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YOUR ESSENTIAL GUIDE TO Aged Care




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WELCOME TO AGED CARE MADE EASY



As you enter your senior years, the types of care and services available to you can be very confusing, particularly if you can't or are having trouble accessing information online.

Our passion is to help you understand the **My Aged Care** process and this essential step by step guide does just that.

This guide outlines the types of care, funding and home care packages that may be available to you. This will also provide you with information to help you navigate the Aged Care process. More importantly, it features local services which you can directly connect with, whether you are looking for in-home help, independent living or residential aged care.

To begin your Aged Care Journey, the first step is to contact **My Aged Care** on **1800 200 422** and register for an Aged Care assessment

Upon your successful assessment you will be given a referral code, which can be used to access services from an aged care provider. Aged Care Made Easy have done all the research for you - the service providers listed on page 5 are all local to your area and are happy to assist you in any way they can.

If any of this process confuses you or you need more help please call our **National Helpline 1800 811 188.**

ACKNOWLEDGEMENT OF COUNTRY

Aged Care Made Easy

acknowledges the Traditional Owners of Country throughout Australia and their continuing connection to land, sea and community. We pay our respects to them, their cultures, and to Elders past, present and emerging.

Aged Care Made Easy
PHONE 1300 078 688

admin@agedcaremadeeasy.com.au
www.agedcaremadeeasy.com.au

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**Please note the information contained in this booklet was current at the time of printing 01/2024*

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TYPES OF CARE AVAILABLE

- Help at home
- Respite care
- Aged care homes

What types of Services are available:

Services that keep you well and independent:

- Meals and other food services
- Personal care services
- Nursing care services
- Allied Health / Therapy services
- Specialised support services

Services that keep you safe in your home:

- Domestic assistance
- Home maintenance services
- Home modification services
- Goods, equipment and assistive technology
- Assistance with care and housing

Services that allow you to interact with your community:

- Transport services
- Social Support services

Are you eligible for government-subsidised aged care services?

To be eligible you must be aged 65 years or older, or 50 years or older if you are Aboriginal or Torres Strait Islander.

You may also be eligible if you are:

- On a low income, homeless or at risk of being homeless, and aged 50 years or older (45 years or older for Aboriginal and Torres Strait Islander people).
- Find you are struggling to remember or perform daily tasks.
- Been diagnosed with a medical condition or you have reduced mobility.
- Experienced a change in family care arrangements or if you have suffered a recent fall.
- Have recently returned home from a hospital admission.

To find out if you are eligible, you will need to have an assessment.

If you meet the requirements, you can either apply for an assessment online or call My Aged Care on 1800 200 422 and organise with them for an Aged Care Assessor to visit you at home to carry out an assessment. They will talk to you about your circumstances and needs and work with you to identify what services might suit you best.

APPLYING FOR GOVERNMENT ASSISTANCE

What do I need to apply for Government Assistance?

You just need your Medicare card. The application takes at least 10 minutes, so make sure you have a little time to spare.

What will they ask me?

The first step is an eligibility check. Their priority is getting you the help you need. To do this, they will ask about:

- Your health
- How you are managing at home
- Any support you're currently receiving.

(Experience has shown us you have to talk about your worst day not your best day as the assessor may assume you are fine and don't need help).

Your answers will help them understand your needs and whether you are eligible for a face-to-face assessment.



If you are eligible, they will ask you for a few details to complete your application.

My Aged Care will keep a record of your application, so you won't have to provide the same information again at your assessment.

(Please note they may call you back from an unlisted or private number and they will only call you back twice so ensure you answer).

If you find that you are not eligible and want more information, you can call My Aged Care to discuss your situation.

(You may want to consider looking at providers who are not government-funded, ie. private care).

How does the Help at Home Subsidy work?

The Australian Government subsidises the cost of home support services that you may receive in the comfort of your own home. What you need to pay depends on your services and in some cases, your financial situation.

How do I access these services?

Depending on your care needs, services can be accessed through the Commonwealth Home Support Programme or a Home Care Package. The assessment process determines what program is more suitable for you.

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Website: www.nourishd.com.au

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WHAT'S INSIDE MATTERS.

HOME CARE INFORMATION

There are 2 types of care needs for help at home:

Commonwealth Home Support Programme (CHSP) (Entry-level care)

If you are able to manage, but need support with a few tasks, you could be eligible for subsidised support services through the Commonwealth Home Support Programme (CHSP).

This program aims to help those who need a low level of support to keep living independently.

Home Care Packages (HCP) (More complex care)

Home Care Packages are for those with greater or more complex care needs. If you need care and support services on an ongoing basis, you may be eligible for a Home Care Package.

