



# Interim Care

Interim Care is for people who no longer require care in a hospital and are unable to return to their own home and need support to progress to a Residential Aged Care facility.

**Location:** Level 1, Dolphin House, Brighton Health Campus

**Phone:** (07) 3631 7600

Located in Brighton, the goal of Interim Care is to provide the short-term care and support you need to make a smooth transition from hospital to an aged care home.

## Moving into an aged care home

For some, the decision to move into an aged care home will be accompanied by numerous questions. This is naturally a time of uncertainty as you enter a new situation.

Significant life changes are usually easier to manage when you know what to expect. Your time in Interim Care will prepare you and your family for the move into residential care by providing support, guidance and access to the right services at the right time.

On-site Residential Liaison Officers and Social Workers will help you every step of the way.

## Are you eligible for Interim Care?

To be accepted into the Interim Care Program, you need to:

- be an inpatient of a public hospital or rehabilitation facility.
- reside in the Metro North Health catchment.
- be medically stable and ready for discharge from hospital.
- have decided that you will be moving into an aged care home.
- be Medicare eligible.
- agreed to undertake an income and assets assessment through the Department of Human Services (Centrelink) or Department of Veterans' Affairs.

Any member of your hospital treating team can refer you to Interim Care.

## How long will you stay in Interim Care?

The transition to aged care begins in hospital and continues in Interim Care. The average time it takes to complete the transition is around five (5) weeks. Your family or carer has an important role to play in ensuring this process goes smoothly.

Please bring all your current medications, including vitamin supplements and herbal medicines so your doctor and pharmacist can review them.

Whilst every effort is made to guard against loss or damage, the service does not accept responsibility for any items lost or damaged. Therefore, we suggest that you do not keep large amounts of cash or valuables with you.

## How can your family or carer assist you?

There are a number of steps to moving into an aged care home, and it may appear overwhelming at first. Your family or carer is in the best position to provide important practical assistance and support by:

- Helping to complete an income and assets assessment.
- Helping to find an aged care home and submit applications.
- Helping you move into your new home.

You and your family have the option of engaging an aged care broker to find a home for you. The My Aged Care Website is an excellent source of information. Visit [www.myagedcare.gov.au](http://www.myagedcare.gov.au) or call 1800 200 422.

## Is there a cost?

Yes, depending on how long you are in hospital. It is important to note your time in Interim Care is considered part of your total time in hospital. A daily fee will be charged once you have been in hospital, or hospital and Interim Care, for more than 35 days.

From day 36 on, the daily fee payable is approximately 85% of the single person rate of the basic Age Pension and is used to contribute towards your day-to-day living cost such as accommodation, meals, cleaning, nursing care and Allied Health services.

Extra charges apply for personal expenditures.

## What services are available?

### Care

Interim Care will provide a program of services designed to meet the specific needs of each patient, including:

- nursing care
- activities of daily living, including person care assistance
- mobility and physical capacity maintenance
- continence management
- medication administration
- communication assistance
- diet and nutrition support
- pain management
- wound care
- preparation for discharge to residential aged care

### Allied Health Services include:

- Dietetics
- Occupational Therapy
- Physiotherapy
- Social Work
- Speech Pathology



### Meals

You will have three main meals per day with morning and afternoon teas as well as late supper. Beverages and snacks are available throughout the day as required. You will be encouraged to enjoy main meals in the central dining area. Menu choices are available and food services staff can assist you with selection and pre-ordering to ensure you maintain an appropriate diet.

## Social and Recreation Services

You are encouraged to take part in the in-house activities and to continue pursuing their own interests as able. Regular activities are organised by Recreation Officers.

## Personal Laundry

We encourage families and carers to assist with personal laundry, but if this is not practical, we can help organise a private external laundry service at an additional cost to you. Personal laundry is not included in the daily fee.

## Additional Services

The following services are available by special arrangement. Please speak with staff to arrange these services.

### Television

Television broadcasting free-to-air programming is available in the patient lounges and activity room. Bedside TV's are available for use however, do attract additional charges.

### Spiritual and Cultural Needs

We respect each individual's cultural background, customs and spiritual beliefs. On admission, you will be asked how we can assist you to meet your cultural and spiritual needs. Pastoral care services are available to all patients.



The Brighton Health Campus multi faith room is available to individuals and small groups of staff, families, patients and residents to use for quiet reflection and worship. The multi faith room is open 24/7, seven days a week. Visiting hours are 7.00 am to 4.00 pm. For after-hours access please contact Brighton Health Campus security on 3631 7547.

## Visiting Hours

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. We encourage relatives and friends to take every opportunity to visit and participate in your daily activities. Visitors are required to sign in and out at the front reception area.

## Parking

Parking is available on-site at the Brighton Health Campus.

## Public Transport

Public transport access to Interim Care is very convenient. There are several bus stops along Beaconsfield Terrace. Visit [www.translink.com.au](http://www.translink.com.au) or call 13 12 30 for timetable and service information.



## 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](http://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](http://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](mailto:COH-CLO@health.qld.gov.au) or Mobile: 0436 841 603.

