

CARE AT HOME

by Lutheran Home Care Services



Live your life well...at home

Independence | Choice | Personalised



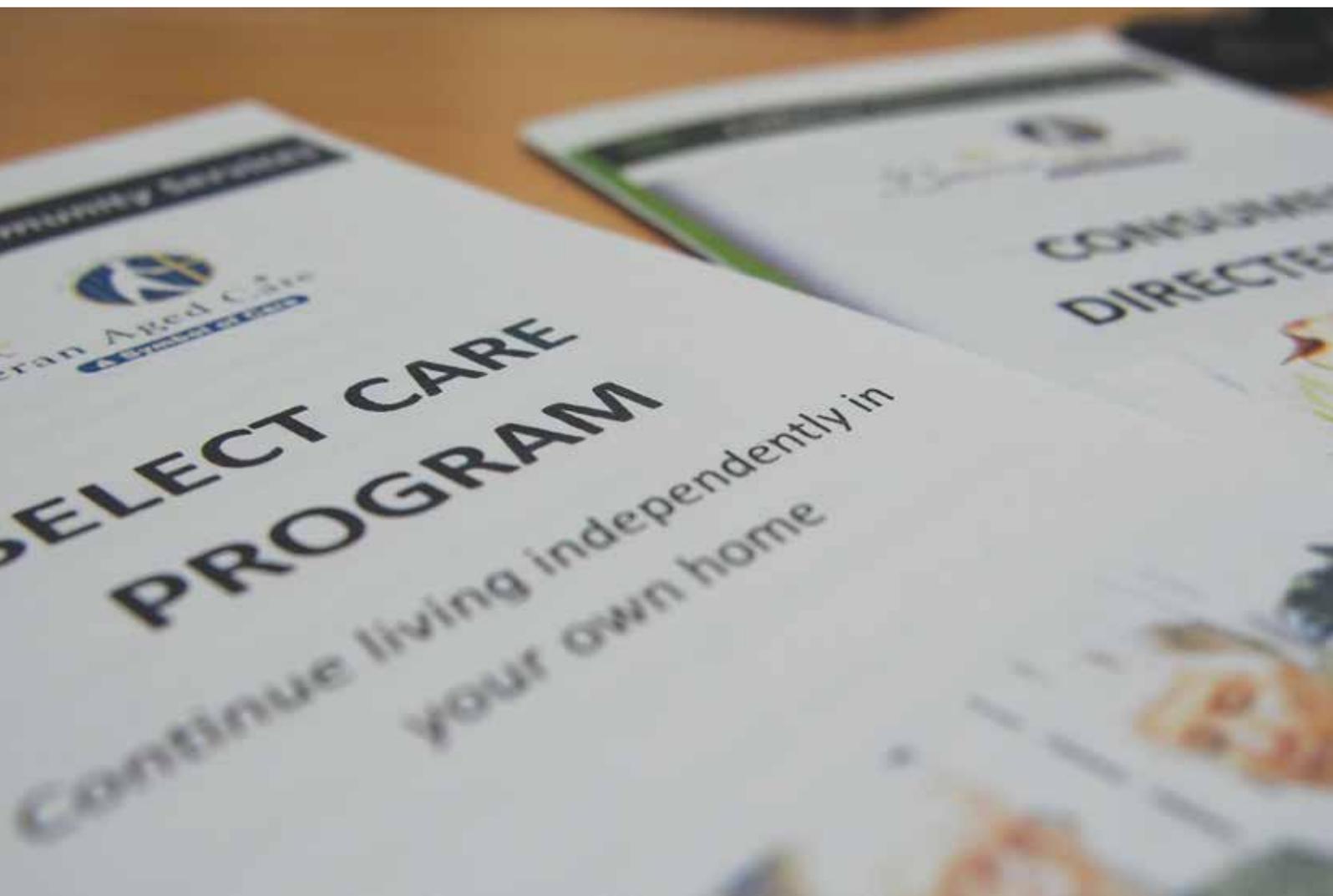
Why choose Lutheran Home Care Services?