A Home Care Package can provide a wide range of services that are designed to help you to continue to live independently in your own home longer.

After your face-to-face assessment, the Aged Care Assessment Team will send you a letter.

The letter will contain:

- the assessment decision - confirming whether you are eligible for a Home Care Package
- the level of package you have been approved for, if eligible
- the reasons and evidence supporting the decision
- a copy of your support plan developed during your assessment. (what assistance you require moving forward).

Next step if you are eligible

There is a lot of demand for Home Care Packages. So, although you are approved for a package, there may be a wait before one can be assigned to you. Packages are allocated fairly through the national priority system, based only on date of approval and priority for care. You are placed in the system from the date stated on your approval letter.

Once you decide to make an application the wait for approval is often difficult or distressing so it is always wise to start your application before your care needs become critical. You can move up to a higher level of care as your needs change. *(You will need to be reassessed).*

Home Care Package levels, funding and approximate waiting time

Home Care Package Levels;

LEVEL 1 Basic Care Needs - \$10,271.10 a year (may take 3 – 6 months)

LEVEL 2 Low Level Care Needs - \$18,063.85 a year (may take 9 – 12 months)

LEVEL 3 Intermediate Care Needs - \$39,310.50 a year (may take 9 – 12 months)

LEVEL 4 High Level Care Needs - \$59,593.55 a year (may take 9 – 12 months)

Funding for the Level 1 - 4 Packaging and approximate waiting time for a medium priority is as follows:

Priority level

Those with urgent circumstances are approved as high priority. This ensures they get access to care much quicker.

As well as the level of package you are eligible for, your letter also indicates your priority for receiving services. Your assessor assigns your level of priority after considering your needs and situation.

If you disagree with the level you have been given, you can appeal the decision. Your letter will have your assessor's contact details.

If your waiting to find your place in the national priority system and you're expected wait time:

Call My Aged Care on 1800 200 422.



Tip: If you have been in hospital and feel you need short term help at home, speak to a Social Worker at the Hospital, who will organise help at home while you recover.

NEED CARE SOONER?

There are a few options you can explore to get help earlier:

Interim packages

You may be able to get help sooner by choosing to receive an interim package. An interim package is a Home Care Package of a lower level than the one you're approved to receive. Wait times can be shorter for lower package levels. Agreeing to an interim package means you'll be able to access care services sooner, while you wait for your approved Home Care Package to be allocated.

The Commonwealth Home Support Programme (CHSP)

Another option is to seek help through the Commonwealth Home Support Programme. Tell your assessor if you would like to explore this option, and they will help you find out if you're eligible for specific services.

How will I know when my package is available?

You'll receive a letter about three months before you receive your first package.

Your next letter will include your referral code, which is your key to receiving services, your provider will ask you for this to proceed. They will then be able to see your assessment information, support plan and package level.

(You have 56 days to enter into a Home Care Agreement with your chosen provider or your package will expire).

What if I need more help at home?

If you've had a face-to-face assessment in the past, there may come a time when you need to be reassessed. The assessment you had would have been based on the needs that you had at that time. However, circumstances can change. Perhaps some other daily tasks have become more difficult for you.

- You should contact your current services provider to review your care plan.
- They will review your care plan and see if there's something more they can do to support you.

Your service provider will contact your My Aged Care assessor. Your assessor may amend your support plan to meet your changing needs or they may determine that a reassessment by ACAT is required.

If you are not eligible - what can you do?

If you're not eligible for a Home Care Package, your letter will tell you why, and who to contact for help. If you want to fund your own care, please call your local private service provider.

Private Aged Care

If you require help around the home and you are not eligible or don't want to wait for Government funded aged care, then private home care may be for you.

There are private services available that can provide you with high quality care.

There is generally no waitlist to access support through a private provider, so the help you require at home can begin right away, which can be so beneficial when you need help urgently and cannot wait.

There is no limit to the number of hours you can receive and you can increase and decrease the hours as your needs change and as you can afford.

Private aged care is different from funded service providers due to no Government funding or regulation.

No assessment and no need to declare your private income and information with the Government.

Private home care can sometimes work out more cost effective than the normal Government route.

Most aged care service providers offer private care.



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At UCWB, we support you to get the most out of life with services designed to foster your independence and give you the control to continue to live at home.

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HOW TO CHOOSE YOUR HOME CARE PROVIDER

Thanks to Consumer Directed Care, you now have greater choice, more flexibility and the ultimate control over your home care services. You can choose your level of involvement including the self management of your package.

Shortlist the providers in this guide who you think may meet your needs, then organise a meeting or phone call to discuss their services with you.

