

Providing care and  
restorative services



PENINSULA  
HEALTH



# *Transition Care Program*

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## **What is TCP?**

The Transition Care Program (TCP) provides care and restorative services for a short-term period for older people who have been in hospital. By offering low level therapy and support it allows people to be discharged quicker and continue their recovery out of the hospital system, while appropriate long term care is arranged.

The target group for transition care services was defined by the Australian and State Governments and will include:

- *“Older people who, via participation in the program can achieve further improvements to their physical, cognitive and psychosocial functioning and an improved capacity for them to live independently.*
- *Older people for whom the focus will be on optimising their functioning while assisting them and their family/carers to make appropriate long-term care arrangements.”*

## **Where will I receive the care?**

Care can either be delivered in a bed based residential setting or in your own home. In order to determine where the care will be delivered, factors to be considered will include your care needs and circumstances and the affordability of delivering the services.

For some clients it may be better to move from one transition care setting to another eg. from a residential setting to a community setting or vice versa.

## **How long can I stay on the program?**

Time on the program will depend on your own care goals. Most people stay on the program for six weeks. The limit is twelve weeks. Within this time it is expected that your case manager will work with you to arrange suitable long-term support.

**What are the care and services available to me under TCP?**

Services will be developed based on the assessment of your care needs by a multidisciplinary care team. The services will be arranged according to your needs so long as the costs do not exceed the funding available. Services that may be provided include:

- An individual care plan
- Home nursing;
- Domestic home care;
- Personal Hygiene;
- Transport support
- Maintenance therapy
- Continence aides
- Equipment (where budget permits and no other means of financing exists);
- Respite Care
- Other support services as required.

It is unlikely that you will require all of the services and Peninsula Health will discuss your level of care and service needs with you to determine its ability to admit you to the program.

The full range of Specified Care and Services potentially available are outlined in the National TCP Guidelines. If you would like a copy please ask your case manager.

## **What is case management?**

Case management is an important part of delivering your TCP and will support you from the time you start on the program to the point you finish your involvement with the program.

Case management involves:

- Initial and ongoing assessment of you and your capacity to care for yourself
- Coordinating your care plan that is designed for your specific requirements by consulting with you and available community services
- With your participation, monitor your well being and checking that your care plan is meeting your needs
- Liaising with service providers to keep them advised of changes required in your care plan
- Prepare intervention plans to prevent crises
- Ensuring that you have the opportunity to participate in decisions affecting your care
- Acting as an advocate / supporter on your behalf where necessary
- Providing emotional support to you and your carer as required
- Developing a discharge plan in consultation with you to ensure supports and services are in place upon your discharge.

## **What are my rights and responsibilities?**

In any agreement both parties have rights and responsibilities to be considered. In this agreement **you** have agreed to receive and Peninsula Health has agreed to provide certain services. Some of the rights and responsibilities involved include:

### **You have the right to:**

- Be treated as an individual, to be treated with dignity and shown respect
- Support in decision making processes, and someone to speak on your behalf, if you require it.
- Expect that your needs and those of your carer will be treated as most important when your care plan is being organised
- Be part of any planning and decision making that affects you and your chosen lifestyle, including the development of your care plan
- Request a review of your care plan if it no longer meets your needs
- Talk freely, and in confidence, with your case manager about any aspect of your care requirements
- An interpreter and culturally specific services
- Refuse to have contact with health care students while you are in Transition Care
- Complain of any poor quality service and use the Complaints Procedure to obtain prompt and effective solutions to any problems (refer to page 10). Refer to the Feedback Brochure included with this package for information about the Feedback and Complaints process.
- Expect honesty in all service providers and to be able to allow them into your home without any concern
- End your association with Peninsula Health at any time, if you wish to do so; and
- Expect that at the end of the agreement if you are receiving Home Based Transition Care Peninsula Health will immediately return to you all your keys. If you are receiving Residential Based Transition Care all your property that Peninsula Health has will be immediately returned.

**You have the Responsibility to:**

- Respect the rights of the people who are employed to provide you with care
- Treat them with the same dignity that you wish to be treated with
- Provide the people who are employed to work in your home with a safe working place. (If in consultation with you, it is decided that *your home is not safe for staff and the problems are not corrected, we will not be able to provide you with the services.*)
- Contribute to the development of your Care Plan that outlines what care you will receive
- Accept that the people employed to provide your care have been given a set amount of time to assist you and they should leave at the end of that time. If you require extra assistance please ring and discuss this with your case manager.
- Speak to your case manager if you feel the care you are receiving is not sufficient for your needs.
- Contribute to the cost of the care being provided for you, to the extent that you can afford
- Recognise that at the end of your agreement you must immediately return to Peninsula Health all property owned by Peninsula Health that you have.