- We are committed to your independence
- 24 Hour Reliable Care
- Local Provider
- Self-funded & Government Packages tailor made to suit you

Lutheran Home Care Services has **over 26 years** experience delivering private and government funded care in the home.

We are proudly **local**, with a **passion** for delivering quality services to suit a **diverse** range of needs and population. From low to high care, dementia and **complex care** needs and transition to **residential care**, Lutheran Home Care Services is committed to your care, 24 hours a day.

Whatever your needs, our priority is to support you to **live your life** well, at home.





Our values

The values of Lutheran Home Care Services provide the board, management, staff and volunteers with a touchstone against which individual, team and organisational behaviours can be aligned and measured.



Christian Love and Acceptance

Christian love and acceptance of all underpins all that we do and say.

Excellence

Excellence driven in all that we do.

Diversity and Inclusivity

Diversity of people and services and inclusivity of all people.



Respect and Dignity

Respect and dignity for all with whom we have contact.

Professionalism

Professionalism in our dealings with people.

Honesty and Transparency

Honesty and transparency in all that we do and say.



Our team

Our team are **experienced**, qualified and **dedicated** to supporting your independence. Your service will be delivered by tertiary trained staff and depending upon your needs, specialisation in **dementia** and **palliative** care is available. Our registered nursing staff provide high quality **clinical** care in consultation with medical professionals.



What services are available?

That depends entirely on your assessed needs. A package can be designed that includes (but isn't limited to) any of the items included in the lists below. Packages will be designed to suit your budget. Criteria applies for Government funded packages.

Domestic Care

- Cleaning and Housework
- Personal Laundry
- Errands and Shopping
- Bill Payments
- Home Cooked Meals and Meal Preparation
- Home Maintenance
- Lawn Mowing
- Light Gardening
- Spring Cleaning
- Pantry Cleaning
- Cupboard Tidying
- Moving (in or out)

Personal Care

- Showering and Bathing Assistance
- Dressing and Grooming Assistance
- Toileting and Personal Hygiene
- Continence Management
- Foot and Nail Care
- Dietary Planning
- Assistance with Meals
- Respite Care
- Mobility Assistance
- Communication Aids
- Accompanied Medical Appointments

Wellbeing

- Reading and Writing Assistance
- Referral to Support Services
- Counselling and Pastoral Care
- Exercise Programs
- Complementary Therapies
- Socialising Activities
- Community Outings
- Craft and Hobbies
- Volunteer Activities
- Falls Prevention Program
- Memory Support Programs
- Reminiscing Activities
- Life History Documenting

Commonwealth funded services

Lutheran Home Care Services also offers the following Commonwealth funded services:

- Short Term Restorative Care – 8 weeks (56 days) of short term care to help you improve your ability to complete everyday tasks and delay or avoid entering longer term care.

- Commonwealth Home Support Programme – offering flexible respite care for you while your carer takes a break.
- Home Care Packages – Level 1, Level 2, Level 3 and Level 4.

Talk to us today about a home care option that suits you.