Important Questions to ask

- How are their Home Care Services different from the others?
 - What are their Core Values?
 - How long have they been providing Home Care for?
 - What are their Care Management and Package Management fees per month?
 - What is their hourly service rate?
 - How would your funds best be allocated?
 - Will you receive monthly statements?
 - Can they show you what your support plan would look like?
 - Can you have the same Care Giver every time?
- How hard would it be to change the Care Giver if you are not happy with them?
 - How do they check the quality of Care given by their Staff?
 - What do you do if you have a complaint about the quality of the service you are receiving?
 - If you need to be re-assessed to receive more care will your Care Manager organise it?



Tip: Every dollar you save on Admin or Care Management fees enables you or your loved one extra money to spend on the help you really need.





NEW SUPPORT AT HOME PROGRAM

Australia's aged care is getting a heartfelt upgrade with the upcoming Support at Home program, set to roll out in two stages. The first stage started in December 2023.

Fast forward to July 1, 2025, and we'll be waving goodbye to the familiar Home Care Packages Program (HCP) and Short-Term Restorative Care Programme (STRC). In their place, the Support at Home program will take centre stage, marking a big change. The Commonwealth Home Support Programme (CHSP) will be making its own transition, but not until July 2027.

The mission behind Support at Home is all about making sure our seniors can easily access services, equipment, and home tweaks that keep them feeling healthy, active, and connected to their communities. The current changes are expected to offer seniors greater choice and control, services that respect and meet their needs, and the support they require.

The Australian Government have brought in the Independent Health and Aged Care Pricing Authority (IHACPA), to figure out fair prices for in-home aged care. There's also a study going on to create a list of assistive technology and home modifications. They are diving deep into understanding the needs of those who require higher levels of in-home aged care.

If you have ideas on how the Aged Care System in general can be better, CALL 1800 318 209 TO HAVE YOUR SAY

Every senior Australian should be heard, and feel confident about accessing high quality and safe aged care, when and where they need it, whether it be In Home Care or Residential Aged Care.



Stay at home and in charge

Self-managing your Home Care Package

Getting help with the routines of daily life doesn't mean handing over your independence, in fact it's often the best way to protect it. By self-managing your Home Care Package, you can stay in the driver's seat of your own life.

What is self-management?

Self-management is a great way to keep control over how your Home Care Package is spent. It doesn't mean you have to go it alone, but rather offers the flexibility to get help with as much or as little of the process as you choose. That might include support to:

- Design your care plan and budget with us
- Gain more control over how your funds are spent
- Choose the support workers you want, and when you want them
- Find services at rates that are acceptable to you
- Ensure your services are paid on trim with our daily payment runs
- Increase your care hours with lower hourly rates

Why self-manage?

One of the main reasons why people choose to self-manage is because it gives you absolute control over who provides your care and services; you can ensure you're surrounded by the best people and receiving exactly the service you want, how and when you need it. Self-management also cuts out the agency 'middle-man', allowing for rate negotiation directly with service providers so you can get the most out of your budget.

How do I find a provider that allows me to self-manage my HCP?

Online directories are a great way to find alternative service providers, or you can call Trilogy Care, Australia's leading self-managed home care package service provider.



Visit trilogycare.com.au or call us on **1300 459 190**

Find out how Trilogy Care can support you to self-manage your Home Care Package.

At **Pearl Home Care**, our philosophy is to provide world-class care to seniors and those living with a disability.

We assist elderly Australians to remain living in their own homes and to age with independence, dignity and ease.

We offer tailored supports to NDIS participants to assist them to reach their full potential and lead rewarding and enriching lives.



Registered NDIS Provider

Pearl

HOME CARE

**Professional and affordable
in-home aged and disability care**



Our services

We provide a range of specialised aged and disability care services:

- In-home care and support, including
 - Home and garden maintenance
 - Assistance with daily activities
 - Domestic assistance
 - Medication support
 - Mobility assistance
 - Flexible respite
 - Home modifications
 - Social support
 - Transport
 - Meals and nutrition support
 - 24-hour care and emergency support

- Nursing care
- Post-hospital support
- Dementia programs (including Cognitive Stimulation Therapy, the only non-pharmacological treatment for mild to moderate dementia recommended in the National Institute of Health and Clinical Excellence Dementia Guidelines)
- Comfort calls and companionship
- Palliative care
- Development of daily living and life skills

There are a range of home care funding options available to you when accessing in-home care. For more information, please contact us.

A qualified and certified team

Our staff receive ongoing training and come from a range of backgrounds and cultures.

Support to access government funding

We offer free consultations and assistance with aged care and NDIS funding applications, which may seem tricky for a first-time user.

Our Australian-owned and operated business structure

All government funding received to deliver important care stays in Australia and helps support the wider economy.

