

## Home Care

If you have been assessed and provided with a **Level 4 package**, read about Peggy. This case example will give you an idea of the type of assistance you could expect to receive.



### A Level 4 Package Example

Peggy is 85 and a widow. Despite her high-care needs, she is determined to stay in her own home – the home she and her husband bought before starting their family many years ago.

Peggy was assessed by the Aged Care Assessment Team (ACAT) as eligible for a **Level 4 Home Care Package – the highest level**.

She recently underwent eye surgery and requires further support to administer eye drops every two hours, and to get to her doctor's appointments.

Our qualified Care Advisor met with Peggy to understand what mattered most when it came to her care. Peggy decided the **Fully Managed Service Level** best suited her needs.

**Needing comprehensive care, Peggy was not confident she could manage the services required, and wanted help with the day-to-day coordination.**

To help her get back to full health following her surgery, Peggy has:

- Twice-daily visits from nursing staff and a carer to stay overnight while she recovers from surgery.
- Regular care staff to assist her to shower and dress three times a week and prepare for bed each night.
- Transport to medical appointments.
- Meals delivered to her home, selecting from a weekly menu.
- **Up to 12 visits per year, depending on need**, from our Care Advisor to assess her progress and update her Personalised Care Plan as required.
- Peggy has also chosen to have the after-hours emergency assist phone service and can call at any time for assistance with medical, emergency or other services.

Our Service Coordinators arrange Peggy's services and she feels relieved that she is not burdening her loved ones; she can continue to enjoy spending time with her family and friends in her own home.

### Services Included



**Up to 44 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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