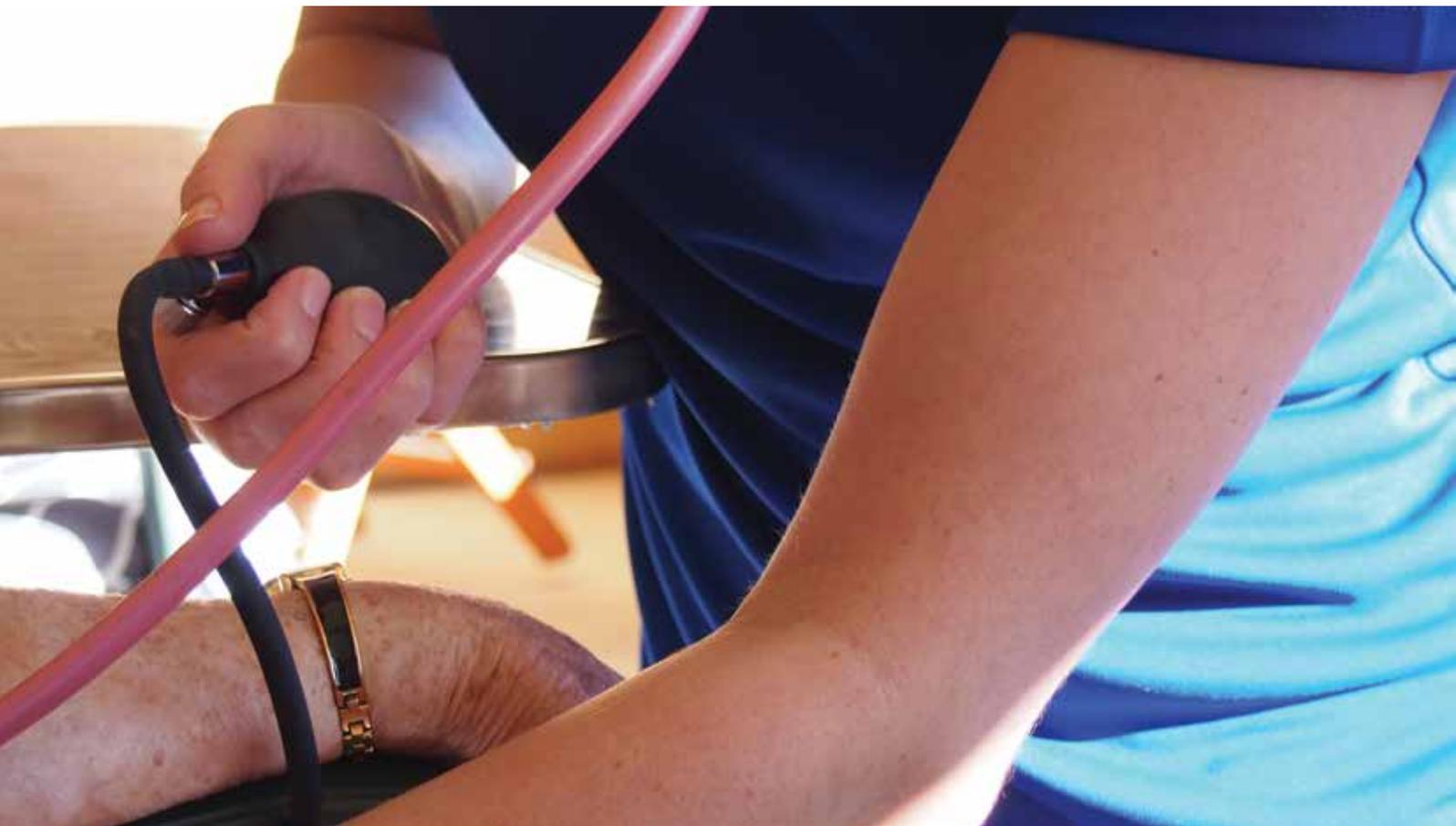
Solutions for your clinical care

Lutheran Home Care Services provides a range of clinical care service options which can be selected based on your needs. This includes:

- Registered Nursing Support
- Wound Care
- Clinical Assessments
- Administration of Specific Medications and Application of Treatments
- Liaison with Medical/Health Professionals
- Arranging Allied Health and other Support Services

Your care will be tailored to your needs and wishes. Our team will consult with you to develop your care plan and to make changes as needed.

Your care is about you after all. Nothing will occur about you, without you!



Solutions to keep you connected

Have you thought about how technology can help you stay in touch with your friends and family?

Smart devices such as computers, phones and tablets could be included in your package.