Staying Active & Social

Seeing a movie, joining a group or playing a sport will aid in you feeling young, healthy and vibrant. Our carers provide you with the support and encouragement to continue doing the things you love. We can assist you with transport and finding suitable activities, as well as other like-minded individuals to enjoy these activities with.



Celebrating inclusion and diversity

Pearl Home Care is a committed provider of equal, culturally aware support to people who identify with different cultures, languages, or as lesbian, gay, bisexual or transgender.

As care providers, we uphold an inclusive, welcoming approach and are committed to equality and to supporting individual religious beliefs, customs and traditions.

We are committed to adhering to the guidelines of the Australian Government's LGBTI Aged Care Strategy and commitment to inclusivity.

Flexible services with a satisfaction guarantee

Our packages are designed to be simple, flexible and affordable. With Pearl Home Care, you are not only guaranteed competitive rates, but also NO sign up fees or exit penalties, a full money back guarantee, no hidden management charges and NO lock-in contracts.



**NO sign-up fees
or exit penalties**



**A FULL money
back guarantee**



**NO hidden
management charges**



**NO lock-in
contracts**

For more information on the services available in your area, contact your local Pearl Home Care office for a complimentary and obligation FREE in-home assessment and care plan estimate.

Phone 08 7134 0042

Mobile 0435 392 435

www.pearlhomecare.com.au

Adelaide South

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info.adelaidesouth@pearlhomecare.com.au





ONKAPARINGA DEMENTIA FRIENDLY ALLIANCE of S.A Inc.

In 2022, there was an estimated 40,300 people living with dementia in South Australia. Without a medical breakthrough, the number of people living with dementia is expected to increase to an estimated 73,000 people in 2058. Our Alliance comprises a group of people living with dementia and their carers who enjoy social and emotional support in a friendly, congenial atmosphere on the 2nd and 4th Thursdays of each month at Elizabeth House, Christie Downs S.A. We ask people to book if they wish to attend our meetings or make enquirers about any of the dementia services available.

Contact Marion on 0416 570 073 or 0438 297 006

Our Alliance is actively involved informing the wider community about dementia and the specifics of interacting respectfully with people who have dementia. We conduct information sessions to interested groups within the community who wish to know more about dementia. In addition, we reach out to local businesses who have demonstrated interest in making their premises more dementia friendly. We assess their environment and make suggestions for changes. They are then encouraged to complete an action plan of their proposed intentions and submit to Dementia Australia . Once approved they become a recognised Dementia Friendly business.

www.odfasa.com

RESPITE CARE

Respite care means taking a break from caring, while the person you care for is looked after by someone else. This could be your husband or wife or a family member who you help care for. By having a break, this allows you to recharge and stops you from becoming exhausted and run down. There are lots of respite care options.

In home respite

This is where a care worker will come to your home and look after your loved one while you go out for a few hours. Alternatively, the carer can take your loved one out for a coffee, a bit of shopping or a walk while you stay home and catch up with tasks that needed doing. This type of respite is available during the day or overnight. This respite is great knowing your loved one is in safe hands and will be cared for while you are having a break.

Centre based respite

This respite care enables you to attend social and recreational activities in a centre-based setting for a couple of hours during the day. You might go to a day club or respite centre for group activities where the staff are trained respite workers. These are usually available from 10am to 3pm.

Overnight or weekend respite

A respite care worker will come and stay in your home overnight to look

after your loved one while you take the night off. This can be for a couple of days or just overnight in a respite house or cottage.

Community respite

This respite is provided either individually or in a group. A care worker will take your loved one to a community-based activity like an organised outing or social events where they have the opportunity to have a social experience and interact with others. Staff will help your loved one to build stronger relationships with people while re-engaging with the community. Community respite also provides the opportunity to engage in fun activities with like-minded people.

Residential respite

This is an option when you the care giver, needs to go to hospital or would like to go on a holiday but your loved one needs help every day. Your loved one can move short term into an aged care home for a short stay to receive care and they can return home once the care giver has come home. Access to residential respite is available for up to 63 days a year but can be extended to an additional 21 days if approved by your aged care assessor

Emergency respite

If you need respite urgently call – Carer Gateway on **1800 422 737**. This is the government hub for carers support and assistance Nationwide.

AGED CARE HOMES

An aged care home is for elderly people who can no longer live at home and need ongoing help with everyday tasks and ongoing health/nursing care.

Leaving your own home and entering an aged care home isn't an easy decision, nor does it have to be a daunting experience. An aged care home can give you the care and provide services you need to maintain your quality of life. It's a great opportunity to forge new friendships, pursue new hobbies and improve your social life.

The government funds a range of aged care homes across Australia that can provide care and support services. Each aged care home is different, so it's important to choose the right one for you.

What can an aged care home provide?

