

Transition Care Program (TCP) Residential Program

Client and Family Information



Peninsula
Health

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What is the Transition Care Program (TCP)?

The Transition Care Program (TCP) is a joint Commonwealth and State/Territory Government funded program that aims to provide short term-support and active management for older people who have been in hospital.

TCP offers case management, low intensity therapy, and personal support allowing people to have greater opportunity and support in a non-hospital environment to complete/achieve their recuperative goals, optimize their function, and finalise long term care arrangements

Where will I receive the care?

The TCP is based in either a **Residential Aged Care Facility**, or in your **Own Home**. To better determine where the care will be provided, a number of factors will need to be considered including, your care needs and circumstances, and the affordability of delivering the services.

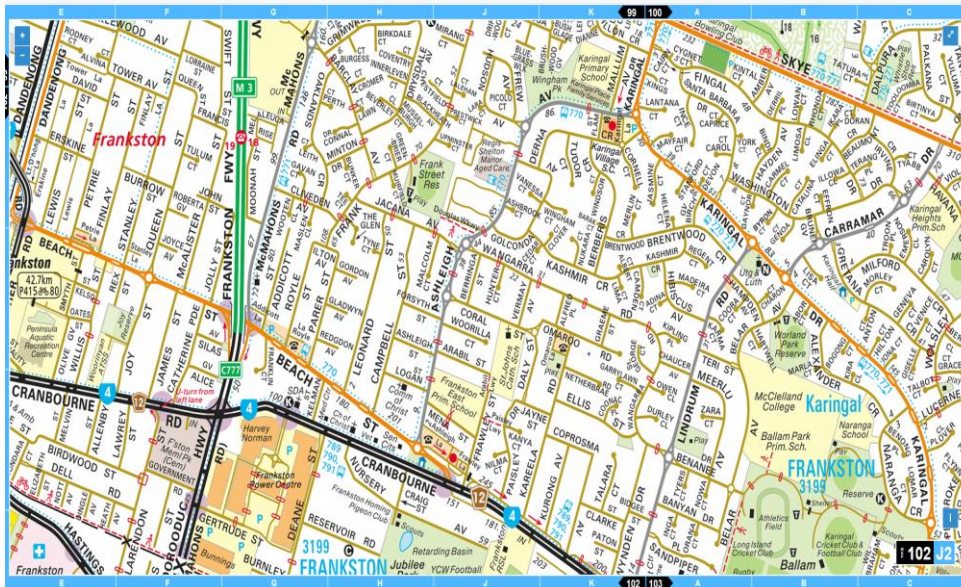
For some clients it may be beneficial to move from one Transition Care setting to another. This means that you will be able to move from the Residential Care setting to a Community setting (i.e. you own home), once you have achieved a level of function that can be maintained and supported in your home.

The TCP Residential services are offered at both Royal Freemasons Mt. Martha Valley and Regis Frankston the details of which are provided below.

Should clients and families wish to tour either facility, this can be arranged with the TCP assessor who visits you in the hospital.

Regis Frankston

93 Ashleigh Ave, Frankston Victoria, 3199



How long can I stay on the program?

The time that you spend on the TCP will depend on the goals that have been set. Most clients stay on the program for 6 weeks. The time limit on the program is a maximum of 12 weeks. During this time it is expected that you will work with your case manager and care team to establish a suitable long term plan.

What care and services are available to me in TCP?

All services will be arranged and provided according to your care needs. Services can include:

- Development of an individual Care Plan.
- Medical and Nursing Care.
- Physiotherapy and Occupational Therapy.
- Dietitian and Speech Pathology.
- Case Management.
- Group Programs.
- Leisure and Lifestyle activities.



What if my care needs change?

Your care and service needs will be regularly reviewed by your treating team in consultation with you. It is expected that over time, your needs will change.

If your care and service needs increase and the TCP can no longer provide the level of service required, Peninsula Health TCP will:

- Assess its capacity to continue to care for you
- Consult with you, your carer/representatives and your GP about the capacity to continue to care for you
- Suggest alternative services to meet your needs
- Assist you by contacting appropriate service providers to arrange for you to receive these services
- Confirm the above in writing upon request

What happens if I need to return to hospital?

If you require admission to hospital for more than 24 hours, you will be discharged from TCP. If it has been less than 28 days since your Aged Care Assessment Service (ACAS) approval for TCP, the hospital team may determine that it is appropriate for you to return to TCP from hospital. A place must initially be confirmed before another TCP stay can commence. In all other circumstances after a hospital stay you will required a new ACAS assessment.

What are my Rights and Responsibilities?