Solutions to keep you mobile

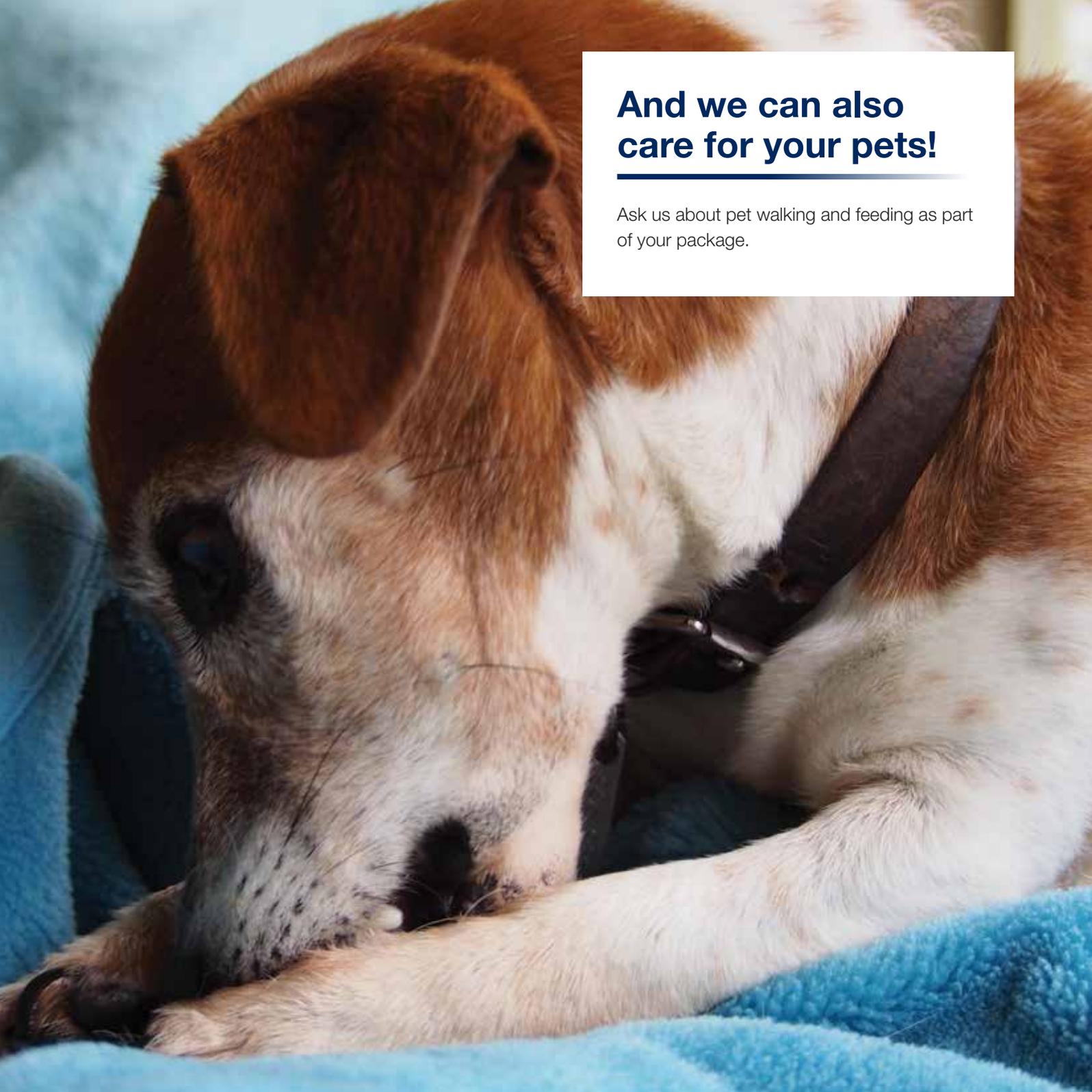
Mobility is the key to independence and there are numerous solutions that can assist you to remain active and mobile. This includes referrals to physiotherapy, falls and balance groups and occupational therapy assessment for mobility aids. Package funds can assist in purchasing walkers, wheelchairs and other equipment.



Solutions to keep you safe

Maintaining your safety equals peace of mind. Personal alarms and monitoring in addition to equipment such as recliners and shower chairs are all options that could be included in your package.





And we can also care for your pets!

Ask us about pet walking and feeding as part of your package.

Future planning

The following options and services are all available for you to ensure peace of mind for your future care needs.

