Sample pages from the DPS Guide to Aged Care

DPS GUIDE TO *Aged Care*

Residential Aged Care · *Retirement Living* · *Community Packages*

SA & NT 2010

Home & Community · *Products & Services* · *Health Professionals*

www.agedcareguide.com.au

Support after a hospital stay

Support and assistance is available for older people following a stay in hospital. The Transition Care Program provides short-term support and assistance for older people after completing any necessary acute and sub-acute care in a hospital. It aims to help in improving an individual's independence and confidence.

The Program provides goal oriented, time limited and therapy focused care for older people at the end of a hospital stay and can be delivered in the individual's own home or in a 'live-in' setting, which must be a home-like, non-hospital environment with space available for therapy.

To be eligible for transition care, an older person must be an in-patient of a hospital and have been assessed by the Aged Care Assessment Team (ACAT).

Transition care can be provided for a period of up to 12 weeks, with a possibility to extend to 18 weeks if assessed as requiring an extra period of therapeutic care. Eight weeks is the expected average.

Services

Transition care provides a package of services which include a range of low intensity therapy services and nursing support and/or personal care services.

Low intensity therapy services may include physiotherapy, occupational therapy, dietetics, podiatry, speech therapy, counselling, and social work.

Personal care services may include assistance with showering, dressing; eating and eating aids; managing incontinence; transport to appointments; moving, walking; and communication.

Fees

An approved provider may charge a contribution fee to the cost of your care. The maximum fee is 85% of the basic daily rate of a single pension for care delivered in a live-in setting or 17.5% of the basic daily rate of single pension for care provided at home.

Access to transition care is decided on a needs basis, not on an individual's ability to pay fees.

Talk to your hospital social worker or discharge planner to find out more details about the Transition Care Program.

Transitional Care Program Beds at	PHONE (08)
Alwyndor Aged Care	8296 5888
Anglicare SA Canterbury Close	8256 2100
Christies Beach Residential Care Services	8384 3133
City Views Transition Care Services	8273 0100
Eldercare The Village	8357 3833
LHI Retirement Services Glynde	8337 0488
LHI Retirement Services Hope Valley	8265 8000
Regency Green Multicultural Aged Care Facility	8345 3518
Ridge Park at Myrtle Bank	8338 2110
The Avenues Residential Care	8362 2480

Private community Health & Care services

1300 363 262

Home Care Services
- Personal care, assistance with showering toileting and grooming
- Help with shopping, cooking & cleaning
- Transport to community activities and appointments
- Respite care
- Tailored packages of health and care services

Now servicing the Fleurieu Peninsula

Home Health Services
- Experienced Registered and Enrolled Nurses
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- Occupational Therapists
- In home services for privacy and convenience

Education
- Nationally recognised training
- Professional development programs
- Clinical consultancy service

FOCUS HEALTHCARE www.focushealthcare.net.au

Coordinating the services that you need

Case management recognises that people with complex and multiple needs may access services from various service providers. The job of the case manager is to organise the services based on an individual's needs. Purchasing private case management will allow you to:

- Access services when required
- Remain in the family home as long as possible and practical
- Benefit from a comprehensive assessment of your situation
- Access home or personal care
- Be secure and well cared for by properly screened and qualified staff, to meet individual medical, personal and social needs
- Be confident that confidentiality is strictly maintained at all times
- Be respected for cultural, religious and political beliefs and customs
- Have coordinated respite care, hospitalisation, medical and community services as required
- Have access to speciality nursing and allied health services consistent with your requirements

Who provides case management?

Private case management services are supplied by experienced, tertiary-qualified case managers, who coordinate across a wide range of community and ancillary health services. Private case management enables you, or a loved family member, to stay living at home for longer. (See page 85.)

How much does it cost?

Private case management is not Government-subsidised in the way CACPs and EACH packages are. The user of private case management is charged for all services provided, and the hourly rates vary between private case management organisations.

An invoice for all care services purchased on your behalf will be provided to you each month.

How quickly can I receive it?

Waiting periods for private case management (if any) are greatly reduced compared to some Government-subsidised packages.

The duration of Private Case Management services is flexible, and may be short-term or ongoing, depending on your needs.

Examples of when private case management may be an option are when returning home from hospital or recovering from an illness, or simply to help you continue to live safely and independently at home.

How do I get started?

Case management services can be initiated not only by yourself as the user, but also by family members or guardians. A GP referral or an ACAT assessment is not required.

Jennifer Harris

As a Regeistered nurse for 29 years in Acute and Aged Care Nursing, I can assist you with:
- Understanding the necessary documentation for Aged Care
- Provide directions of care based on you and your families needs
- After hours Consultations
- "Keep it Simple" Packages individualised for proactive families
- Clinical Assessments leading to good health management

For more information
Mobile: 0414 471 768
E: jen.harris@optusnet.com.au

Do you
>>> require care services so you can stay in your own home?
>>> need to find a Nursing Home or Hostel?
>>> need advice but don't know where to start?

