

Supported Residential Services News

July 2009, Issue 4

SRS News

Welcome to the fourth edition of the *SRS News*.

In this edition:

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Review of the Regulation of Supported Residential Services in Victoria, 2009

The Victorian Government is reviewing the laws that regulate SRS.

Dr Heather Wellington of DLA PHILLIPS FOX is supporting the development of appropriate care standards for inclusion in the legislation. Dr Wellington held 3 initial forums during April and May in Melbourne, Keysborough and Ballarat that were well attended by everyone. This was to get

initial ideas and views for appropriate care standards.

The next stage of the review involves public forums to be held throughout July to discuss the proposals for future directions of SRS legislation.

You would have received invitations to these forums and we encourage you all to attend. We would like your participation and input into these exciting new changes to the legislation that governs SRS.

The forum dates are:

Mon 20 July – Dandenong
Fri 24 July – Box Hill
Mon 27 July – Ballarat
Fri 31 July – Melbourne

The proposals will be finalised by the Minister and Cabinet following the forums. Any changes to the legislation will happen in 2010.

Please contact Carla Papa if you have not received your invitation and would like to attend.

Phone: 9096 6964
Carla.papa@dhs.vic.gov.au

SRS Training Program

DHS will continue to fund Aged and Community Care Victoria (ACCV) to coordinate the SRS training program for the remainder of 2009.

Training sessions will continue to be offered at different locations around Melbourne and will remain free of charge for all participants. For some sessions funding will be available to cover staff backfill.

Sessions on offer will include:

- Care Planning *
- Medication Management part 1 and 2 *
- Assisting Residents with Mental Illness
- Understanding Major Psychiatric Illness
- Diabetes Management
- Managing Challenging Behaviours
- Workplace Emergency Response Training *

* \$40 Backfill provided

The schedule for July until December will be confirmed

shortly and proprietors notified accordingly.

For further information contact: Tanja Capic:
tanjac@accv.com.au
Tel. 9805 9400
OR visit: www.accv.com.au

SRS Census

You should have all received your copies of the Resident and Facility Summaries of the SRS Census. The summaries and the full document are also available on the website.

<http://www.health.vic.gov.au/srs/res/publications.htm#census>

ACCV SRS Survey Findings

Article supplied by Natasha Kukanja, Policy and Research Officer, SRS Aged & Community Care, Victoria.

ACCV received 59 responses to the lengthy survey conducted over September and October 2008 and thanks to those who responded for their participation.

The way in which individual SRS responded to the survey has made conclusions about the sector difficult to make. Despite this, there are some key characteristics, issues and trends reported in the survey that are of relevance to the broader sector –

these are:

Proprietors who are actively involved in the day-to-day operation of their facilities tended to work double the number of hours than staff employed to manage the facility – somewhere between 75 and 132 hours per week!

Managers of facilities (including proprietors) tended to have qualifications in health or human services, indicating a level of qualification suited to working in a care setting.

Being committed and wanting to care for people was the most common reason given by proprietors for entering or investing in the SRS sector.

The relationships between SRS and the broader health care and welfare sector varied in success depending on a range of factors including a lack of an established client referral process and awareness of the services provided by the SRS.

The general public were perceived to be largely unaware of the SRS sector.

40 per cent of facilities were a part of a broader disability or aged care related business.

Similar to the broader aged care industry, recruitment and rostering of staff, wages and conditions and maintaining a work life balance were the top workforce issues.

The majority of the “above-pension sector” was specifically geared towards servicing the

accommodation and support needs of frail older people and tended to provide a vastly different service to the rest of the sector – “pension-level” facilities – which tended to provide accommodation, support and care to people of various ages with mental health issues, psychiatric conditions and/or intellectual disabilities.

More extensive reporting of the survey results will be presented in the final research report due for release in mid 2009.

If you would like to express your views about the sector and have not already done so through responding to the survey or attending the forum, please contact Natasha Kukanja at ACCV on 03 9805 9400 or email natashak@accv.com.au

Oral Health Initiative SRS - Update

In 2007-08 funding was allocated over four years to improve access to dental services by pension-level SRS residents as part of a pilot project.

Inner South Community Health Service and Knox Community Health Service are the lead agencies for this pilot.

The Oral Health initiative pilot will be continued in its current form until the end of June 2010.

An independent evaluator has been appointed by DHS and will provide a Final

Evaluation Report in November 2009.

The evaluation report will enable us to decide upon the model for continued services to improve oral care for SRS residents across the state.

