

Community Care Book

COMMONWEALTH RESPITE &
CARELINK CENTRE

Brisbane 2010



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Community Care



EACH D

High Dementia care at home

EACH

High level care at home

CACPS

Low level care at home

ACAT

Assessment and Eligibility

RESPIRE

In Home / Cottage / Centre Based

HACC

Basic Support and Maintenance

COMMONWEALTH RESPITE & CARELINK CENTRE

Information / Support / Referral

Welcome to the Community Care Booklet. This book is designed for you. It is hoped that the various sections of this booklet make it easier to understand and “navigate” the maze finding aged care support. The booklet gives tips in finding resources and contacts – it is of course not exhaustive and your own individual circumstances should be considered in using this booklet.

Commonwealth Respite and Carelink Centre

Commonwealth Respite and Carelink Centres are a good starting point when accessing services. There are a wide range of services to support independent living in the community, but finding out about them or accessing them can be difficult and confusing. Commonwealth Respite and Carelink Centres (CRCC) provide a point of contact for information on community, aged and disability services and Carer support. The Centres can also assist with information about costs for services, assessment processes and eligibility criteria.

The Centres can also help arrange respite, when Carers need to take a break from caring. They do this by organizing, purchasing, or managing respite care assistance for Carers. Examples of respite care assistance include in-home respite care; support workers to assist you when you are taking a break away from home; and residential respite care.

Access to 24 hours emergency respite service. Freecall* **1800 059 059**

You can contact your nearest Commonwealth Respite and Carelink Centre by phoning a national telephone number Freecall™ **1800 052 222***. Anyone can contact a Commonwealth Respite and Carelink Centre and to date Centres have assisted over 500,000 people.


Commonwealth Respite and Carelink Centres provide a point of contact for all Indigenous and CALD referrals.

When you contact a Commonwealth Respite and Carelink Centre, the staff at the Centre will discuss suitable options which may benefit you regarding information on local services. However, if you would like to search for services in your area yourself you can use our online search facility at www.commcarelink.health.gov.au.

The variety of information consists of an extensive range of government, non-government, community-funded and private care services including:

- personal care
- domestic assistance
- meals
- counselling services
- transport
- respite care
- disability equipment
- therapy services
- advocacy services
- home maintenance
- nursing care
- social support
- independent living skills
- home modification
- allied health

RESOURCES

 <p>Where to get help?</p>	Commonwealth Respite and Carelink Centre	1800 052 222*
	Aboriginal and Torres Strait Islander and CALD Information	1800 052 222*
	Carer's Queensland Carers Advisory Service	1800 242 636*
	The Dementia Behaviour Management Advisory Service	1800 699 799*
	Alzheimer's Association of Queensland Helpline	1800 639 331*
	Alzheimer's Australia - National Dementia Helpline	1800 100 500*
	Beyond Blue – Information Line	1300 22 4636*
	Continence Helpline	1800330 066*
	Palliative Care Information Service (PCIS)	1800 772 273*
	Qld Aged and Disability Advocacy (QADA)	1800 818 338*
	Council Of The Ageing (COTA)	1300 738 348*
	Aged Care Information Line	1800 500 853*
	National Aged Care Advocacy Program	1800 700 600
	Community Visitors Program	1300 147 226
	Vision Australia	1300 847 466*
	Cancer Council	13 11 20
	Medical Aids Subsidy Scheme (MASS)	3136 3636*
Elder Abuse Helpline	1300 651 192*	

Spectacle Supply Scheme (SSS)	13 43 2 584*
13 HEALTH	13 43 2 584*
In Touch – Contenance Aids Assistance Scheme (CAAS)	1300 366 455
Central Referral Unit – Brisbane North	1300 658 252
Central Referral Unit – Brisbane South	3275 5411
Department of Transport (Taxis Subsidy Information)	1300 134 755
Aged Care Complaints Investigation Scheme	1800 550 552
Veteran Home Care	1300 550 450
Australian Government Hearing Service Program	1800 500 726
National Relay Service	1800 555 660
Translating and Interpreting Service	131 450
Seniors Enquiry Line	1300 135 500
Seniors Legal and Support Service	3254 0664
Brain Injury Association of Queensland	33671049/1800 673 074
MS Society of Queensland	38400888/1800 177 591
Parkinson's Queensland Inc	3209 1588 1800 644 189
Stroke Association	3277 3838
Stroke Support	1300 753 787
Huntingtons Queensland	3391 8833
Arthritis Australia	1800 111101
Centrelink – Disability, Sickness & Carers	132 717
Partners in Culturally Appropriate Care (PICAC)	(07) 3846 1099
Lifeline	131 114

