



*St Jude's*

Aged Care



## **St Jude's Home Care Services**

Providing quality care in the comfort of your home

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# Welcome To St Jude's Home Care Services

In this booklet you will find information relating to St Jude's Home Care Services providing assistance and support to you or your loved one.

## OUR PURPOSE

To maximise the health, enjoyment, and quality of life of people seeking support in our community



Partnering



Integrity

## OUR VALUES



Respect



Commitment



## About Us

*St Jude's Health Care Services has been supporting the community since 1982. In addition to our Home Care Services we provide Residential Aged Care, Disability Services, and Mental Health Services. With more than 40 years' experience providing quality person centred care services to our clients, St Jude's Home Care Services has the expertise to support you with all aspects of your needs at home.*

Backed by a professional management team, St Jude's Home Care Services strives for excellence in the delivery of cost-effective support. Drawing from our comprehensive medical and non-medical staff database, we have the capability to provide you with the most suitable support person in your home.

We strive to provide you the highest level of care and support that you need to continue staying at your most comfortable place- your home.

It is important to us that it's all about your choice, and we work alongside you to tailor your care and services to match your needs. We take great care in matching our support workers to your specific requirements, and at the same time, ensure you have your preferred support staff coming to your home when you need them most. Our staff are carefully reviewed and chosen to suit your lifestyle and choices, so you can relax and enjoy the freedom of home living.



# Your Journey to St Jude's Home Care Services

## Do you already have government funded home care packages?



### We put a simple guide for you to possibly access home care packages.

Speak to your GP about your support needs. The GP can refer you to an Aged Care Assessment Team, or if you are in hospital the medical and nursing staff can arrange this for you, or you can ring 'My Aged Care' on 1800 200 422.

### Face-to-face assessment

The Aged Care Assessment team may meet with you in person at your home. With your consent they will assess your care needs and eligibility for services. They will then work with you to develop a support plan which addresses your needs, goals and preferences.

You will receive a letter outlining your eligibility for a package, whether you have been approved for a package and the level of package and funds that has been approved.

### Find out the costs

My Aged Care Service Finder and preferred service providers (St Jude's Home Care - if you choose us) can give you information about the costs and financial assessment.

### If you choose us as your provider of home care services

Our representative (Assessor or Manager) will come to you and discuss the services we can offer at no cost. If you choose us, we can carefully design a plan that best suits you for when you are allocated a Home Care Package.

You will receive a letter from My Aged Care with the details of your Home Care Package once you have been allocated a home carepackage. Your unique referral code will be included in the letter.

Once you receive your letter or chose us as your servicer provider, you have 56 days to finalise your Home Care Package and Agreement. You can request an extension by contacting My Aged Care.

## Do you already have government funded home care packages?

**YES?**

### Commencing Your Home Care Support With St Jude's Home Care Services

- 1 Contact us or we will contact you to arrange a time for our Case Manager to come out and meet with you to discuss your support needs and choices. You may ask your friends or families to join the meeting.
- 2 With the information you provide, the Case Manager will prepare a service plan, proposed budget and a home care agreement.
- 3 These will be given to you for you to discuss with your family, carer or your friends to make sure you have everything you need.
- 4 When you are ready give us a call, and the Case Manager will return to meet with you to sign your Home Care Agreement, complete a full assessment, prepare your care plan based on your assessment, and confirm your service plan.
- 5 Our schedulers will then put in place and assign your services based on the dates and times you wish to commence with StJude's Home Care Services.

### Now you are on board with St Jude's Home Care Services

- 1 Our schedulers will contact you to advise the name and time slot your worker will be with you for your services.
- 2 If there is a change to your support worker and/or their schedule, then we will contact you.
- 3 You can cancel the scheduled services by giving us a call within the cancellation policy time frame, if you do not need the support.
- 4 We will provide you with a monthly statement of services provided and the funding attributed to these services and the balance of funds available.
- 5 The support worker will follow the detailed care plan to ensure your needs are being met.
- 6 The Case Manager will review and updates your services as your needs change.
- 7 If for any reason you wish to change homecare providers, then feel free to contact us.
- 8 If for any reason you wish to raise any concerns, then be assured we have a robust feedback system, where your concerns will be addressed in a timely manner (within 5 working days).

