



Rural Nursing Services

ABN: 76 072 953 194
Phone: 02 6372 4047
Fax: 02 6372 4046

CLIENT ORIENTATION INFORMATION.

admin@rnsm.com.au
PO Box 411, Mudgee NSW 2850

Who are we

Rural Nursing Services was established in 1999, with the aim to provide safe, person centred, sensible supports for clients in our community. We work at a reliable standard that you will benefit from.

What we do

We care for children and adults for short & long-term care in their home.

We operate 7 days a week & have regular morning and evening shifts.

We have three levels of care staff Registered nurses, Enrolled nurses & Assistant nurses.

Some of the tasks that we offer as services are:

- Shower assistance – personal care
- Wound care- Including ABI Doppler
- Medication compliance assistance
- Shopping assistance
- Domestic assistance
- Light meal preparation / feeding
- Escorts to Doctors or medical appointments
- Continence assistance
- Clinical care
- Case management, referral & assessment
- Respite care
- Socialisation visits
- Palliative care
- Assist with Physio & rehab programs
- Wellbeing checks
- Supply RNs EENs & AINs into aged care facilities as agency staff 24/7.
- Discharge from hospital care support package
- Transport to medical appointments with escort nurse

Where we work

Mudgee, Gulgong & surrounding districts.

We will accept your referral only if we have the appropriately qualified staff that are able to meet your needs.

If we are unable to help you we will make every effort to connect you to another service.

How to refer to us

Simply contact us with your request:

Phone 0263724047 fax 0263724046 email us at: admin@rnsm.com.au



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About our nurses

Our nurses are covered by workers compensation, professional indemnity & public liability insurances. They all have police check, working with children check and are regularly re-educated for quality compliance. All staff have a photo identification badge. We have three levels of care staff Registered nurses, Enrolled nurses & Assistant nurses.

About work health & safety

Rural Nursing Services is committed to providing a safe environment for its staff. Please advise the staff of any known potential hazard or risk. Please behave in a professional manner in the presence of our staff. Please keep their work environment a smoke free environment. Please keep your animals away from care staff. You as the "service user" accepts and understands that his/her residence and the land upon which it is situated will be the work place for Rural Nursing Services staff. It is the responsibility of the service user to ensure the Rural Nursing Services is made aware of any risks associated with staff being at the service user's residence and take steps to ensure that these risks are addressed in accordance with Work Health & Safety (WH&S) legislation. Please contribute the ideas and viewpoints on WH&S issues with a view to promote safety. Please appreciate that Rural Nursing Services organisational policies, procedures and activities will be designed with the wellbeing of both employees and service users in mind. Acknowledge that all employees have the right to a healthy and safe working life and as such should not be expected to place themselves at risk of injury in their day to day work. Ensure that all equipment used by Rural Nursing Services is in good working order and if not inform Rural Nursing Services. Your ongoing support is essential.

If your needs change or you have a concern

It is best to discuss your individual needs with our nursing staff, for a few reasons:

1. The nurses can apply for any subsidised care for best value.
2. Advise you of your choices & attend any referrals
3. Can assist you to create a care plan appropriate to your needs.
4. There is no obligation to take up care and of course all information is confidential.

As a service user you have the right to:

- Be informed of the care to be provided and consent to or refuse consent to care.
- Participate in all decisions regarding the health care provided.
- Receive information, in terms you understand, regarding all aspects of your care
- Discontinue care / treatment or refuse to have a staff member at any time without concerns of recourse or punitive action.
- Have access to and receive professional, competent services that match your needs and are provided by appropriately qualified staff.
- Be treated with respect and dignity, irrespective of culture, religion, language, age, disability and/or lifestyle.
- Seek a second opinion or alternative services at any time.
- Have access to information about Rural Nursing Services, including services offered, policies and procedures, user rights and grievance procedures.
- Be advised of any changes to services.
- Know the identity and qualifications of the Rural Nursing Services personnel involved in your care.
- Be able to involve an advocate at any time and have the right to choose an independent advocate to speak on your behalf and the right to assistance in accessing an independent advocate, if required.
- to express your individuality and independence, to get information relating to your care and to receive quality care in a safe and secure home environment.
- Have your privacy and confidentiality respected regarding client records or any personal information held by Rural Nursing Services.
- Give feedback about the service including offering an opinion, expressing a concern or making a complaint about any aspect of Rural Nursing Services and expect to be treated fairly, promptly and without retribution.
- Access your records from Rural Nursing Services upon request from you or your nominated advocate.



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You also have a responsibility to:

- Ensure that all information you provide to Rural Nursing Services is factual & accurate.
- Ensure that you are informed and understand the purpose and consequences of the care/treatment prior to consenting to that care/treatment.
- Inform the health professional of your intention to refuse treatment /care and take responsibility for the possible health effects of such refusal.
- Take responsibility for yourself and results of any decisions you make.
- Notify the nursing service, as soon as practical / possible, if the planned nursing visit needs to be cancelled or altered.
- Ensure you advise us of any changes to your contact details and medical conditions.
- Ensure all your equipment used by Rural Nursing Services is in good working order. If not please inform Rural Nursing Services.
- Respect the rights, privacy and dignity of Rural Nursing Services staff.
- Respect the privacy and confidentiality of other Rural Nursing Services clients.
- Ensure your home is a safe and healthy place, smoke free, free from intimidation, harassment and abuse, for all Rural Nursing Services staff.

Our Medication rules:

Rural Nursing Services will provide **medication prompting support** when the medication is in a blister pack & dispensed lawfully by a pharmacy authority. Rural Nursing Services registered nurses and endorsed enrolled nurses only are authorised to **administer medications** relating to a current relevant & legal written doctors order.