Feelings


Caring for someone can be very rewarding. On the other hand it may be difficult, tiring, lonely and sometimes overwhelming. A range of very different, and at times intense, feelings and emotions may be experienced by you in your caring role. Some common feelings experienced by Carers include: sorrow, frustration, guilt, grief and loss, exhaustion, irritation and anger. There are no simple solution to the feelings and emotions you may feel, but it may help to know that the changing feelings and emotions you experience are normal.

These feelings may have various explanations such as;

- Changes in the person you are caring for such as their abilities and personality.
- The type of relationship with the person you are caring for may also change.
- You may experience many changes to your lifestyle and dreams.

Ideas you may like to try:

- Be open about your feelings – discuss them with family, friends and the person you care for.
- Allow yourself to really feel what you are feeling
- Cry; tears can be beneficial.
- Keep a journal.
- Find comfort in other activities – consider soothing activities e.g. meditation, yoga.
- Be kind to yourself.
- Take a break – plan to have regular breaks from caring so that you do not become exhausted. Family members and friends may be able to help. Day respite centres, in-home respite and regular residential respite are available to help you to continue in your caring role.
- Talk about your feelings. It can be helpful to talk to a person outside the family, such as a counsellor.
- Support groups - Many people find comfort and practical assistance from attending these meetings with others who are also in the caring role.

 Where to get help?	Commonwealth Respite and Carelink Centre	1800 052 222*
	Carer's Queensland - provide counselling, advice, advocacy, education	1800 242 636*
	Beyond Blue – Information Line	1300 22 4636*
	Lifeline Information Service – Access to self-help tools	131114



TIP

Carers Queensland – offers free Carers counselling providing:

- Face to face, telephone or group counselling on a range of issues such as managing stress, coping skills, dealing with grief and loss and practical everyday management strategies
- Advocating for the rights of Carers - seeking to influence governments and other decision makers to improve services and supports to Carers
- Facilitating regular Carer support groups
- Facilitating Carer education and training
- **Phone 1800 242 636***

Your General Practitioner

General Practitioners (GPs) are doctors based in your local community who can help you and your family to look after all aspects of your health care. It's important to find a GP you're comfortable with and can build a good relationship with.

Your GP will be able to coordinate all of the health care needs for you and your family which may provide support and advice to help you to;

- plan your care, sometimes with the support of other health care providers
- stay healthy with immunisation reminders and health checks
- when you suddenly get sick or are injured
- manage ongoing illnesses.

Your GP can also provide routine health screening for diseases such as cervical, bowel or prostate cancer and can provide you with support, information or referrals on a range of lifestyle issues such as smoking, alcohol consumption, diet and exercise.

Aged Care Services and Supports:

Home and Community Care (HACC) Program:

HACC is the first step in the process of accessing community care supports to maintain people in their own home. HACC is a government funded program that provides basic level community care. HACC services support older Australians and younger people with a disability to be more independent at home and in the community.



HACC funded services may include: nursing care, allied health care, meals and other food services, domestic assistance, personal care, home modification and maintenance, transport, respite care, counseling, support, information, advocacy and assessment.



TIP

Discuss HACC services with your local General Practitioner, or the Commonwealth Respite and Carelink Centre on **1800 052 222***.

Veteran's Home Care Program (VHC)

Eligibility is assessed by the Department of Veteran Affairs. Veteran Home Care aims to support veterans, war widows/widowers to remain independent in their own homes for as long as possible. VHC clients who hold a Gold or White card may be eligible for assistance with respite care which may include 28 days of residential subsidy assistance or 196 hours of in home care or a combination of both per financial year.

Veteran Home Care services include the following services:

- Domestic Assistance
- Personal Care
- Home and Garden Maintenance
- Respite Care



TIP

The Department of Veteran Affairs **1300 550 450 ***.

