



# Community and Oral Health

A safe and accessible alternative to hospital care closer to home.

## At a glance

Community and Oral Health provides accessible, culturally safe and compassionate care to patients in their home, at our oral health clinics and mobile dental vans, community and residential facilities, and bedded services.

We are committed to delivering convenient care in the community which provides a safe alternative to hospital treatment, and helps people avoid being re-admitted to hospital.

We support people with longer-term complex medical conditions to improve their overall health and wellbeing, dental hygiene and independence in the community.

The community and oral health services we deliver include:

- Residential aged care at two nursing homes at Brighton and Kippa Ring
- Oral health care across multiple adult, adolescent and children's clinics and mobile sites
- Community-based, home visiting and bedded rehabilitation services
- Palliative care in the home
- Complex chronic disease and healthy aging care at our community facilities or in the home
- Care in the home
- Transitional bedded and community-based services for people returning home or entering a nursing home.

Our patients and residents receive great care from our highly trained, multidisciplinary teams of medical, nursing, specialist oral health and allied health staff with the skills and experience to treat a complex range of health conditions.

## Forward

Community-based care is becoming a vital part of Metro North Health's ability to meet increasing patient demand and expectations that health services are delivered closer to home.

Community and Oral Health is committed to ensuring our patients are provided with equitable, culturally safe and respectful healthcare in a community, bedded service, clinic or home setting.

Our services provide an alternative to hospital treatment and are a way for people to get the support they need to avoid being re-admitted to hospital or navigate a complex health care system.

We are committed to delivering high level, reliable and accessible care that puts our patients and their families at the heart of the care we provide.

This document details a high-level snapshot of the services we provide but also provides a list of additional supports our patient and residents can access when they enter our service.

Glynis Schultz  
Executive Director  
Community and Oral Health

## Our services

**Community and Oral Health is part of Metro North Health, the largest health service in Queensland which cares for more than one million people every year.**

Locally, we operate more than 250 beds each day across Hospital in the Home, rehabilitation, transition care and specialist residential care services, along with delivering a significant amount of important community and oral health services.

### Better care at home

Care at home has many benefits and helps reduce the risk of hospitalisation and deconditioning, improves wellness, supports people at the end of their life, and helps younger people with long-term disease minimise disruption to their lives.

Our highly qualified team of medical specialists, nurses and allied health professionals safely care for people with complex medical conditions and the elderly through our [Hospital in the Home](#), [post-acute care](#), [community palliative care](#) and [falls follow up service](#).

These services predominantly provide treatment and care in the home or nursing home including:

- Administering of intravenous antibiotics
- Pain and medication management
- Management of respiratory and other serious infections
- Home or community wound care following hospital surgery
- Care following orthopaedic surgery
- Post hospital discharge involving short-term nursing and allied health assistance to regain health and function
- Nutrition assessment and management
- Falls prevention and follow up for the elderly
- Blood and other intravenous transfusions
- Compassionate end-of-life care.

### Oral Health care

Our [Metro North Oral Health Service](#) offers free oral health care for well over 120,000 eligible adults each year at our general practice dental clinics across north Brisbane and the Oral Health Centre at Herston.

The service includes the [Child and Adolescent Oral Health Service](#) which also provides general and emergency dental care for eligible children at the Children's Hospital. We also support corrective dental care for children with cleft palate conditions, treatment for trauma and other conditions requiring a highly specialised oral health team.

General dental check-ups for adults, adolescents and children can include:

- Assessment of teeth and gums and other dental concerns
- Providing oral health instructions and dietary advice
- Delivering preventative and therapeutic interventions
- Dental hygiene
- Application of fluoride varnish
- Restorations (fillings)
- Simple extractions
- Emergency pain management.

### Residential aged care

We provide 24-hour nursing and allied health support for residents who require a range of specialised care needs or high-level residential services at our two publicly funded aged care facilities in north Brisbane.

[Gannet House \(located at Brighton\)](#) accommodates 40 residents who require a range of specialised medical, nursing or allied health care within a residential home.

[Cooinda House \(located at Kippa Ring\)](#) is a 60-bed home which provides care for the elderly who require a secure dementia environment and/or specialised residential care for those with an intellectual disability, psychogeriatric, bariatric and/or aged care needs.

## Rehabilitation care

Our community and facility-based rehabilitation team provide a range of therapy for people who need to regain function and independence following a serious injury or illness.

The [Brighton Rehabilitation Unit](#) is a 42-bed unit which supports around 700 patients each year who require intensive therapy following illness or injury. Patients receive 24-hour nursing support at our bedded service and undergo rehabilitation therapy from skilled clinicians at our Brighton Health Campus.

