

# Bundaleer

## In-Home Care Services Menu

CARE SERVICE	DESCRIPTION
<b>Assessment and annual Re-assessment</b>	Assessment of Instrumental Activities of Daily Living (IADLs) / Activities of Daily Living (ADLs) physical, emotional needs, medical conditions and nursing management as well as care plan development. Assessment and annual re-assessments are mandatory.
<b>Personal Care</b>	Personal assistance, including individual attention, individual supervision and physical assistance with: <ul style="list-style-type: none"> <li>• Bathing or showering</li> <li>• Personal hygiene and grooming</li> <li>• Dressing</li> <li>• Undressing; and</li> <li>• Using dressing aids.</li> </ul>
<b>Activities of Daily Living</b>	Personal assistance including individual attention, individual supervision and physical assistance with: <ul style="list-style-type: none"> <li>• Communication including assistance to address difficulties arising from impaired hearing, sight or speech or lack of common language.</li> <li>• Assistance with fitting of sensory communication aides, checking hearing aid batteries, cleaning spectacles and assistance with using the phone (and/or computer)</li> </ul>
<b>Nutrition, Hydration, Meal preparation and Diet</b>	<ul style="list-style-type: none"> <li>• Assistance with preparing meals</li> <li>• Assistance with special diet for health, religious, cultural or other reasons. Includes for example, preparing soft or pureed diet, halal food, etc. (not buying of special dietary formulas such as Sustagen).</li> </ul>
<b>Management of skin integrity</b>	<ul style="list-style-type: none"> <li>• Provision of moisturisers and wound care consumables</li> <li>• Provision of bandages and dressings for skin tears</li> <li>• Wound management and prevention (chronic, infected, cancer, pressure injury). Surgical wounds require RN management. Minimal one visit per week but may be more due to nature of the wound/dressing etc.</li> <li>• Wound assessment – liaison with GP x 3 (including swabs if necessary).</li> </ul>

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<b>Continence Management</b>	<p><b>Includes:</b></p> <ul style="list-style-type: none"> <li>• Continence management and assessment (including diary).</li> <li>• Education on incontinence management tailored to the individual.</li> <li>• Provision and delivery of disposable continence aids including: Catheters, bags, hangers, straps.</li> <li>• Catheter change (IDC/SPC) including report/liaison to GP.</li> <li>• Rental or purchase of equipment items such as commodes, bedpans, urinals etc.</li> <li>• Enema/suppositories (including report/liaison with GP).</li> <li>• Assistance in using continence aids and appliances, and managing incontinence.</li> </ul>
<b>Mobility and Dexterity</b>	<p><b>Includes:</b></p> <ul style="list-style-type: none"> <li>• Assessment of mobility and dexterity (RN).</li> <li>• Referral to physiotherapist for assessment.</li> <li>• Provision of crutches, quadruped walkers, walking frames, walking sticks and wheelchairs.</li> <li>• Providing mechanical devices for lifting – stand up frame and lifting frame with sling. Note: All mechanical lifters to have two people attending – Assistance with using above aids.</li> <li>• Medical beds, rails and bed mobilising equipment – for hire or purchase.</li> </ul>
<b>Support services</b>	<p><b>Includes:</b></p> <ul style="list-style-type: none"> <li>• Laundry and domestic duties.</li> <li>• Laundering (via Bundaleer Care Services Ltd).</li> <li>• In home cooking and meal preparation.</li> <li>• Medication management (Webster pack only).</li> </ul>
<b>Additional support services</b>	<ul style="list-style-type: none"> <li>• Injection (S/C, IMI) – RN only.</li> <li>• S8 medication management – RN only.</li> <li>• Case conference in consumers home.</li> <li>• Ongoing emotional support in adjusting to a lifestyle involving increased dependency and assistance for the consumer and carer if appropriate.</li> <li>• Support for cognitive impaired including individual therapy, activities and access to specific programs designed to prevent or manage a particular condition or behaviour (e.g. dementia respite) – prefer workers to have dementia specific skills.</li> <li>• Psychogeriatric Assessment Scale (outside of initial or annual assessment).</li> <li>• Transport and personal assistance to help the consumer shop, visit health practitioners or attend social activities</li> <li>• Respite care/social etc.</li> </ul>

<b>Transport</b>	The cost of transport is \$1 per kilometre. This needs to be factored into any of the services provided.
<b>Other</b>	<p>Administration costs 12% of government contributions</p> <ul style="list-style-type: none"> <li>• Reporting requirements to government departments – Medicare, Centrelink, Department of Social Services</li> <li>• Preparation for and ongoing management of Quality and Accreditation Systems</li> <li>• Invoicing, ordering and billing</li> <li>• Insurance and liability costs</li> <li>• Communication systems costs</li> <li>• Training and education</li> <li>• IT costs and upgrades of systems and annual registration fees</li> <li>• Consultants costs</li> </ul> <p>Core Advisory and Case Management fees are a maximum of 15% of government contributions</p> <ul style="list-style-type: none"> <li>• Case management and care plan implementation</li> <li>• Liaison with health professionals/members of multidisciplinary team</li> </ul> <p>Contingency fee 10% of Government contributions</p>

**We appreciate that this can be an overwhelming time so our friendly staff at Bundaleer are only too happy to assist you in any way we can. Call us on (02) 6858 2811 to let us know how we can help.**