Aged Care Assessment Teams (ACAT):

The function of ACAT is to provide a comprehensive assessment of older people to determine eligibility for Australian Government subsidized services, namely:

- complex community care – community aged care packages (CACP); extended aged care at home (EACH); extended care at home dementia (EACHD); and flexible packages of care such as the Transition Care Program such as;
- residential respite care
- residential aged care



Community Aged Care Packages (CACP):

Community Aged Care Packages (CACP's) are planned and coordinated packages of care targeted to those older people living at home who require assistance

with a variety of complex care needs. In assisting people with their daily care needs, the CACP Program aims to allow people to remain in their own homes rather than seek accommodation in an aged care facility. The types of services that may be provided as part of a package include:

- personal care
- social support
- transport to appointments
- home help
- meal preparation.

It is important to know that the services provided can change as care needs change.

Extended Aged Care at Home Packages (EACH)

Extended Aged Care at Home Packages (EACH) are individually planned and coordinated packages of care tailored to help older Australians who experience difficulties in their daily life because of their higher levels of care to remain living in their own homes. The types of services that may be provided as part of a package include:

- Registered nursing care
- Care by an allied health professional such as a physiotherapist, podiatrist or other type of allied health care
- Personal care
- Transport to appointments
- Social support
- Home help
- Assistance with oxygen and/or internal feeding.

It is important to know that the services provided can change as care needs change.

Extended Aged Care at Home - Dementia Packages (EACH D)

EACH D packages are individually planned and coordinated packages of care for older Australians who experience difficulties in their daily life because of their higher levels of care and when they have symptoms associated with memory loss. EACH D services are similar to those listed above under the EACH program.

Transitional Care:

Transition Care provides short-term support (max 12 weeks) for older people after they are discharged from hospital and move back to their home. The hospital arranges an assessment. Transition care aims to assist people to set goals which help them return to previous levels of functioning.

A MIX OF SERVICES...

Depending on their assessed level of need, transition care will offer eligible older people several or all of the following:

- Nursing support;
- Low intensity therapy or rehabilitation (such as physiotherapy, occupational therapy and social work) to maintain physical and cognitive functioning and to help improve abilities in activities of daily living;
- Personal care;
- Medical support such as GP oversight; and
- Case management including establishing community supports and services

What is Respite Care?

Respite care is defined as an alternative care arrangement with the primary purpose of giving you the Carer:

- A short-term break.
- Flexible options to support you to continue your caring role

Types of Respite:

In home and Community Based Respite – provides a Support Worker who is qualified and screened to come into your home and provide care allowing you valuable time out to continue with your own interests or activities. Care is provided in the safety and comfort of your own home. They may also use this time to go for a walk or short trip to the community.

Centre Based Day Respite – this respite takes place out in the community. The centre provides care, company and group activities and may include short trips away from the centre. Being active in the community has many benefits for health and wellbeing. Centre's provide a range of activities specifically targeted to meet the social needs of clients.

Host Family Respite – is respite provided in an accredited Support Workers home. This respite offers an out of home respite option i.e. 24hr block of respite in a home-like environment. This type of respite caters for people who are frail with age and has very low care needs.

Cottage Respite – Cottage Respite provides a homely environment and is tailored to meet individual needs, creating a personalized routine to ensure clients feel safe and happy in their home away from home. This is a great option for those who are new to respite. Qualified Support Workers are there to provide care 24hrs per day.

Residential Respite – Residential respite is overnight respite provided in an Aged Care Residential Facility. It can be accessed by someone who experiences frailty due to age, memory loss, physical or intellectual disability, or a chronic health condition. (ACAT assessment required for this type of respite).

Helpful Tips for Respite

To ensure a successful respite break for 1st time users things to think about are:

- Have a plan to build up for a good break. Start off with just a few days first or visit a few times to the respite venue during the day to get to know staff and residents prior to respite. You may need to visit for the first respite break or two during the day to help the person settle in and to ensure a successful introduction
- Visit a number of respite venues/ settings to choose what may be best for your loved one and what they provide. There are checklists that the centre can provide to help you with your decision
- If it doesn't work try other options- don't give up. Try to ascertain why it didn't work and what could be done differently. The reasons could be simple and resolvable.