Knowing what aged care and community services are available to you and how to access them is not always easy.

Age Care Directions can help you.

Our Caring and medically trained staff can advise you on all the options that are available.

We can assist with community care services to help you remain independent in your home, or if you are considering a nursing home or hostel, we can give you impartial advice on quality aged care facilities and complete the application process.

We offer a free phone consultation, and our staff can come and visit you in your home to discuss all your options.

Age Care Directions >>> personal guidance in age care planning & management

Call Anthea or Andrew Boden
Phone: 08 8337 9851
Mobile: 0411 953 429
0402 564 327
admin@agecaredirections.com.au
www.agecaredirections.com.au

Age Care Directions >>>

Following ACAT assessment

The ACAT will discuss the options that would be most suitable and what is available in your area. Carers, relatives or close friends are encouraged to be involved in the discussion.

The ACAT will discuss the result of its assessment with you and arrange referrals to either community care services or a place in residential care.

There is no charge for the assessment as ACATs are Government funded. They cover the entire country and are based in hospitals or in the local community.

The Commonwealth Respite and Carelink Centre which can be contacted on on Freecall* 1800 052 222 will have details about the ACAT closest to you.

If you are of non-English speaking background and require an interpreter, please advise the ACAT at the time of assessment.

While an ACAT cannot make recommendations about individual homes or community services, they can provide you with information to assist you to make decisions.

This Guide provides you with comprehensive details of what is available to help you make an informed choice.

Complaints or Comments

If you are not satisfied with the assessment or recommendations, you should advise the person in charge of the ACAT.

If you cannot reach agreement you can appeal the decision. You will be sent a letter by the ACAT explaining how you, or someone acting on your behalf, can appeal.

Finding a Home

After being assessed by an ACAT for Commonwealth funded residential care you may begin looking for your future home.

It is important to know and understand the types of homes available in your area as this may affect the cost and the services you receive.

It is also recommended that you visit as many homes as possible, just as you would when buying or renting a house. This will enable you to gauge the feel and culture of the home.

Low level care homes (formerly known as hostels) generally provide accommodation and personal care which includes help with dressing and showering, and occasional nursing care.

High level care homes (previously known as nursing homes) offer care for people with a greater frailty and who often need continuous nursing care.

Taking care of the lives in our hands

Bupa Care Services is a leading private operator of residential aged care facilities in Australia. We are part of the global health and care company, Bupa, which operates in 195 countries, all of who share the same commitment to help our customers live longer, healthier and happier lives.

As a specialist provider of aged care services, our focus is on treating our residents as individuals and we offer a mix of low and high care, including specialist dementia and palliative care.

We seek to provide a better life for our residents by truly valuing the individual through a person centred approach to care. Our extensive experience and comprehensive support ensures peace of mind for our customers and their families.

Please refer to the Information and Location Guide at the back of this directory for facility contact details in Campbelltown, Enfield, Modbury, Morphettville and Woodville.

www.bupacare.com.au Bupa

RESIDENTIAL FACILITIES METROPOLITAN LGAs
(inc Adelaide Hills & Southern Fleurieu)

Visit the DPS website and use the GUIDE WEB ID NUMBER to see more details of the site or service.