In any agreement, both parties have rights and responsibilities that need to be considered. In the TCP agreement, you have agreed to receive, and Peninsula Health TCP has agreed to provide certain services. Some of the rights and responsibilities include;

You have the right to:

- To be treated as an individual with dignity and respect
- To support decision making processes, or, have someone speak on your behalf if required
- Expect that your needs and those of your carer will be taken into consideration when your care plan is being developed
- Talk openly, and in confidence with your case manager about any aspects of your care
- An interpreter and culturally specific services
- Complain about poor quality service and utilise Peninsula Health's complaints procedure to obtain prompt and effective solutions to any problems
- Expect honesty in all service providers and be able to allow them into your home without any concern
- End your association with Peninsula Health TCP at any time, if you wish to do so

You have the responsibility to:

- Respect the rights of people who are employed to provide you with care
- Treat staff with the same dignity with which you wish to be treated
- Provide the people who are employed to work in your home with a safe working environment (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, which outlines the care that 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 finish at the end of that time. If you require extra assistance please
- Speak to your case manager if you feel that the care you are receiving is not meeting 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 return all Peninsula Health TCP owned property that is in your possession and control

Privacy

Who has access to my personal information?

As a client in the TCP, information regarding your health, care needs and services is required to be shared with your general practitioner, other health professionals and relevant service providers so your care plan needs are met. You can also nominate a family member or significant other, or a person of your choice should you wish to do so.

Information is also required by the Commonwealth Department of Health and Ageing and the Victorian Department of Health and Human Services for funding and evaluation purposes.

When you or your Guardian/Administrator consents to the TCP, you authorise your TCP service to provide your personal details and information about your health and the care you receive to these people and organisations.

Your personal information will be used and disclosed in accordance with the relevant privacy legislation.

- Your rights are protected under the:
- Aged Care Act 1997
- Aged Care Principles 1997
- Victorian Charter of Human Rights and Responsibilities
- Victorian Information Privacy Act 2000
- Victorian Health Records Act 2001
- Commonwealth Privacy Act 1988

TCP is committed to protecting the privacy of clients, staff and volunteers at our facility, and the confidentiality of any related information. If you would like to review our policy please ask your case manager.

Fees

Will I need to pay?

Yes.

How much are the Fees?

The maximum daily fees are calculated by the Australian Government and are based on the single aged pension:

Residential Clients = 85% of the single pension _____

You will have signed a TCP Agreement prior to your admission, which outlines the fee you will pay while on the program. You will receive a copy of the signed agreement in the mail to your nominated address following transfer to TCP.

What else do I need to pay for?

- Transport upon discharge from TCP (in addition to any social outings)
- Cost of any medications (Pharmacy invoices will be sent each month. You will have signed a pharmacy agreement form prior to admission which provides the pharmacy with your Medicare details, and Veterans and safety net numbers if applicable).
- Newspapers (Note: need to be arranged by family)

How to pay your Peninsula Health TCP Account

Invoices for your stay in TCP are generated by the Peninsula Health Finance Department every 14 days and sent to the nominated address by mail.

Once you have received your first invoice you may choose to pay your account in any of the following ways:

Method	Detail
Cash	At the cashiers desk in the main reception at Frankston Hospital
Credit Card	By phoning the cashier at Frankston Hospital on Ph. 9784-7755
Cheque/ Money Order	Made out to Peninsula Health and posted to Cashier, Frankston Hospital, PO Box 52, Frankston, Vic 3199.
EFT	Online payment can be made into Peninsula Health Account: BSB. 033272 Account No. 157221. You must quote the invoice number when paying this way.

Complaints

What if I have a complaint about TCP?

Peninsula Health wishes to ensure that problems and concerns are dealt with promptly and effectively. You and your carer/representative have the right to:

- Pursue any complaint without fear of retribution.
- Have a matter resolved in the shortest possible time.

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 Manager of the TCP who can be contacted on Ph.9788-1803 or alternatively you can liaise directly with Peninsula Health Customer relations on: Ph.9784-7298.

If your complaint involves a breach of your rights and is of a serious criminal nature, a report will be made to the relevant authorities. If you are unable to raise your complaint with Peninsula Health, or are dissatisfied with the outcome, you can also raise your complaint with other organisations including;

Aged Care Complaints Commissioner	1800 550 552
Residential Care Rights	1800 700 600

Frequently Asked Questions (FAQs)

(Please ask your Case Manager for further clarification if required)

What should I take with me?

- Approximately 10 days of comfortable clothing (day and night wear) **clearly labelled** with your name
- Personal toiletries
- Appropriate, well-fitting and supportive footwear
- Small amounts of money (less than \$50) to cover the costs of extras (e.g. Lolly trolley, takeaway foods, hairdresser, etc.)

TCP strongly advise that no valuables or large amounts of money should be brought with you as it is unable to securely store these, hence the responsibility rests with the client.

What costs do I have to pay in TCP?

- The agreed cost for TCP as per your signed Agreement Form
- The agreed cost as per your signed Pharmacy Agreement Form
- Other incidental costs (e.g. Newspapers, hairdressers, sweets, etc.)
- Please note that if you choose to bring in electrical equipment, they must be tested and tagged by a qualified person prior to admission. This can be arranged at Regis Frankston if required.