Our [Brighton Brain Injury Service](#) is a 24-bed service located at Brighton Health Campus, which provides specialist rehabilitation for younger adults with an acquired brain injury. The service works closely with patients and their families to achieve realistic rehabilitation goals and support them to transition to community-based living.

The [Community Based Rehabilitation Team](#) provides rehabilitation services and support in the home for patients who have been diagnosed with stroke, acquired brain injury, neurodegenerative conditions, orthopaedic conditions or amputation requiring functional rehabilitation.

[Interim care](#), located at Brighton Health Campus, supports and actively manages older people who no longer require acute hospital care and require assistance finding long-term accommodation in a residential aged care facility and are waiting to access a facility.

## Complex Chronic Disease and Transitional care

Community and Oral Health also provides ongoing support to people with long-term complex chronic medical conditions and helps patients needing extra time to recover as they transition from hospital to the community or home.

The [Transition Care Program](#) supports older people who have been discharged from hospital who require additional low intensity therapy to improve general function, or support to help with a decision on their long-term aged care options. The service is either delivered in the patient's home or at our facility at Zillmere.

The [Complex Chronic Disease Program](#) supports adults with chronic and complex health conditions. The program helps improve the coordination of care for patients that need higher levels of health care management. The program also delivers Cardiac Rehabilitation and Pulmonary Rehabilitation education and exercise programs for patients after a heart or lung condition or procedure.

The [Diabetes Service](#) helps patients make healthier decisions about managing their diabetes through specialist outpatient appointments at Redcliffe, North Lakes, Caboolture and Chermside. We care for patients with Type 1 diabetes (adults and children), Type 2 diabetes with complex needs and diabetes-related foot disease. This service includes medical specialists, nurse practitioners, diabetes educators and dietitians.

## Aged care assessment and access

The Aged Care Assessment Team (ACAT) is a critical community-based service which assesses the medical, physical, cultural, psychological and social care needs of frail older persons to help them access a range of Australian Government-subsidised aged care services.

An ACAT assessment provides approval and guidance for services for help at home, respite or permanent aged care or after-hospital stay support.

Generally, a family member, hospital staff or care provider can refer to ACAT on behalf of a person through [My Aged Care Gateway](#) or by contacting **1800 200 422**.

## Additional supports

During a patient's stay with Community and Oral Health many of our patients take up the opportunity to access additional supports and help.

### Counselling

Compassionate social workers, and medical and nursing staff are available across all of our services to help you with problems related to your health issue or concerns. If you would like assistance, please ask your nurse or speak to a social worker.

### Indigenous Community Liaison Officers

Our Indigenous Community Liaison Officers are here to assist in ensuring we meet the needs of any patients who identify as Aboriginal or Torres Strait Islander. These staff will assist patients and loved ones by advocating for specific cultural needs that will help provide a welcoming and safe environment. If you would like assistance, please ask your nurse.

### Interpreters

We can provide an interpreter for people who English is not their primary language. Let our staff know when arranging your appointment or speaking to your nurse. Metro North Health Interpreter service is free.

### Mobility needs

Any specific mobility issues or individual needs are able to be managed when assessing services. Please relay this information to our friendly staff when making your appointment or visiting our services.

### Compliments or concerns

We value feedback and comments from our patients, their family and or the community. If you would like to provide a compliment, comment or need to raise any concerns about any aspect of your care please discuss this with the staff who are looking after you.

The Consumer Liaison Officer is also available if you feel that you are not being listened to or heard. Submit a [compliment or complaint online](#).

### Volunteering

Community and Oral Health strongly believes in patients, their carers and staff working together to continuously improve services. There are many opportunities for people to be involved depending on people's interest, experience and availability.

### Way to Go App

Way to Go is a new Patient and Visitor App making your care journey easier. This app is a one stop shop for important information relevant to you during your stay within our facility.

Keep updated with:

- Australian Charter of Healthcare Rights: What to expect when receiving health care.
- Ryan's Rule: 3 Step process to raise concerns if a health concern is getting worse or not improving.
- COVID-19 changes to visiting our facilities.



## How to access our services

### Referrals from GPs and QAS

1300 658 252

### Referrals from Metro North Health hospitals

1300 364 938

### Request an oral health appointment

1300 300 850

### Request an aged care assessment

1800 200 422 / [My Aged Care Gateway](#)

### Request a Metro North Health Interpreter

13 14 50

### Provide a compliment or complaint

#### [Online compliment or complaint form](#)

[MNOHS-CLO@health.qld.gov.au](mailto:MNOHS-CLO@health.qld.gov.au)

0436 841 603

### Become a volunteer

[COH-Volunteers@health.qld.gov.au](mailto:COH-Volunteers@health.qld.gov.au)

3631 7450

## Further information

[Community and Oral Health | Metro North Health](#)