Facility	Address	Suburb		Phone (08)	High Care (Nursing Home): Total High Care Beds	Booked Respite Beds	Secure Dementia Care	Total Extra Services Beds	Ageing in Place	Low Care (Hostel): Total Low Care Beds	Booked Respite Beds	Secure Dementia Care	Total Extra Services Beds	Other Accom: Number of Dwellings	Type of Accommodation	Notes and Advert Page	Guide Web ID
ADELAIDE - Local Government Area		SUBURB		PHONE (08)													agedcareguide.com.au
Helping Hand Aged Care North Adelaide	49 Buxton St	North Adelaide	5006	8267 0888	94		30		✓	87		18	36	84	ILU	27	15070
ADELAIDE HILLS - Local Government Area		SUBURB		PHONE (08)													agedcareguide.com.au
Andrewartha Memorial Hostel	4 Gibb Rd	Aldgate	5154	8370 9311						30							14936
Glenview Homes	2 Albert St	Gumeracha	5233	8209 9290	10	1			✓	15	1						15125
Gumeracha District Soldiers' Memorial	6 Albert St	Gumeracha	5233	8209 9200	28												14990
Hillside Lodge Heathfield	177 Longwood Rd	Heathfield	5153	8131 0002	36		8	36									15128
Mt Pleasant Hospital	Hospital Rd	Mount Pleasant	5235	8568 0000	22												15027
Onkaparinga Valley Residential Care	38 Nairne Rd	Woodside	5244	8389 7566	45	1	10		✓	20	1					44	15393
Restvale Hostel	8 Woodside Rd	Lobethal	5241	8389 6212						32	1						15103
Summerhill Aged Care Facility	1144 Greenhill Rd	Uraidla	5142	8390 3547						24	1						15044
ALEXANDRINA - Local Government Area		SUBURB		PHONE (08)													agedcareguide.com.au
Falling Waters @ Strathalbyn	7 Langhorne Creek Rd	Strathalbyn	5255	8536 3422	20		7		✓	25		7				52-53	19066
Southern Cross Care (SA) Sandpiper Lodge	35 Washington St	Goolwa	5214	8555 7700	20	2	15		✓	60	2	10				24	18479
Strathalbyn & District Aged Care Facility	14 Alfred Pl	Strathalbyn	5255	8536 2426	55	2	9		✓	24							15023
West Park Residential Care Facility	7 Partridge St	Goolwa	5214	8350 3850	30		10		✓	30		14				36-37	14951
BURNSIDE - Local Government Area		SUBURB		PHONE (08)													agedcareguide.com.au
Anaster Residential Care	47 Glen Osmond Rd	Eastwood	5063	8271 0264	42												14944
Clayton Church Homes Magill	43 Fisher St	Magill	5072	8165 3188					✓	95	2	20		30	ILU	Hungarian; 49	18821
Glenrose Court	550 Portrush Rd	Glen Osmond	5064	8379 1449	27				✓	59	2			11	ILU	22, 35	15190
Kensington Aged Care	276 Portrush Rd	Beulah Park	5067	8332 0297	52		14										14918
Leahurst Home for Aged Trained Nurses	502 Magill Rd	Magill	5072	8331 8142						18							15082
Magill Estate Retirement Village	122 Reid Ave	Magill	5072	8365 4077						19	1			91	ILU,Ap	33	15294
Monreith Aged Care Facility	401 Portrush Rd	Toorak Gardens	5064	8431 5399	37	2	16	35								48	15021
Regis Burnside Lodge	6 Booth Ave	Linden Park	5065	1300 998 100	39	3			✓	75		50				19	15098
Resthaven Leabrook	336 Kensington Rd	Leabrook	5068	8373 9123	40					73	2	14				20	15155
CAMPBELLTOWN - Local Government Area		SUBURB		PHONE (08)													agedcareguide.com.au
Baltic Communities Home	58 Avenue Rd	Paradise	5075	8365 3004						30						Note 1	15057
Bellara Village	98 Newton Rd	Campbelltown	5074	8336 1101										72	ILU,Ap	44	15093
Bupa Campbelltown	1 Steele St	Campbelltown	5074	8337 2000					✓	59						Italian; 18	15146
Falcon Lodge Retirement Village	695 Lower North East Rd	Paradise	5075	8337 6238										45	SRF,Ap	30	19230
IBF Campbelltown Residential Care Facility	565 Lower North East Rd	Campbelltown	5074	8360 9100	39											Italian; 50	15080
Milpara Residential Care Facility	147 St Bernards Rd	Rostrevor	5073	8350 3850	87		20									36-37	14952
North Eastern Community Nursing Home	580 Lower North East Rd	Campbelltown	5074	8366 8261	68		23										14908
Resthaven Paradise	61 Silkes Rd	Paradise	5075	8373 9123	40					87	2			10	ILU	Note 2; 20	15161
Warrina Court	57 Hill St	Campbelltown	5074	8336 7070					✓	35	1						15004
Warrina Park	59 George St	Paradise	5075	8336 4411					✓	45		16					15180

Quando sorge una necessitá...
Specially serving the Italian Community.
Contact Alfred James Funeral Homes to order a free Italian language version of the 'When need arises' booklet.
Phone: 8272 8555 or visit www.alfredjames.com.au
ALFRED JAMES SINCE 1922

Note:
1. Estonian, Latvian, Lithuanian
2. Facility being redeveloped

Ap Serviced Apartments **ATSI** Aboriginal, Torres Straight Islander **CALD** Culturally & Linguistically Diverse **ILU** Independent Living Units **NESB** Non-English Speak Background **RA** Rental Accommodation **RL** Retirement Living **SRF** Supported Residential Facilities **IBC** Inside Back Cover **IFC** Inside Front Cover **OBC** Outside Back Cover Ethnic comment generally not exclusive and refers to the ability of the staff to cater to the language, diet and cultural needs of a particular ethnic group.

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GENERAL SERVICES
See definitions page 56, 76

Visit the DPS website and use the GUIDE WEB ID NUMBER to see more details of the site or service.