Damage to property.

Rural nursing services will take all care when delivering services in clients home but we will not be liable for any associated costs as a result of damage caused to a clients property or belongings in the course of delivering care services. In addition, reasonable wear and tear to equipment such as: electrical products including vacuum cleaners, toasters, kettles etc should be expected and is the responsibility of the client to meet the costs. Rural nursing services recommend that clients take out accidental breakage insurance for their home and contents.

Authority to handle money

Service users may issue Rural Nursing Services staff money (no greater than \$500), no credit or bank cards, to make payments to attend shopping as per care plan.

Rural Nursing Services will provide you with all receipts. You will be asked to sign a 'client money expenditure record' form when staff are handling money.

The authority to handle money may be withdrawn at any time by either party.

Under **NO** circumstances is staff to be given access to your bank or credit accounts or PIN numbers.

Authority to enter your place

If Rural Nursing Services attends the service user's home for a scheduled visit and there is no answer to the door, Rural Nursing Services may enter if door unlocked or have access to key, to carry out booked care.

If the client doesn't answer the door and no access is available, RNS will try to locate you by contacting the NOK and other known possibilities. If you remain missing, we may ring the police and report you missing. The police may decide to enter your home to check your safety.

How we handle Medical emergencies

In the case of a medical emergency the service user will be made as safe and comfortable as possible. Rural Nursing Services will ring 000 / Next of kin / Rural Nursing Services in charge Nurse and if there is no other responsible person present, staff will wait for ambulance to arrive to give handover.

How we handle your sensitive confidential information

We will take all reasonable steps to protect the service user's privacy and shall comply with all legislative and associated requirements imposed in relation to personal and sensitive information. We may share your



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information with your identified next of kin, advocate, your GP, Pharmacist or other allied health care providers for the purpose of providing services or in an emergency situation relating to care.

Rural nursing services may be required to provide information to government funding bodies for statistical and service monitoring purposes. Where ever possible this information will be de-identified prior to release. You have the right to request copies of the information collected on yourself.

How we handle a complaint

We invite **all** feedback, good and bad, about our service. Your feedback could make us aware of problems that we didn't know about. If you have a complaint, please contact us, by phone, email, letter or by filling out the feedback form on our website. We will respond to it promptly and sensitively. We will treat your complaint in confidence and respect your privacy. We aim to understand & resolve all complaints as quickly as possible. You can help us by providing as much relevant information as possible and inform us of what outcome you would like to see as a result of your complaint. We will investigate your complaint to understand what happened and why and to find ways to prevent it from happening again. As part of the investigation process we may need to have a telephone conversation or a meeting with you. You may wish to involve an advocate to ensure all your concerns are addressed. We will keep you informed about the progress of your complaint. Investigation and response to your complaint should take no longer than 5 days. We may call in a suitable independent advocate to help resolution. Some helpful contacts are:

ALZHEIMERS ASSOCIATION	1800.100.500
COUNCIL OF THE AGEING	02 9286 3860
VETERANS AFFAIRS DEPT	1300.550 466
CARERS NSW	1800.242.636
THE AGED CARE RIGHTS SERVICES	1800 424 079
NATIONAL DISABILITY INSURANCE AGENCY	1800 800 110

How do you start, alter, extend or end a service? Simply contact us

Key personnel and connections representing or associated with rural nursing services are:

Nurse Manager: Bernadine is available Monday to Friday 9am-2pm (except public hols)

RN emergency after hours phone response service is rostered 24/7.

Our Handpicked **Registered Nurses and Endorsed Enrolled Nurses. Assistant Nurses & carers.**

Governance team: S. Roth, M, J and A Bryant.

Accounts administration is serviced by: - know and grow and Lawrence Bennett Portelli accountants.

Legal Serviced by:- Flynn solicitors

Associations: ACIA - Attendant care industry association. AHPRA -Australian Health Practitioners Agency. We also work closely with GP's, specialists, hospitals, aged care facilities and funding organisations, both government and non-government.

Other information

All clients have monthly blood pressure, pulse and weight attended as standard practise unless contraindicated or you don't want this service.

Both you and Rural Nursing Services can cease care by simply informing each other & requesting the service to stop. If you require referral to an alternative service this can be arranged by contacting the in- charge RN on 63724047 or admin@rnsn.com.au

Occasionally you may need to reschedule a service to another time. In this case please contact us as soon as possible, so not to miss out or be disappointed. We need 24hrs notification of service cancellation or full fees will be charged.

Your care plan may evolve or change as your care needs change. Your registered nurse can professionally advise you & will tailor your care plan that you mutually agree to that best suits your needs.

Your care may be fully funded and an inflexible care plan in place. Let us know if we can provide additional care privately or advocate for the care to be reviewed for you. Contact the Nurse Manager with this request.



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Upon each visit by your nurse, we will ask you to sign the signing sheet. This verifies a service visit and the care has been delivered as per agreed care plan.

Talking about Quality

Rural Nursing Services abides by the National standards for Disability and the Community Care standards. We aim to maintain those standards, which benefits you as the consumer of services. Safe in the knowledge that your service is well managed and has kept focus on quality and upkeep of standards. RNS is committed to quality improvement. Our policies and work processes reflect those standards of practice.

Tell us how we are doing by completing the evaluation attached.

Thank you for choosing our service. We hope it meets your expectation of a reliable, helpful service that promotes both independence and wellbeing in your life.

How to Contact us

Any problems or queries simply contact us on:

Phone	02 63724047
Fax	02 63724046
Email	admin@rnsn.com.au
Website:	www.rnsn.com.au