## **What if my care needs change?**

The TCP is a short-term program. Your care and service needs will be reviewed regularly by your case manager in consultation with you. It is expected that your care needs will change over time.

During your time on the program, if your care and service needs increase and the TCP cannot deliver the level of services required, Peninsula Health will:

1. Consider if it is able to continue to care for you;
2. Consult with you, your carer / representative and your GP about its ability to continue to care for you
3. Suggest alternative services to meet your needs.
4. Assist you by contacting appropriate service providers to arrange for you to receive these services.
5. Confirm the above in writing.

## **What happens if I need to return to hospital during the program?**

If during a transition care episode you require admission to a hospital, the transition care episode will cease.

If while in hospital you would like to return to the program, and a place is available you can start another transition care episode as long as it is less than 4 weeks since your Aged Care Assessment Service (ACAS) approval.

In all other circumstances after a hospital stay you will require a new ACAS assessment and approval to enter transition care.



**Will I need to pay?**

Peninsula Health pays the majority of your costs while you receive transition care. The government also requires you to contribute a daily care fee to help deliver your care.

**How much is the fee?**

The maximum fees calculated by the Australian Government are based on the current single aged pension. They are:

Community Clients - daily rate of 17.5% of current single aged pension

Residential Clients - daily rate of 85% of current single aged pension.

If you are unable to pay the required fee for Transition Care, you are able to apply for Fee Reduction. If you wish to apply for this, please let your ward Social Worker or Case Manager know. If applying for Fee Reduction you may be asked to show proof of your income and financial situation.

If you can show that you are unable to pay any fees, then you will not be charged for transition care.

Fees can be reviewed and discussed with your case manager at any time.

**How are fees collected?**

- Peninsula Health will send you one account for the agreed fee at the end of each month
- Please pay your fees to Peninsula Health by cheque, cash or credit card
- If you are unable to make your payment on time your case manager or the Program Coordinator will review your arrangements for paying fees with whoever is responsible for making your payments.

## **What if I have a complaint about my transition care?**

Peninsula Health wishes to ensure that problems and concerns are dealt with quickly and successfully.

You and your carer / representative have the right to:

- Follow up any complaint without fear of retribution
- Have the matter resolved in the shortest possible time
- Have an advocate of your choice, if you wish
- Appeal to senior levels of management

### **If you have a complaint:**

In the first instance, raise your complaint with your case manager. If you do not feel comfortable to do this, raise it with the Program Coordinator who can be contacted on 9788-1441, fax 9788 1438 or direct your complaint to the Customer Relations Manager on 9784 7298, fax 9784 7532..

If your complaint involves a breach of your rights or the rights of any other person and is of a serious or criminal nature, a report will be made to the relevant authorities

If you are unable to raise your complaint with Peninsula Health or you are dissatisfied with the outcome, you can also raise your complaint with other organisations, which include:

<i>Aged Care Complaints Resolution Scheme</i>	1800 550 552
<i>The Health Services Commissioner</i>	1800 136 066
<i>Victoria Legal Aid</i>	
Melbourne	9269 0234
or country callers	1800 677 402
<i>Residential Care Rights</i>	1800 700 600
<i>(National Aged Care Advocacy Program)</i>	

### **If you have feedback:**

You will be sent a client satisfaction form at the end of your program. This form gives you an opportunity to tell us about your experience of the service. We welcome your suggestions on how we could improve the service for you and our other clients.

Attached with this Information Package is a copy of the Peninsula Health Feedback and Complaints brochure.

### **How can an advocate assist me?**

An Advocate is someone who stands beside you and works solely on your behalf and at your direction.

Advocates can:

- Support you to speak out on your own behalf
- Speak for you to service providers and other agencies about your concerns
- Refer you to other agencies when needed
- Provide you with information

An Advocate can also assist you to make a complaint.

You can ask your Case Manager for an Advocate to be appointed for you from within Peninsula Health or you can make a direct enquiry to the Peninsula Health Service Advocate yourself.

The Peninsula Health Service Advocate Name and contact details are as follows:

Customer Relations Manager –Telephone: 9784 -7298

Or you can contact one of the following independent agencies to seek their Advocacy assistance:

Residential Care Rights	9602 3066
or country callers	1800 700 600
<i>‘A free confidential service promoting the rights of people receiving aged care services.’</i>	

Office of the Public Advocate	1300 309 337
<i>‘Working to promote the interests, rights and dignity of Victorians with a disability.’</i>	