- Residential Care Services – Dellacourt, Yallaroo, Emily Gardens Facilities
- Palliative Care

- Advanced Care Planning
- Advocacy including support with Guardianship Applications, and
- Respite Care

Compliments & Complaint Support Statement

Lutheran Aged Care Albury welcomes feedback and complaints as part of our commitment to provide high quality services.

Tell us what we are doing well. We appreciate hearing from you.

If you have a concern, we also want to hear from you.

We understand the importance of resolving matters promptly within our organisation.

We aim to provide a welcoming environment for you to raise a concern or a complaint.

We value open and timely communication. It benefits our ongoing relationship with you.

We will work with you to address concerns and resolve issues. Seeking to resolve concerns or complaints is part of our responsibilities.

A copy of our **Compliments & Complaint Management Policy** is available for you to view upon request.

Home Care Services Manager

Lutheran Home Care Services
10 Somerset Drive, Albury NSW 2640

T 02 6060 4000

E info@lacialbury.com

Managing Director

Lutheran Aged Care
10 Somerset Drive, Albury NSW 2640

T 02 6060 4000

E info@lacialbury.com

Aged Care Quality & Safety Commission

Australian Government

GPO Box 9819 in your capital city

T 1800 951 822

W www.agedcarequality.gov.au

Translating/Interpreting Service

T 131 450

We support your right to share compliments, feedback and concerns or even make a complaint!



Mandatory reporting obligations

As an accredited provider of home care services, Lutheran Home Care Services is serious about its obligation to report allegations, suspicions, witnessed and/or unwitnessed assault incidents to the Police and the Aged Care Quality & Safety Commission within 24 hours of a report.

Charter of Aged Care Rights

The Charter of Aged Care Rights establishes agreed principles for service providers and consumers in the delivery of home care services. These include a consumers right to:

1. safe and high-quality care and services;
2. be treated with dignity and respect;
3. have their identity, culture and diversity valued and supported;
4. live without abuse and neglect;
5. be informed about their care and services in a way they understand;
6. access all information about themselves, including information about their rights, care and services;
7. have control over and make choices about their care, and personal and social life, including where the choices involve personal risk;
8. have control over, and make decisions about, the personal aspects of their daily life, financial affairs and possessions;
9. their independence;
10. be listened to and understood;
11. have a person of their choice, including an aged care advocate, support them or speak on their behalf;
12. complain free from reprisal, and to have their complaints dealt with fairly and promptly;
13. personal privacy and to have their personal information protected;
14. exercise their rights without it adversely affecting the way they are treated.

Consumers

Consumers have the option of signing the Charter of Aged Care Rights (the Charter). Consumers can receive care and services even if they choose not to sign.

If a consumer decides to sign the Charter, they are acknowledging that their provider has given them a copy of the Charter, and assisted them to understand:

- information about consumer rights in relation to the aged care service; and
- information about consumer rights under the Charter.

Providers

Under the aged care law, providers are required to assist consumers to understand their rights and give each consumer a reasonable opportunity to sign the Charter.

Providers must give consumers a copy of the Charter that sets out:

- signature of provider's staff member;
- the date on which the provider gave the consumer a copy of the Charter; and
- the date on which the provider gave the consumer (or their authorised person) the opportunity to sign the Charter;
- the consumer (or authorised person)'s signature (if they choose to sign); and
- the full name of the consumer (and authorised person, if applicable).

The provider will need to retain a copy of the signed Charter for their records.