What activities occur in the Residential TCP?

Lifestyle activities occur regularly at Regis Frankston. There are a broad range of activities on offer throughout the facility such as Bingo, music, entertainers, discussion groups, library, exercise, etc.). Hair dressing facilities are also available and require payment on the day.

What meals are served and do I get a choice of meals?

A variety of meal choices are on offer at Regis Frankston. You will be asked to complete a menu on admission to the TCP and throughout your stay according to the menu plans available.

What if I have certain dietary requirements or preferences?

- Specific dietary requirements (such as modified diet or fluids, allergies) will be handed over to the nursing staff on your admission to the TCP.
- You will have the opportunity to specify other dietary requirements and/or preferences.
- You can also ask to speak with the TCP Dietitian for more information or clarification.

Where are meals served?

Breakfast, lunch and evening meals are served in the main dining room (see Picture below). Communal dining is encouraged for socialisation, however you may also wish to eat in your room if this is your preference. Family and friends may, at a small cost, join you for a meal in the dining area. Please make arrangements with reception prior to ensure adequate catering.



How often will I have Physiotherapy?

You will have an initial physiotherapy assessment on admission to the program. Following this a tailored program will be developed taking into account your specific requirements and goals.

It should be noted that TCP Physiotherapy is not intensive.

Your physiotherapy will consist of group exercises, programs with

An Allied Health Assistant as well as treatment with your physiotherapist (see Gym Area below).



What are the visiting hours?

There are no specific visiting times at Regis Frankston. Both indoor and outdoor communal areas are available for larger groups to minimise disturbance to other residents.

Where can visitors park?

There is car parking available on site at Regis Frankston and there is also available parking in the surrounding streets (Note: Parking restrictions apply). Please be aware that the facility car park can be occupied during the peak periods of the day. There is no cost for car parking at Regis Frankston.

What happens to my washing (laundry)?

TCP clients are encouraged to label their clothing prior to admission. All clothing should be machine washable, otherwise, family are encouraged to take the clothes home to wash. It is important to be aware that the facility does not take responsibility for personal laundry items.

Laundry and general belongings will be available for pick up **no later than 24 hours** following discharge from the TCP.

Is there a TV in my room?

Yes. There is no cost to you for this service. Please be aware that on occasions, a television may not be available (e.g. should it require repair), however these situations are avoided wherever possible.

Will I have access to a telephone?

Each room in the TCP program will be equipped with a telephone that can receive incoming calls from family and friends. You will not be able to make calls from these telephones. You are able to use your personal mobile phone should you wish to do so.

Do I have to share a room?

No. In some instances you may need to share a bathroom with another client of the same gender. Your privacy and dignity will be respected and maintained at all times.



Can I go on outings with my family?

You will be able to go on outings with your family, however, it is necessary that medical clearance and allied health clearance is obtained prior to leaving the facility. There may be reasons you are advised to not participate in outings such as medical status, walking balance and safety, the need for adequate access to disabled toilets, etc.

Due to program restrictions, you will **not** be able to leave the facility overnight unless you require a hospital admission, a specific trial of care or minimal leave due to unforeseen family circumstances.

Please consult with your case manager for further information **and to complete the day leave form**. Please note that you are required to “sign in” and “sign out” of Regis Frankston each time you leave or arrive.

Alcohol

Alcohol is not permitted whilst an inpatient with the TCP.

Smoke Free Policy

All Peninsula Health sites are “Smoke-Free” zones. However, under the Rules of Occupancy and Rights of Residents, you will be permitted to smoke in the designated areas within the premises. To find out where these areas are, please talk to your case manager.

Visiting Pets

Relatives and friends wishing to bring a pet into Regis Shelton Manor to visit a client must:

- Obtain permission from the facility manager
- Make arrangements for a time and place for the visit/s to occur
- Ensure the pet is appropriately restrained
- Ensure the pet is clean, wormed and vaccinated (as appropriate).

Feedback

You will have the opportunity to complete a client survey close to the end of your stay on the TCP. This form will be completed and sent in confidence and will give you the opportunity to tell us about your experience of the service. All completed forms are confidential.

We welcome your suggestions on how we could improve the service for you and our other clients.

What happens if there is an emergency outside of business hours?

TCP does have an after-hours number that can be called in the event of an **emergency only**.

TCP After hours Emergency Contact Number: 03 9788 1803



Transition Care Program

125 Golf Links Road

Frankston Victoria 3199

Telephone: 03 9788 1803

Fax: 03 9784 2395

Referrals: phtcpreferrals@phcn.vic.gov.au

www.peninsulahealth.org.au

peninsulahealth.org.au



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Disclaimer: The information contained in the brochure is intended to support, not replace, discussion with your doctor or health care professionals.

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