

## Home Care

If you have been assessed and provided with a **Level 3 package**, read about Joyce. This case example will give you an idea of the type of assistance you could expect to receive.



### A Level 3 Package Example

Joyce is a 92 year old war widow. Her grandchildren say she is still young at heart, and although they live a few hours drive away, they visit her every second week.

Joyce has a **Level 3 Home Care Package**. Our qualified Care Advisor met with Joyce and her family who were concerned about Joyce managing her health and care plan alone. Together Joyce and her family decided the **Fully Managed Service Level** was her best option.

Our Care Advisor helped Joyce develop her Personalised Care Plan to meet her changing needs. Our Service Coordinators organise the care staff who visit each day, so she doesn't need to worry.

A range of care services have been organised for Joyce:

- Care staff to visit to help her to shower and dress.
- Support to keep her home tidy and prepare meals each day.
- Assistance to take her to the local shops, bank and library each week.
- Transport to the local doctor and specialist appointments.
- Joyce also needs to monitor her blood pressure and blood sugar levels; she has been given help to show her how to take her own readings and to use her computer to send the results directly to her local doctor each week.
- Joyce receives **six visits per year** from our qualified Care Advisors who have experience in nursing and allied health services.
- Our Service Coordinators are available by phone during office hours to provide Joyce and her family with additional advice and support.

With this support, Joyce is able to continue to live in her own home with confidence and enjoy the time with her grandchildren when they come to visit.

### Services Included



#### Up to 34 hours of services/month included

Assessment, care reviews, access to qualified nursing and allied health staff, support from Service Coordinators for day-to-day needs.

### Optional Services



#### Additional services

If government funding does not cover all your care needs, we can assist with arranging privately-funded services.

**Please refer to the Schedule of Fees for Home Care Package Costings.**

# What Services do You need?

Home Care funding can be used for the services you need. Whatever you are struggling with, our staff will help you set up your services to make your life easier. Your help needs may be:



## Advice and guidance

- Assistance arranging providers who meet your service needs.
- Making or changing appointments/arranging transport.
- Contacting and liaising with the DVA regarding your entitlements.



## Mobility and safety equipment

- Purchase of aides and equipment to enable you to remain at home safely, including:
  - Crutches, walking sticks, walking frames.
  - Wheelchairs, electric scooters, lifting hoists, electric beds.
  - Personal alarms.
  - Hand rails, easy access taps.
  - Slide sheet transfer aids, sheepskins, pressure relieving pillows/mattresses.



## Healthcare

- Health monitoring of blood pressure, blood sugar, weight and general health in consultation with your General Practitioner and Registered Nurses.
- Medication prompting, administration and management.
- Clinical services such as wound care and dementia screening.



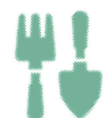
## Allied health

- Nursing, allied health and therapy services such as speech therapy, podiatry, occupational or physiotherapy services.



## Cleaning services

- Vacuuming, mopping, sweeping, dusting, cleaning toilets, baths and showers, washing dishes, changing/making your bed, putting household items away.



## Garden and home maintenance

- Mowing/edging lawns, pruning, weeding garden beds, removing green waste.
- Reviewing/arranging home modifications, such as easy to use taps, shower hoses and bath rails.
- Installing/maintaining smoke alarms, changing light globes, reviewing the overall safety of your home.



## Personal care

- Bathing, showering, personal hygiene and grooming.
- Dressing, mobility assistance, getting in and out of bed.
- Toileting, assistance using/managing continence aides and appliances.



## Shopping and meals

- Getting to and from shops, assistance to shop and carry shopping bags.
- Meal preparation, help using eating utensils and with feeding if needed.
- Assistance with diet for health, religious, cultural or other reasons.



## Social activities

- Help to stay socially connected in person, by computer, through in-home services or activities in the community.



## Transport

- Transport to get to appointments, for shopping, banking and social activities such as a trip to the movies.



## Emergency Phone Assistance

- For emergency, out of office hours assistance, a 24/7 phone service can be arranged.



## Something Unique to You

- You may have a unique requirement that will help you maintain your independence and continue to live at home with confidence.

**Contact us today:**

**T 03 9810 5500**

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