## Why Do People Choose Us?

- We have over 40 years of experience supporting people with various needs
- We listen to you and your preferences
- We are flexible and we work with you
- We are committed to recruiting quality staff
- We are experienced in developing a plan that works for you
- We offer time specific services
- We take the time to match our support staff and our clients so that you get the right person coming to attend you and your service requests
- We offer culturally competent and gender specific support staff
- We provide you with reliable and consistent support staff
- We offer value for money with no hidden service charges
- We can be contacted 24 hours, day 7 days a week
- We listen to your feedback and make necessary changes to match the client needs



## Combined Home Care Services

St Jude's Home Care Services works in collaboration with other organisations and sectors to provide comprehensive services to assist people to continue living in their home and community. If you are receiving services through Department of Veteran Affairs or Veterans Home Care, you may also be able to receive additional services through Home Care Packages which will enhance your safety and independence while remaining in your own home and community. We are happy to discuss with you on your customised package and your needs.

and we will tailor these services to meet your requirements. Often, the time it takes to secure a Home Care Package means you will not meet your immediate needs, so in the interim, services can be put in place while you progress through the process. If you are waiting for your assessments to be completed or you are researching the most appropriate provider to meet your needs, we can put services in place immediately while you wait.

If you wish to know more about our fee for service, please contact us. We have a range of cost effective service models.

## Fee For Service (Privately Funded)

Some people require additional services on top of Home Care Packages, and not all people are eligible for Government funded services, but don't worry! We can assist you if you do not have a sufficient support package,





# Make A Selection From Our Range Of Services

The below are some of the services we can offer you, but not limited to:

## Nursing and Allied Health Services

- Wound care
- Continence care
- Clinical assessments and case management
- Care planning
- Medication administration
- Palliative care support
- Dietitian to support and monitor diet
- Occupational therapy & assessments
- Community physiotherapy

## Domestic Assistance

- Cleaning bathrooms & toilets
- Washing
- Dusting
- Vacuuming
- Washing floors
- Changing bed linen
- Hang out laundry/ folding/ ironing etc.
- Cleaning out the fridge
- Assist with pet care
- Preparing shopping lists
- Escort clients shopping
- Preparation of simple meals
- Cleaning windows/ brushing down cobwebs
- Taking out rubbish

## Gardening

- Weeding
- Pruning
- Lawn mowing/ grass cutting
- Hedge trimming
- Mulching
- Replanting and transplanting
- Re-potting plants
- Raking gardens

## Personal Care

- Assistance with showering
- Dressing and grooming
- Assistance to wash hair
- Toileting
- Meal preparation
- In-house respite services
- Medication prompting
- Social support
- Sleepover shifts
- Accompanying to appointments
- Application of pressure stockings
- Pick-up prescriptions
- Assistance with nutritional needs

## Care Assisted Travel

- Transport to outings/ errands
- Hospital, Doctor & private appointments
- Family gatherings (get together)
- Weddings/Funerals
- Birthdays and graduations
- Escort on holidays
- Escorts to & from rural homes to metro residences/appointments
- Transport to local communities

## Technology

We can provide you a wide range of technologies that provide you the safety at home and monitor your needs away from Home.

**For more information about our services, please contact us:**

Phone: (08) 9279 4343

Address: 165 Wright St, Kewdale WA 6105  
[info@stjudes.com.au](mailto:info@stjudes.com.au) | [www.stjudes.com.au](http://www.stjudes.com.au)

# Privacy Policy

We only ask for information required to fulfill the lawful purpose that is directly related to the delivery of home care services. We will not collect information that is not related to the function of home care services.

We will seek your consent before we disclose your information to any other party other than St Jude's Home Care Services. We will not collect your personal information for purposes which do not relate to the functions of the agency.

You can request a copy of all information we maintain in relation to the delivery of your home care support.



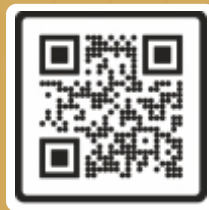




# *St Jude's*

Aged Care

*With us, it's possible!*



For more information on our services,  
please contact our Manager on **(08) 9279 4343**

## **St Jude's Aged Care**

165 Wright St, Kewdale WA 6105

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