



HALL & PRIOR
Health & Aged Care Group

Understanding HOME CARE

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If you or your loved one are having trouble keeping up with everyday tasks, Clarence Estate can provide the assistance you need to continue living safely and independently in your own home. Our experienced and professional care team provides services such as nursing care, social support, personal care and assistance with domestic chores such as shopping and meal preparation to older people living in the Albany community.

## What are home care packages?

Home care packages are individually planned packages of care designed to enable you or your loved one to remain as independent as possible. Each package is flexible and can be individually tailored to suit your needs and goals, ensuring that you or your loved one are receiving the care and support you need to enjoy the best possible quality of life.

Clarence Estate provides two levels of home care packages:

- ◆ **Home Care Level 2** (support for people with low-level needs)
- ◆ **Home Care Level 4** (support for people with high-level care needs)

All home care packages offer the same range of care and services: the main difference between the different levels is the amount of care and services you or your loved one will receive.

## What care and services are available?

The care and services provided for you or your loved one will depend on your individual goals and needs. Our staff will provide you with an initial assessment and then we will work in partnership with you to ensure you receive the care and services you require.

Examples of care and services that may be provided as part of your home care package include:

- ◆ personal care (assistance with bathing and dressing)
- ◆ meal preparation
- ◆ domestic assistance (housework, laundry and shopping)
- ◆ transport
- ◆ social services
- ◆ registered nursing care
- ◆ allied health assistance (including physiotherapy and occupational therapy)

## Dementia support

If you or your loved one are experiencing difficulties with your everyday activities because of the symptoms associated with dementia, we can help. Clarence Estate is able to provide specialist dementia care in addition to the services offered as part of any home care package.

## Meals

Fresh, home-cooked meals from Clarence Estate's kitchen are available for home care clients. Contact us for more information.

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If you would like more detailed information, the Department of Social Services' My Aged Care website is a comprehensive resource. Visit www.myagedcare.gov.au or call 1800 200 422.

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## Accessing a home care package

You can access a home care package for yourself or your loved one by following these three simple steps:

### 1. Have an ACAT Assessment

To find out if you are eligible for home care, you will need to be assessed by an Aged Care Assessment Team or ACAT. Your doctor, health centre or local hospital can provide a referral to the ACAT nearest you.

### 2. Contact Clarence Estate

Once you have received your letter and have been assessed as eligible for home care, you can contact the staff at Clarence Estate to discuss your options.

### 3. Tailor your home care package

Your home care package will be tailored to suit your needs. Staff from Clarence Estate will meet with you and your family to decide on the combination of care and services that is right for you. These will be detailed in a Home Care Agreement.

## Working out the cost

The cost of home care packages is dependent on your circumstances and is different for everyone. People receiving a home care package can be asked to pay:

- ♦ the **basic fee** (everyone receiving a home care package can be asked to pay this fee)
- ♦ an **income-tested care fee** (an extra contribution towards to the cost of care that you may need to pay on top of the basic fee, depending on your assessable income. The Department of Human Services (Centrelink) will assess whether you need to pay this fee and how much you will need to pay).

The fees are regulated by the Commonwealth Government and provided to you in your Home Care Agreement. The Clarence Estate staff will be happy to go through them with you and answer any questions you have.

## MORE INFORMATION

Contact us for more information about Clarence Estate's home care packages

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## About Clarence Estate

Clarence Estate has been providing quality, relationship-centred care since 2002 from its premium residential aged care home on Hardie Road. Clarence is also an Australian Government-approved home care provider that has been supporting the Albany community since 2008. Our passion for quality care ensures that you or your loved one will be well looked after.

Clarence Estate is one of 19 homes in the Hall & Prior Health and Aged Care Group: a family-owned organisation that cares for over 1,200 older people across Western Australia and New South Wales.