Aged care homes can help you with everyday tasks, personal care, and nursing care. They provide:

- **Accommodation**

Your room comes fully furnished with bedding which you can personalise and your own touch.

- **Hotel-type services**

Services to meet your day-to-day needs such as meals, laundry and social activities. This includes the services that maintain the aged care home. This covers cleaning, heating and cooling, and maintenance of the grounds and building.

- **Care services**

Personal care such as bathing, eating, help with taking medications, and carrying out health treatments. Clinical care according to your needs. This can include special bedding, nursing services and therapy services such as speech therapy, podiatry (foot care) and physiotherapy.

How does it work?

The Australian Government subsidises a range of Aged Care homes in Australia to make care more affordable. This means affordable care and support services can be accessed by those who need it. The subsidies are paid directly to the aged care home. The amount of funding that a home receives is based on:

- an assessment of your care needs by the home

(Using a tool called the Aged Care Funding Instrument or AN-ACC).

- how much you can afford to contribute to the cost of your care and accommodation

(Using a means assessment).



TIP: Our advice is to seek a financial Aged Care Specialist as your decision can affect your Centrelink/DVA entitlement.

What will it cost?

Each home sets their own prices, within a prescribed limit, and costs will vary. How much you will have to pay depends on the place you choose and an assessment of your income and assets.

Typically, there are three types of costs associated with all aged care homes:

- A basic daily fee (the maximum is currently \$58.98 per day). A maximum amount that everyone pays for the hotel services they receive.
- Accommodation costs. A varying cost for your room based on a means assessment. (the maximum is currently \$259.26 per day)
- Costs – Basic Daily Fee / Accommodation Costs dependent on a means assessment / Possibly a Means Tested Care Fee based on means assessment.

Some aged care homes don't receive subsidies from the Australian Government. There are a wide range of private aged care homes that offer great flexibility and choice.



Know your loved ones financial assets position before you start looking for a care facility. The care facility may assume you can afford to pay A RAD (Refundable Accommodation Deposit) Seek Legal advice from an Aged Care Financial Specialist before you make any financial decisions. Sometimes selling your family home isn't the answer.

Am I eligible for a subsidised place?

Eligibility is based on need, determined through a face-to-face assessment.

Your financial situation doesn't affect your eligibility to live in a government-subsidised aged care home. It will impact the amount you may have to pay.

How long does it take?

Finding the right aged care home for you can take some time, so it's best to start early. To find out if you are eligible, call My Aged Care to request an assessment of your care needs or find out more about what's involved.

What else do people ask at this step?

I'm eligible for an aged care home. What happens now?

When you find out you're eligible, there are two things you should do next:

- Have a look through our Essential Aged Care Guide and start looking around your chosen area.
- Connect with an Aged Care Home that meets your needs. (some of them allow you to bring your pets, have hairdressing salons and so much more).
- Connect with an Aged Care Consultant who can assist in finding appropriate accommodation and explain all costs.



Finding the smile in every day

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At Regis, we're here to keep you connected with the things that matter most to you.

We understand that everyone's situation is different. That's why we're proud to offer a diverse range of care options that are tailored to your needs, including permanent and respite residential aged care.

For the past 30 years, we've been dedicated to helping senior Australians find joy and fulfillment in every day.

Enquire today to find out how we can support you or your loved one.

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- Residential Care

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TIPS ON CHOOSING THE RIGHT AGED CARE HOME FOR YOU OR YOUR LOVED ONE

The best aged care homes make their residents their top priority at all times.

The best way to establish whether the aged care home is right for you or your loved one is by taking a tour of your chosen homes and ask as many questions as you feel to.

First impressions count, if it feels good, if it looks good, if the residents look happy, if the staff are engaged with the residents, these are all good signs. Chat with a few of the residents while you are there to see what they have to say.

What is important for you or your loved one? Shortlist your priorities as they are different for everyone.



Good questions to ask:

- How many staff are on duty over night? If there are any concerns, how are they dealt with?
- What are the Registered Nurse ratios to patients? Is there a visiting Doctor?
- Are there regular activities, outings and events? Does the home offer weekend and evening activities? Do they have a book or social club?
- Are special dietary requirements like allergies, cultural foods catered for? Is there a chef onsite? Do they have extended meal times? Are there onsite cafes?
- Are their gardens that you can help with if you love gardening, are their sheltered outdoor areas? How can the room be personalised? Do they have ensuite rooms?

Choosing the right aged care home can take the stress out of managing your health on an ongoing basis.

You can make new friends and enjoy a wonderful social life. You are able to receive help with everyday tasks, Imagine never doing the dishes or cleaning the house again. Stay safe and secure with all of the comforts of home.

