



Residential Transition Care Program

A program of care for the older person who after a hospital stay requires more time and support to complete their restorative care.

Location: 25 Kolberg Street, Zillmere QLD 4034

Phone: (07) 3363 4333

Program Overview

The Residential Transition Care Program provides short-term care that seeks to optimise the functioning and independence of older people after a hospital stay.

The Program is delivered in a non-hospital residential setting at Zillmere to support people improve their functional capacity and finalise their longer-term care arrangements prior to returning to their chosen accommodation.

An in hospital Aged Care Assessment is required prior to acceptance into the program.

The program provides:

- Nursing care 24 hours a day such as personal care and mobility assistance, wound care and medication management.
- Access to low intensity therapy such as physiotherapy, occupational therapy, speech pathology, dietetics and podiatry as required.
- All meals.
- Medical support by geriatric medicine specialists.
- Access to a social worker to assist with your social well-being and discharge planning including making long term arrangements to access community services or transition to a residential aged care facility.



There is a daily contribution fee payable for participants of the Program.

Our Frequently Asked Questions

Why do I have to pay a fee to participate in the Program?

The program is not part of your hospital stay and is not funded as a Queensland Health public service. The Commonwealth Government subsidises this program.

All program recipients are required to apply a contribution fee which has been set at 85% of the current single aged pension rate. This is the same fee and arrangements for a person who is in short term respite.

If you face financial hardship, you may request a fee reduction. The request for a fee reduction must be supported by income and expenses information which is used to assess the request.

Is there anything else I have to pay for?

You are required to pay for your medications which are supplied through a private pharmacy provider.

There is a fee to use the television in the bedrooms.

How long do most people stay in the Residential Transition Care Program?

Most participants remain in the program for about 5 to 7 weeks, while some may require the maximum 12 weeks based on their care needs and discharge plans. We may facilitate transfer to another Queensland Health facility if the discharge destination becomes a Residential Aged Care Facility.

Do care recipients wear their own clothes?

You are encouraged and assisted to get dressed each day.

Can family/friends visit and assist?

Visiting hours are flexible, and vary from ward to ward. Some wards/areas have restricted visiting hours due to the nature of care being provided in that particular clinical area and most wards have rest periods. Visitors can ask ward staff about the particular visiting arrangements for the ward where their relative or friend is staying.

Family members are encouraged to visit and participate in your care.

Are there doctors in the Residential Transition Care Program?

Medical care is provided by geriatricians who see you on admission, with additional reviews as required throughout your stay. The medical team is available on-site during business hours Monday to Friday.

Interpreter services are arranged to enhance communication, when required.

How will I attend hospital appointments?

For appointments related to your admission, attendance at hospital outpatient appointments is essential to progressing care while at Residential Transition Care Program. We ask family members to escort and transport you to appointments when it is safe to do so. Transport and escorts for hospital appointments can be provided when deemed appropriate by the treating team in exceptional circumstances.

What is low intensity therapy?

Low intensity therapy is only provided once or twice a week if required. This is not a rehabilitation unit where therapy would be delivered more frequently and with more intensity. The therapy may be physical, cognitive, psychological or social support delivered by allied health and nursing staff.

Is cultural support available for Aboriginal and Torres Strait Islanders?

Cultural support, advocacy and liaison is available by a member of the Community and Oral Health Aboriginal and Torres Strait Islander Health Team for you if you identify as Aboriginal and/or Torres Strait Islander. A Community Liaison Worker can be invited to visit the patient at Zillmere, as required, to support you during your stay.



Do I get my own room and bathroom?

Each care recipient has a room with a curtain to provide you with privacy. There is a shared bathroom between four care recipients.

Is there access to a laundry service?

Your family may choose to do your laundry or there is access to a private laundry service who will charge you a fee for this service.

What is the estimated date of discharge (EDD)?

An estimated date of discharge is the date of discharge estimated for you, based on your provisional diagnosis and clinical judgement. The purpose is to provide a time frame for the multidisciplinary team to complete all necessary assessments/arrangements for discharge from the facility including involvement of you and your family. The EDD is likely to change and be updated during your stay. Discharge is when you physically leave the current ward to progress to the next area of care or return to your usual place of residence.

Pharmacy services: Sandgate Aged Care Pharmacy (Aspect Health): 07 3869 7600.

Our on-site pharmacist will also see you, answer any questions you might have and help manage your medications in consultation with our doctors. Your medications will be delivered to you daily as required by our off-site pharmacy who will invoice you directly.

What does a normal day look like?

Nurses and assistants will be around each morning to check on you and help you get ready for the day. This includes getting out of bed, showered, dressed, having your medications and breakfast.

Meals can be taken in the dining room, lounge room or in your room if you are unwell. We encourage our care recipients to eat in the communal areas so that you can interact with others in the facility and improve your social wellbeing.

Breakfast is about 8:00 am, lunch is from 12:00 pm and dinner from 5:00 pm.

Depending on your goals and care needs, Allied Health staff and assistants, such as Physiotherapists, Occupational Therapists, Speech Pathologists, Dietitians, and Social Workers may come and see you during the week day for assessment and therapy or you may be taken to the gym or other therapy areas.

Nurses will do regular rounds throughout the day and night and can assist you with walking, getting in and out of bed, going to the toilet, and taking your medications.

Your family and friends are welcome to visit and help you with your activities. There are tea and coffee making facilities, lounge and outdoor garden areas which you are encouraged to use daily. As per Queensland Health policy smoking and alcohol is not permitted within the facility or surrounding grounds.

Setting goals in the Residential Transition Care Program

Before you commence with the program you will be asked to set goals that you wish to achieve. These goals are important in planning and focusing your care and therapy and will be reviewed while on the program. When you arrive, you will be allocated a case manager who will assist you and your support person to meet your care needs. The care plan will be reviewed every fortnight whilst on the program.

What do I need to bring?

- Comfortable day clothes which will enable you to participate in your therapy program.
- Multiple pairs of underwear / night wear.
- All your current medications, including vitamin supplements and herbal medicines so your doctor and pharmacist can review them.
- Well-fitting shoes with non-slip soles.
- Personal toiletries (toothbrush, comb, deodorant).
- Communication aids (e.g. hearing aids and glasses).
- Leisure items (e.g. books, craft work, cards, radio and headphones).
- Mobile phone for personal use.



Please leave unnecessary valuables at home as the service cannot take responsibility for the safety of any valuables.

Way to Go

Way to Go is a new Patient and Visitor portal making your care journey easier. This portal is a one stop shop for important information relevant to you during your stay within our facility.

Keep up to date with:

- Australian Charter of Healthcare Rights: What to expect when receiving health care.
- Ryan's Rule: 3 Step process to raise concerns if a health concern is getting worse or not improving.
- COVID-19 changes to visiting our hospitals.

To access this portal:

1. Scan the QR Code or go to www.metronorth.health.qld.gov.au/waytogo
2. Start your health journey
3. Add to your home screen for future use



Have your say – your feedback is important

The quickest way to raise a concern or provide a compliment is to speak to a member of staff involved in your care. Or scan the QR code below or go to www.metronorth.health.qld.gov.au/community/contact-us to provide written feedback. This feedback form is for any services received in Community and Oral Health, Metro North Health.



- Do you have any suggestions for improving what we do?
- Tell us about your main concern?
- Tell us what we did well?

Consumer Liaison Officer contact details: Email: COH-CLO@health.qld.gov.au or Mobile: 0436 841 603.