Other tips:

- Plan your breaks well in advance to give you piece of mind. Do something relaxing for yourself and make the most of respite
- If you are worried as to what will happen in an emergency ie carer being hospitalized, develop an emergency respite plan with the help of you local centre or provider and make it known to key people who will know what to do if the need arises
- For out of home respite, clothing is best labelled (iron or stitched on is best), to ensure that it can be returned to you if lost.
- It is advisable not to send the person going to respite with large amounts of money – amounts of \$10 - \$20 is usually enough.
- It is best that valuable items such as jewellery do not go to respite. Sometimes imitation jewellery can be used to replace expensive items.
- Medication is required to be in a Webster pack especially if the person you care for needs help to take their medication.

Please discuss all respite questions with the respite facility prior to the respite, just to make sure that nothing has been overlooked.



TIP



Medications: All medications are required to be in Webster packs (see picture to left) for all Centre Based, Cottage and Residential Respite. A Webster pack can be arranged through your pharmacy using your current prescriptions. Medication can only be administered as prescribed by your doctor.

Frequently Asked Questions



Is respite going to be suitable for a person with memory loss?

A change in the environment can initially be distressing for the person living with memory loss but they usually settle in. Staff are trained to manage people who require this type of care. Pre-arranged visits with the person to the respite facility can sometimes help. Talk to those assisting you with the respite arrangements about any concerns.

What if the person you provide care for says things like?

“You’re trying to get rid of me, I don’t need to go to respite I can look after myself”

Introduce options for care early. Talk about respite options and home help. Have the person you care for involved in the decision and try to plan care in advance, before a situation becomes desperate. Remember to be positive, it is about providing choice not taking away independence.

“Why are you doing this to me? Why are you sending me away?”
“They get emotional when I suggest respite.”

Caring for someone can be a tough job at times. Questions like this can make us question what we are doing, are we making the right decision by choosing respite.

Promote respite as being a positive experience and a time to rest and recharge for both you the Carer, and the person you care for. Remember, in time they will relax and enjoy the time. You may like to discuss your concerns with your service provider as they are experienced in dealing with these situations.

What do I do if I am not happy with the service I am receiving?

Complaints Process:

If you are not happy with any part of the service that you or the person you care for receive, you are encouraged to discuss your concern directly with the care manager of the respite facility or service.

However, if you do not think you are able to do so or you have addressed your issues and you are still not satisfied, you can contact the Aged Care Complaints Investigation Scheme on **1800 550 552***



TIP

Talk to the respite facility or service provider – voice your concerns.

Aged Care Complaints Investigation Scheme on **1800 550 552*** .

Seniors Info Link – Advocacy, Info and Support **1300 738 348***

Queensland Aged and Disability Advocacy service (QADA) – Queensland Aged and Disability Advocacy Inc. (QADA) is jointly funded by the Queensland and Australian Governments to offer free, confidential and client directed advocacy support to people receiving the following services, with any issues regarding their service provision:

- Community Aged Care Packages (**CACP**)
- Extended Aged Care at Home Packages (**EACH**)
- Home and Community Care services (**HACC**)
- Residents in Commonwealth funded Aged Care facilities
- Carers of recipients of these services.

QADA is committed to improving access to all people who receive the services as mentioned above. This involves the ongoing development of specific culturally appropriate strategies and materials to improve access and support for Aboriginal, Torres Strait Islander, Australian South Sea Islander, and Culturally and Linguistically Diverse people, and communities.

For further information regarding QADA's services please call 1800 818 338

Support Groups

What is a support group?

A group of Carers who meet to provide support for each other by sharing experiences, knowledge, and practical information. Many people find comfort and support from attending these meetings with others who understand what it is like to care for someone. There is no charge for attendance, however you may be asked for a contribution towards activities or catering.

Contact Carelink on **1800 052 222*** to find a Support Group in your area.

Developing Carer Skills

The following are “skilling” opportunities available to Carers in the community and may assist in your caring role.