There are lots of wonderful aged care homes out there, doing your research early is always in your best interest as it is always best to find the right home early so you get exactly what you are looking for.



Make sure your home is **LOOKING** after you...

Creating a safe environment in and around your home will help make your life so much easier and safer as so you can enjoy your Golden years, in the comfort of your own home.

KEEP UP ON HOME REPAIRS

Houses age too, with the help of loved ones, identify anything that needs repairing or replacing. It's a good idea to do this early on as sometimes the process can take a while.

HOME MODIFICATIONS

Installing new handles or taps that are easier for you to use, maybe hand rails for the toilet and shower would be helpful. Do you need to put rails up outside your house, to make carrying shopping easier and safer. The idea is to make your home as safe and easy to live as possible.

TAKE APPROPRIATE SAFETY PRECAUTIONS

Consider your safety, paying specific attention to security features like an alarm system, and security monitoring. If you're living alone, make sure you have a plan of action in case of falls or injuries. Consider getting a medical alert system, so you have access to 24/7 help in emergencies.

ELIMINATE STAIRS

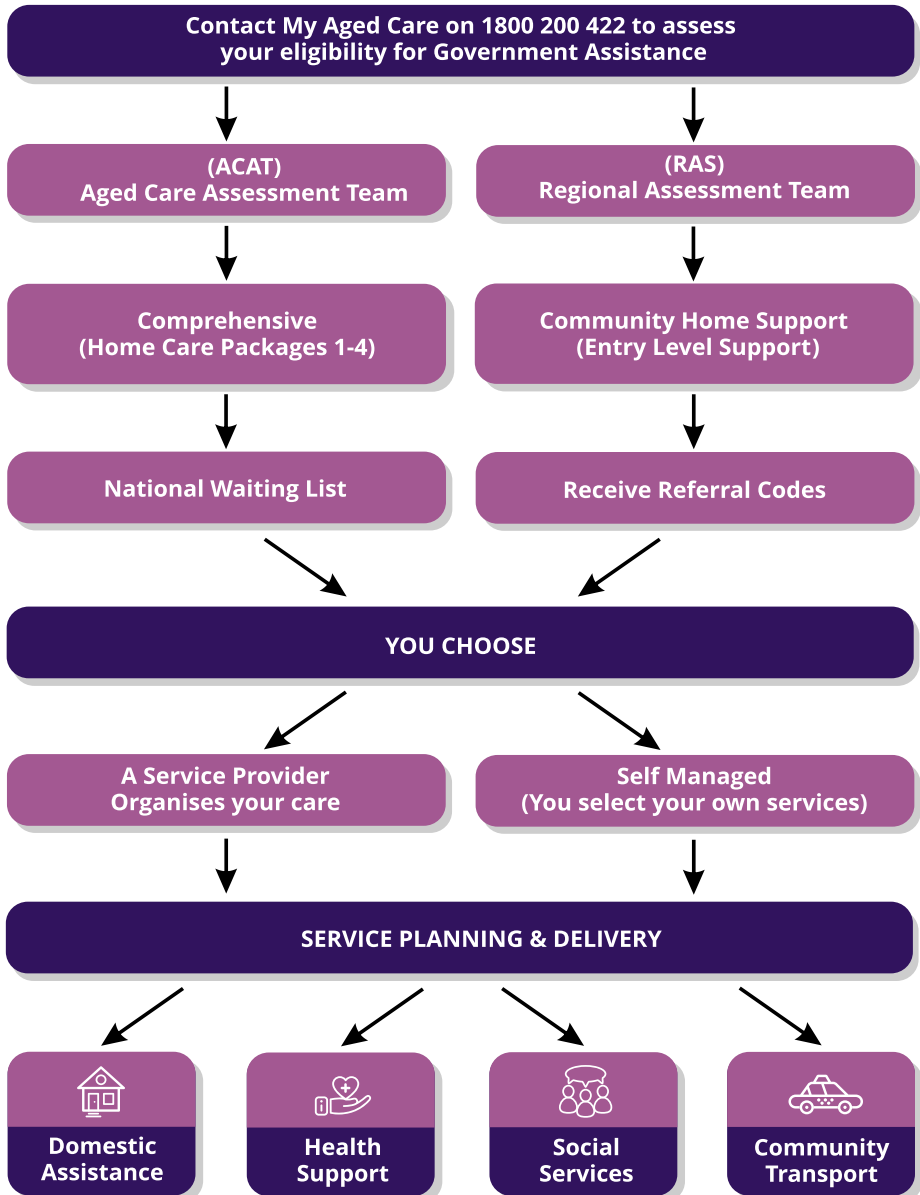
With falls to blame for so many injuries, try to stick to single-level living as much as possible. If you're living in a multi-level home, now's the time to consider moving your room to the first-floor (if that's an option), or downsizing to a smaller single level home.