This successful initiative will continue with oral hygienists employed by community health services at Inner South and Knox. They will provide oral health treatments to pension-level residents living in 20 SRS in these areas.

In addition, oral health education sessions are in progress for all residents and staff in pension-level SRS. These are being conducted by either the oral hygienists or Dental Health Services Victoria (DHSV) staff.

DHSV have provided Oral Health kits to 73 pension-level SRS. The kits contained toothpaste, toothbrushes, and other necessary items for provision of oral care.

H1N1 Influenza 09 (Human Swine Flu)

Fact sheets have been sent out to each SRS outlining the current situation and how you can reduce the risk of contracting Swine Flu.

Please make sure you take these steps to protect visitors, staff and residents' health:

- Cover your nose and mouth with a tissue when you cough or

sneeze. Throw the tissue in a plastic-lined rubbish bin after you use it.

- Wash your hands frequently with soap and warm water, scrubbing your wrists, palms, fingers and nails for 10–15 seconds. Rinse and dry with a clean, dry towel.
- After touching surfaces try not to rub your eyes or touch your nose or mouth, as this is how you may catch the virus.
- Throw tissues and used facemasks in a plastic-lined rubbish bin immediately.
- Wash your hands after touching used tissues and masks.
- Wipe down surfaces such as bedside tables, bathroom surfaces and toys, with household disinfectant every day.
- Encourage all residents and staff to be immunized against seasonal flu.

More information visit:

www.humanswineflu.vic.gov.au

For general information about H1N1 influenza see

www.healthemergency.gov.au

or

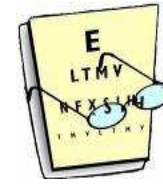
www.health.vic.gov.au

Call the Swine Influenza hotline: Tel **180 2007**

Call Nurse-on-Call:

Tel. **1300 606 024** – for expert health information and advice (24 hours, 7 days).

Victorian Eyecare Service (VES)



VES offers low cost eye care for pensioners and people on low incomes and is funded by the Victorian Government.

Some of you may already be familiar with the outreach service to SRS. In 2008, 411 residents in 39 SRS were seen by optometrists and 171 pairs of glasses were provided.

Who is eligible?

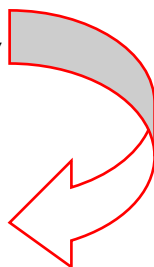
Permanent residents of Victoria who:

- Have a Pensioner Concession Card (in their own name)
- Have held a Health Care Card for at least 6 months continuously
- Have a Victorian pension card with a permanent residential address in Victoria.

All consultations are provided by registered and experienced optometrists and all fees are bulk billed to Medicare.

There is no cost for the outreach optometrists to visit your SRS but they will need your help with organisation on the day.

The optometrist brings their own portable equipment and will need to use space within the SRS for consultations.



If glasses are required there will be no cost to residents in pension level SRS.

For more information please contact Piers Carozzi on pcarozzi@vco.org.au or Anna Marinaro on amarinaro@vco.org.au Or phone: 9349 7400

EMERGENCY MANAGEMENT PLANNING in your SRS

A reminder to all SRS Proprietors:

The FREE telephone advice service available to assist you with developing your Emergency Management Plan expires on 31 July 2009. The advice service is provided by the emergency management planning consultant who developed the Guide. The details listed below are on the inside cover of the teal-coloured Emergency Management Planning Guide:

For **Free** Telephone advice in developing your Emergency Management Plan, contact Chris Tasic at *Specialists on Safety Telephone*

FREE advice period limited to 31 July 2009

Quality Improvement Seminar:

"Expect the Unexpected! Emergency Planning and Management in Residential Aged Care."

Recent events in Victoria including bushfires, heatwave and pandemic potential highlight the importance of having contingency plans in place for unforeseen events that could disrupt your business operations.

The focus of this seminar is to provide information about the state wide emergency management system and how it interfaces with residential aged care in emergency situations. The seminar will also explore practical considerations for developing emergency management plans.

The dates are:
Wed 15-Thurs 16 July 2009
Venue: Celebrity Room, 1st floor. Moonee Valley Racing Club.

Time: 9am start both days, registration from 8am.

For more information including online registration and venue details please visit:

http://www.health.vic.gov.au/aged_care/publications/seminar_jul09

The closing date for registration is Wed 8 July.

All residential aged care and supported residential service providers in Victoria have been invited to attend. Due to this we anticipate a high level of interest and expect that places will fill quickly.

For any queries please contact Astrid Tolstoshev, Quality Advisor: 9096 6965.

Contact

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03) 9096 1030 or Lucy.Rechnitzer@dhs.vic.gov.au