Service	Phone (08)	Advocacy	Case Management	Counselling	Financial Services	Funerals, Death & Dying	Health & Information Resources	Legal & Estate Management	Home & Relocation Coordinator	Placement Coordinators		Advert Page	Guide Web ID
Age Care Directions	8337 9851	✓	✓				✓			✓		15	17858
Aged Care Financial Services	1800 243 322				✓							38	17954
Aged Care Information Service & Financial Strategies	8355 5539				✓		✓					39	18819
Aged Care Planning	8272 1846	✓		✓			✓			✓		14	18153
Aged Care Standards and Accreditation Agency SA/NT	1800 288 025						✓					16	15353
Aged Rights Advocacy Service	8232 5377	✓										12	15324
Alfred James Funeral Homes	8272 8555			✓		✓						58	15320
Alzheimer's Australia SA Inc	8372 2100	✓	✓	✓			✓					41	18198
Bernadette Stockwell Personal Guidance in Aged Care	8294 4666	✓	✓	✓			✓			✓		14	18496
Commonwealth Respite and Carelink Centre (UnitingCare Wesley Bowden)	1800 052 222						✓					13	19182
Commonwealth Respite and Carelink Centres	1800 052 222						✓					4	19216
Dementia Behaviour Management Advisory Services South Australia	1800 699 799			✓			✓					41	14894
Estate Management Assistant Services	8227 2233							✓	✓			13	15316
Ethnic Link Services East Metro & Whyalla	8359 1313	✓	✓									55	19198
Ethnic Link Services North Metro	8262 3464	✓	✓									55	19194
Ethnic Link Services Riverland	1800 648 598	✓	✓									55	19197
Ethnic Link Services South	8375 1420	✓	✓									55	19196
Ethnic Link Services West	8241 0201	✓	✓									55	19195
Family Home Support Services	8336 6637		✓						✓	✓		9, 14	19180
Focus Healthcare	1300 363 262		✓									6	18520
Goldsborough Financial Services	8378 4000				✓							39	18818
Helping Hand Aged Care Metropolitan Home & Community Care	8285 0900	✓		✓								27	17491
Helping Hand Aged Care Northern Areas HACC Lower North	8842 4072	✓		✓								27	18805
Helping Hand Aged Care Northern Areas HACC Mid North	8664 0446	✓		✓								27	17490
Jennifer Harris Placement Services	0414 471 768									✓		15	18828
Kinder Caring Home Nursing Services	1300 796 675		✓				✓		✓			IFC	19177
Lovell Home Care Services	8338 5500	✓										5	19220
Mind Australia	8368 7800		✓				✓					4	18786
National Dementia Helpline SA	1800 100 500			✓			✓					41	15344
Resthaven Community Respite Services Hersey Cottages	8377 3035	✓	✓	✓			✓					20	18208
Resthaven Community Respite Services Limestone Coast	8762 4389	✓	✓	✓			✓					20	19184
Resthaven Community Respite Services Regency Cottage	8241 5480	✓	✓	✓			✓					20	19227
Resthaven Community Respite Services Ridgway House	8271 0350	✓	✓	✓			✓					20	19225
Resthaven Inner West Community Services	8345 0436	✓	✓	✓			✓					20	18837
Resthaven Limestone Coast Community Services Millicent	8733 3311	✓	✓	✓			✓					20	19228
Resthaven Limestone Coast Community Services Naracoorte	8762 4389	✓	✓	✓			✓					20	18117
Resthaven Marion Community Services	8296 4042	✓	✓	✓			✓					20	17497
Resthaven Mt Barker Community Services	8391 2333	✓	✓	✓			✓					20	19226
Resthaven Murray Bridge & Hills Community/Respite Services	8531 2989	✓	✓	✓			✓					20	17499
Resthaven North East Community Services	8261 6299	✓	✓	✓			✓					20	17498
Resthaven Northern Community/Therapy Services	8252 6811	✓	✓	✓			✓					20	18118
Resthaven Onkaparinga Community Services	8321 9712	✓	✓	✓			✓					20	17510
Resthaven Paradise & Eastern Community/Therapy Services	8337 4371	✓	✓	✓			✓		✓			20	17824
Royal District Nursing Service	1300 364 264		✓				✓					10	15317
Seniors Information Service (SIS) Inc	8168 8776						✓					4	15322
Seniors Pathway	8379 5006	✓	✓	✓			✓			✓		14	18505
Southern Cross Care (SA) Hills Mallee Southern 'Buddy' Program	8532 3344	✓	✓	✓			✓					24	18161
St Louis' Community Care Burnside/East Torrens/Unley	8332 0950	✓	✓									11	17507

IBC Inside Back Cover **IFC** Inside Front Cover **OBC** Outside Back Cover

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