CREATE A SUPPORT SYSTEM

This is especially vital if you're living alone. Gather a few friends or family that you contact on a daily basis. The other option is to call Telecross who offer a call a day to make sure your okay. You can also arrange a weekly chat with Telecross. Handy phone numbers are also available for you if needed. (This information is available in this booklet)

Most modifications and safety upgrades may be available through your Home Care Package. If you currently have an Aged Care Service Provider, call and ask them to send an OT (Occupational Therapist for us simpletons) An OT can come to your house and *make sure your home is looking after you...*

TO APPLY FOR GOVERNMENT ASSISTANCE FOR HOME CARE AND/OR AGED CARE FACILITIES



The Importance of Nutrition

Unveiling the Silent Struggles:

Malnutrition and Dementia/Alzheimer's among the Elderly

In the realm of ageing, two silent challenges often go unnoticed but wield significant impact: malnutrition and the looming spectre of dementia/Alzheimer's disease. As our population ages, understanding and addressing these intertwined issues become paramount for the well-being of our elderly loved ones.

Malnutrition: The Unseen Culprit

Malnutrition, far from being limited to hunger, is a complex condition where the body lacks essential nutrients. Factors such as reduced appetite or impaired absorption of nutrients can contribute to this silent threat. The consequences extend beyond physical health, affecting energy levels, immune function, and overall quality of life.

Dementia/Alzheimer's: A Cognitive Shadow

Dementia and Alzheimer's, often used interchangeably, are neurodegenerative disorders that impair memory, thinking, and behaviour. Alzheimer's involves the accumulation of abnormal proteins in the brain, disrupting its normal function. These conditions can be devastating, leading to a progressive loss of independence and cognitive abilities.



The Intricate Link

Recent research underscores a crucial connection between malnutrition and dementia/Alzheimer's. Malnutrition can hasten cognitive decline. Conversely, the cognitive impairment associated with dementia can lead to difficulties in maintaining a balanced diet, exacerbating malnutrition. This interplay creates a challenging cycle that requires targeted intervention.

Breaking the Cycle: Strategies for Support

Nutrition Education: Raising awareness about the importance of a nutrient-rich diet among caregivers, families, and healthcare professionals.

Regular Screening: Healthcare providers should assess the nutritional status of elderly individuals, identifying signs of malnutrition and cognitive decline.

Tailored Diets: Crafting diets rich in essential nutrients that support cognitive health can have a profound impact.

Engagement and Socialisation: Encouraging social activities will help with both mental well-being and healthier eating habits.

Early Intervention: Detecting malnutrition and cognitive decline in their early stages can open doors for timely medical and lifestyle interventions.

In the symphony of ageing, malnutrition and dementia/Alzheimer's are crucial notes that need attention. By acknowledging the intricate relationship between these issues and fostering a comprehensive approach that combines nutrition, healthcare, and emotional support, we can empower our elderly population to age with dignity, vitality, and enhanced cognitive well-being.

VETERANS HOME CARE

The Veteran's Home Care program helps eligible veterans and their dependents who need low level care at their own homes. They must have a Veteran Gold Card or Veteran White Card.

What the program offers:

The VHC program provides home care services to maintain the health, wellbeing and independence of eligible veterans and their families.

Services Include:

- Domestic help
- Personal care
- Respite care
- Home and garden maintenance (safety related)
- Lawn mowing (does not need to be safety related)

Veterans may also benefit from Coordinated Veterans Care (CVC) Social Assistance which is a short term service to help them engage in community life through social contact or accompaniment to a social activity

Who can get home care:

The target group for VHC service are clients who:

- Hold a Veteran Gold Card
- Have a Veteran White Card with an accepted service related condition
- Are living at home
- Need low levels of care

A VHC assessment agency can assess your client and decide if they qualify for home care



For General Enquiries about the VHC program call our Health Provider Line on:

1800 550 457



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CHECKLIST

- Contact My Aged Care and register for an assessment
- Have you been referred for Regional Assessment Service (RAS) or an ACAT assessment?
- Did you receive referral codes over the phone so you can access services?
- Have you received your letter from My Aged Care stating what packages or services you are eligible for?
- Have you reviewed the local services in this guide or found one local to you that meets your needs?
- Have you clarified the fees and costs associated with the delivery of your care and services?
- Have you reviewed your Home Care Agreement with a family member, carer, friend or advocate?
- Have you entered into your Home Care Agreement and started receiving services?



Tip: Before the Assessor leaves your home, ask what help you will be receiving and when

Need help and support with **MY AGED CARE?**

Finding Support Services? Types of Care Available?