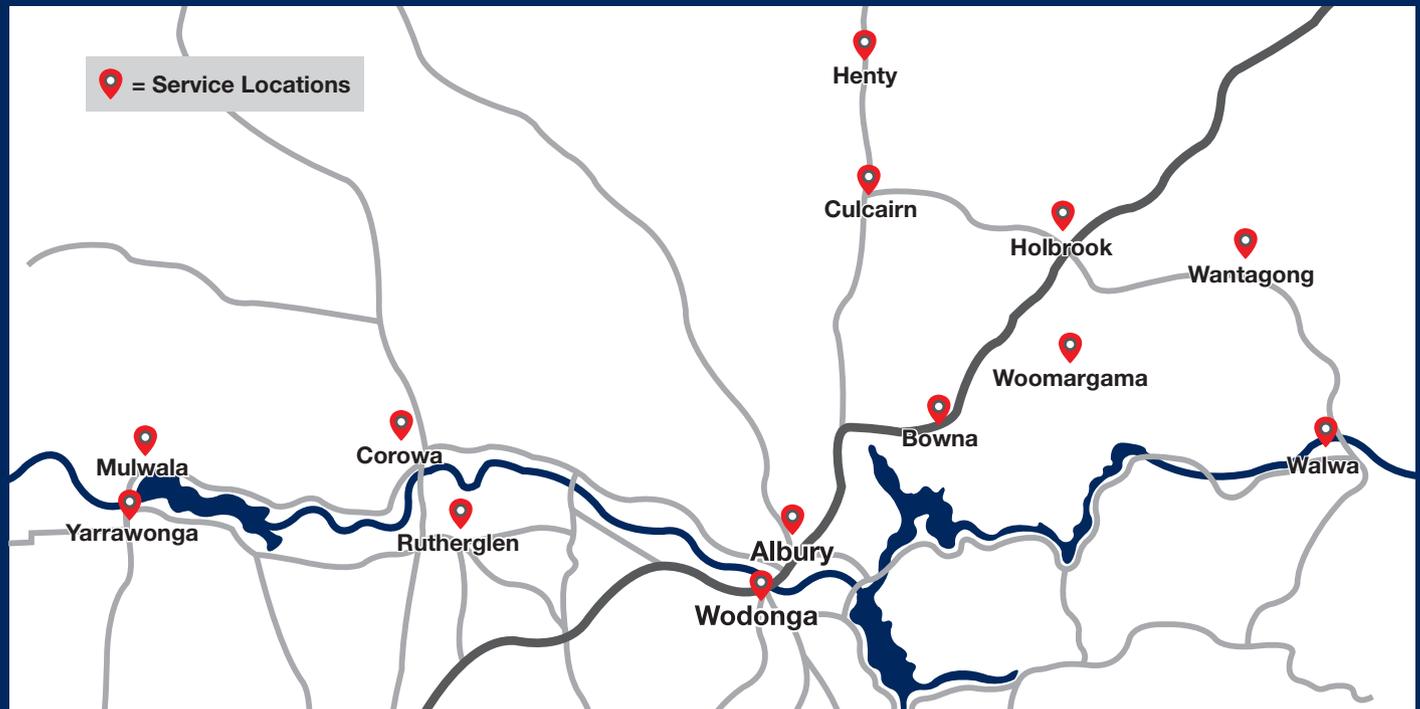
Work health and safety responsibilities

Lutheran Home Care Services delivers services in accordance with work health and safety requirements and our duty of care to care recipients, Home Care Workers and volunteers. Sometimes a care recipient's home environment can present challenges to work health and safety and if this occurs, we will assess and monitor risks to ensure the safety of everyone in the environment.

Any assessed risks will be actioned prior to the commencement of services and care recipients will be consulted about any new risks that become evident during service. Should an unsafe home environment be identified, Home Care Workers are required to contact their Area Coordinator for advice and assistance and should attempt to control the risk, if possible and safe to do so, until further corrective action can be taken.

Service locations

We service most locations in the Riverina Murray and North East Victoria. Contact us to discuss the services available in your area.



Acknowledgments

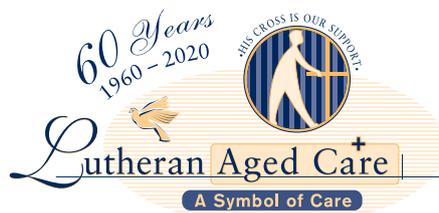
Our sincere thanks to the Lutheran Aged Care staff and residents, past and present, featured in this brochure.

Contact Us

T 02 6060 4000
E info@lacialbury.com
W www.lacialbury.com

Also find us on myagedcare.gov.au





Lutheran Home Care Services is part of Lutheran Aged Care Albury

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