm daily. Our staff will then attempt to contact the client and or client's contacts to check on the client's welfare. We have an internal process where we will follow the client's emergency responses they have agreed to. If we can access the client's house and believe the client is inside in a compromised health state, we can assist you on the phone and send staff to assist you and the client. In such emergency situations you may be asked to ring the ambulance or an administrative staff person will ring the ambulance and liaise with you and the client. Carers must remain onsite until the ambulance has attended.

COMMON COMPLAINTS WE RECEIVE

Remember to arrive and depart the client's scheduled service as per the roster times. Client's are charged for the service if they are not at home and our office attempts to let client's know changes to their services. We have some staff arriving too early and leaving before the shift is complete. If you have completed the tasks for the client, you should enquire what else during the service time you can assist the client with.

If providing personal care, please read the roster notes and client notes about the aspects of the care and support the client requires. This might include items like enquiring about whether the client would like their beard trimmed or their neck shaved to remove facial hair or their dentures cleaned.

SICK LEAVE

Staff who are absent from work more than 2 days due to sick leave or are taking sick leave before or following a public holiday are requested to supply a medical certificate covering their absence. Sick leave certificates from a GP or Emergency Department are acceptable but not certificates from the pharmacy. If you cannot get into your doctor, please discuss with your supervisor. Staff who have used up all their sick leave may be required to take leave without pay. Staff who regularly take sick leave are encouraged to chat with their supervisor about their ongoing needs.

WHAT TO DO IF A CLIENT IS SMOKING, DRINKING OR HAS PETS IN THEIR HOSE?

If you encounter clients with pets in their home at the date of the service, please remind clients in a courteous way that we need them to secure their pets in an area where they will not have contact with our carer. This ensures the carer's safety. We know client's pets are part of their family, so please be sensitive if asking a client to restrain their pet.

A client smoking in the house can cause the build-up of passive smoke and be harmful to our carers. Please ask the client to not smoke during the service to keep our workplace safe. If clients are smoking when you arrive, you might like to say to them that you will wait outside until they have finished before commencing the service.

ARE YOU AVAILABLE TO WORK WEEKENDS ON A ROSTER SYSTEM?

We are looking for reliable carers to do some weekend shifts. The shifts are on Saturday and Sunday and there are half day or full day shifts.

If you can commit to working on a regular rostered basis, please let our scheduling team know. Penalty rates apply for all weekend work.

PROCESS FOR DROPPING OFF CLIENTS TO THE WILLOWS DAY PROGRAM

If you are transporting clients to the Willows Centre, please accompany the client to their activity and help them safely sit down and meet other participants. If you arrive earlier before the activity has commenced, please stay with the client until the Willow's activity staff have arrived.

AUSMED TRAINING

Thank you to the staff who have completed their AUSMED training. Many staff are finding AUSMED easy to use and enjoying the experience. For staff that would like to do some training with others and aren't too sure of using AUSMED, you are welcome to join us after work on Wednesday 24 May from 4.30 to 5.30pm. Please let Maralee know if you would like to attend an out of work study session with other staff.

Please continue to complete the online training, as Westmont will be making a payment to staff who have completed the training at the end of May 2023. Staff who have not completed the online modules will not be rostered until they have completed all modules and are up to date.

12 MONTH TRAINING PROGRAM FOR COMMUNITY CARERS

We have a 12-month training program that includes training delivered at our Bimonthly carer meetings and small group sessions conducted by our community nurses. If you find that you would like information about a particular health condition and care for clients with those conditions and would benefit from the training, please register your interest by contacting the Community Care Team.

OUR TRAINING CALENDAR

Date	Carers Meeting	carers looking after clients affected by these conditions-small group sessions
18.4.23 (4-5pm)	Clients living with dementia at home	
May and June dates to be confirmed		Medication assistance for ALL carers who need to complete the competency and refresher courses for carers who have completed the competency.
7.6.23 (12-1pm)		Blood sugar monitoring
13.6.23(4-5pm)	Recognising and responding to client deterioration	
5.7.23 (12-1pm)		Bed wash /personal care
2.8.23 (12-1pm)		Pressure injuries and skin tears
8.8.23 (4-5pm)	Continence management	
6.9.23 (12-1pm)		Palliative care
September-dates to be confirmed		Child safety standards
4.10.23 (12-1pm)		Blood pressure, Oxygen saturation and cardiac care
10.10.23 (4-5pm)	Frailty, chronic conditions and coping with daily living	
1.11.23 (12-1pm)		Wound care
12.12.23 (4-5pm)	Older person's mental health	

Bi monthly carer's meeting with all carers and unqualified staff in attendance

Once off annual training-medication training

small groups-experienced carers and carers caring for clients with these conditions