We are here to give you all the support you need in navigating the Aged Care Process

- > **FREE PHONE SUPPORT**
- > **AUSTRALIAN COMPANY**
- > **PEOPLE WHO CARE**
- > **PEOPLE WHO LISTEN**

For free advice or just a chat, we are here for you...

CALL OUR HELPLINE TODAY



agedcare
made easy

HELPLINE

1800 811 188



Australian
Red Cross



A phone call each day to check you're OK

Red Cross can provide you with a daily telephone call to check on your wellbeing through a service known as **Telecross**.

This provides peace of mind if you live alone and are at risk of an accident or illness that may go unnoticed, such as falling and being unable to call for help. The volunteer will check to see that you are well and provide a friendly voice to wake up to each morning or within a nominated time frame each day.

Friendly volunteers make calls each morning, 365 days a year. If the call is not answered, **Red Cross** will take action to make sure you are OK. Even if you have visitors during the week, a phone call first thing in the morning can make a difference if an emergency response is required. The calls provide reassurance as well as help to maintain independence. This is also available for people who need temporary assistance in the absence of a carer.

This social support program is funded through the Commonwealth Home Support Program and is available nationally through MyAged Care referrals.

Call My Aged Care on 1800 200 422 to get a referral code then call **Telecross on 1300 885 698**, if you are on a Home Care Package let your provider know you want this service.

IMPORTANT PHONE NUMBERS

Aged Care Advocacy	1800 700 600
Aged Care Complaints and Safety Commission	1800 951 822
Anxiety Support	1300 794 992
Asthma Australia	1800 278 462
Beyond Blue	1300 224 636
Cancer Council Helpline	13 11 20
Carers Australia/Emergency Respite	1800 422 737
Centrelink Older Australians	13 23 00
Continence Foundation of Australia	1800 330 066
Department of Veterans Affairs	1300 838 372
Diabetes Australia	1300 136 588
Disability and Sickness Carers Line	13 27 17
Elder Abuse Helpline	1800 353 374
First Nation Support Line	1800 959500
Friendline	1800 424 287
Homeless Helpline	1800 474 753
Lifeline	13 11 14
National Dementia Helpline	1800 100 500
Veterans & Families Counselling Services	1800 011 046

Supporting the
the **rights** of
older people

aras

**Aged Rights
Advocacy Service**



Aged Rights Advocacy Service (ARAS) supports older people (and/or their legal representatives) who are:

- Living in residential aged care or a retirement village
- Receiving or seeking to receive Commonwealth Home Support Programme (CHSP) or Home care Packages (HCP) services
- At risk of, or experiencing, abuse from family or friends.

Advocacy • Information • Education • Support

Locations:

- 📍 175 Fullarton Road, Dulwich SA 5065
- 📍 9/46-52 Ocean St, Victor Harbor SA 5211 (access from Corel Street).
By appointment only.
- 📍 2/1 First St, Nuriootpa SA 5355. By appointment only.
- 📍 21 Denny St, Berri SA 5343. By appointment only.

Tel **(08) 8232 5377** or toll-free **1800 700 600**

www.sa.agedrights.asn.au

ARAS is funded by the Australian Government

Right at Home is one of Australia's Leading Quality Home Care Providers

What we do

Each office is locally owned and is known in their local community yet we are backed with the quality of a national brand. Because each office is locally owned, clients are able to contact our staff 24/7 and services can also be provided 24/7. We provide personal care, companion care, domestic assistance, shopping, transport, meal preparation and nursing care. We deliver services to government funded clients and those who wish to pay privately. We are a My Aged Care approved Home Care Packages provider for levels 1-4 and we do not charge Package Management Fees. We also provide NDIS support.

Our mission

Right at Home's mission is to **'improve the quality of life for those we serve™'** and we do this by treating you as a neighbour and friend and delivering personalised care services that put you and your goals at the centre of the care we deliver. We assess your needs and listen to you and your family for input because you know what care you need to suit your lifestyle and improve the quality of your life. Our aim is to work together so that we can deliver peace of mind.



The Right Care, Right at Home™

- 24/7 On Call & 24/7 Care Service
- Supervised, Individual Care Plan
- Approved Home Care Package Provider Levels 1-4
- No Home Care Package Management Fees
- Complex Nursing Care
- Disability & NDIS Support*
- Flexible, Reliable, Certified Carers
- Post-Operative Care
- Hospital In The Home*
- Personal & Companion Care
- Domestic, Shopping, Transport

** Some, not all Right at Home offices have the capability to deliver Hospital-in-the-Home.*



Right at Home Adelaide Central

3B/224 Main North Road, Prospect SA 5082

P 08 8318 7926 | care.ac@rightathome.com.au

www.rightathome.com.au