First aid

- St Johns First Aid training is available through Commonwealth Respite and Carelink Centres. Phone **1800 052 222*** for more information on attendance. Fees may be applicable, please discuss this with the centre.
- Carers QLD are offering Carers First Aid Courses and CPR training. Both are accredited training and participants will receive a certificate. For more information contact **1800 242 636***

Introduction to Community Care

- Demystifying Aged Care information sessions are run through Commonwealth Respite and Carelink Centre in Brisbane North. Contact them on **1800 052 222*** to obtain more information about upcoming sessions. These sessions provide Carers with information about ACAT/packages of Care & the process that is required to enter respite and permanent care.

Personal Care/ Continence Advice

- The Continence Advisory Service can supply information and education for individuals and the community regarding incontinence. Contact this service on **1300 658 252*** for more information.
- Arthritis Queensland offer self management courses and a pain workshop. Contact them on **1800 011 041*** for more information or go to www.arthritis.org.au

Emotional Support

- Carers Qld offer access to Carer support groups across the state. You can contact them on **1800 242 636*** for more information on a group near you.
- Alzheimer’s Association Queensland offer support for those caring for a person who has memory loss or a form of dementia. It can be very reassuring to know that you are not alone. For more information contact the Association on **1800 639 331***. This number is a 24 hour Helpline and is available for counselling and information for carers/ clients and service providers. A psychologist is available for one to one counselling with families and Carers.
- Alzheimer’s Australia is also available and offer counselling support and can be contacted on **1800 100 500***. One on one counselling can be arranged.
- Arafmi Queensland provides support for families, friends and others who care for or about someone with a mental health issue and or psychiatric disability. Arafmi provides 24 hour telephone support for Carers, skills development workshops and can be contacted on (07) 3254 1881

Understanding Memory Loss

- Alzheimer's Association Queensland offer courses designed to equip family members with an understanding of Dementia and Alzheimer's disease and the way it will affect their family member or friend. It will provide an understanding of areas that will contribute to or perhaps cause challenging behaviours and strategies to manage these behaviours. These courses emphasise the need for Carers to "look after themselves", and ways to achieve this. Contact the Association on **1800 639 331*** for more information on these education sessions.
- Alzheimer's Australia (Qld) provides education and support for people with dementia, their families and carers in Queensland. To find out more call the National Dementia Helpline on **1800 100 500***.

Personal Development

- Carers Queensland will offer eligible family Carers the opportunity to undertake training in a Certificate III in Community Services Work. To receive an information pack and to discuss details and costs, please contact rtoenquiries@carersqld.asn.au or phone **1800 242 636***.
- EdNA Online is a directory service and access point for education and training online resources and services. It caters for all parts of the Australian education community and provides free access to all learners. EdNA Online creates online education communities. Visit their website at www.edna.edu.au
- University of the Third Age online provides a program of special short courses covering a wide range of recreational interests. You can study with a small group of people or undertake a course through self-study. This program gives priority to older members of the community who are isolated, either geographically or through physical or social circumstances. Visit www.u3abrisbane.org.au for more information.
- Local Neighbourhood Centres provide a range of services to the community including educational and self development opportunities. Contact a centre near you or the Brisbane Regional Office by phoning: **3109 0620**, for information of what they are currently running.



Community Care Book

Acknowledgments

We would like to thank the contributions of the following services:

Commonwealth Respite and Carelink Centres' (CRCC)
Brisbane North and Brisbane South Region
Aged Care Assessment Team Prince Charles Hospital
Alzheimer's Association Qld
CNC - Dementia Nurse Advisor
Primary and Community Health Service
Metro North Health Service District
Centatacare Enoggera Day Respite
GP Partners

To order further copies contact CRCC on 1800 052 222

The Commonwealth Respite and Carelink Centre (CRCC) promotes strategies to maintain the carer's physical and emotional wellbeing.

With thanks to:

**Commonwealth Respite and Carelink Centres
Brisbane North & Brisbane South**

Proudly Auspiced by Suncare Community Services Inc and FSG Australia

**Your information will be
treated confidentially**

Freecall: TM 1800 052 222

Calls from mobiles charged at applicable rates.



For more information about the Commonwealth Respite and Carelink Centre or any of our other programs, please contact your local Commonwealth Respite and Carelink Centre



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