



June 2020 Case Study 1

Background

Our Home Instead Senior Care Mid North Coast (NSW) Office (HISCMNC) provides home care services to a husband and wife (Mr & Mrs S) aged 92 and 94 years old respectively. Both clients have advanced dementia. They commenced services with HISCMNC on the 2/1/2019.

Care Needs

Mrs S has Alzheimer's Disease and other health issues and behaviours that can be challenging. She is very resistant to personal care and incontinent. However, her health is stable and there has not been any significant change since HISCMNS commenced caring for her.

Mr S was his wife's primary carer and at the commencement of HISC services he was mobile and independent with his personal care needs. He has subsequently been diagnosed with dementia (Lewy Bodies) which has impacted his ability to communicate and express himself. His mobility has also declined significantly, and he spends an increasing number of hours in bed. He now requires an easy assist hoist to transfer him from bed to wheelchair and full assistance with feeding. He has had numerous skin cancers removed and recently been referred for palliative care services, however the Palliative Care team are not involved right now. The couple are supported by their GP who visits them at home on a regular basis. Clinical care sourced from another provider is funded through the Home Care Package to manage wound care as required.

Move from residential aged care to home care

The couple moved into residential respite care with the view of permanent care in late 2018 as their previous home care provider had advised they were no longer able to support them at home. After a short period living in residential care, their adult children decided to bring their parents back to their home with 24 hour care & support. Whilst in residential care, the family had noticed a deterioration in their father, they felt that their father would give up hope if left in residential care, leading to a premature death.

Home Care Packages

Prior to the commencement of the Home Care Package (HCP) with HISCMNC the clients HCP was managed and delivered by another home care provider. At the time of their transfer to HISCMNC Mrs S received services according to HCP Level 4 and Mr S was receiving services for a HCP Level 2 (albeit approved and waiting for HCP Level 3). Mr S was assigned a Level 3 on 11/3/2019 and then re-assessed for a Level 4 on 13/5/2019 and assigned a Level 4 on 23/4/2020 after being reprioritised from medium to high. Both clients receive the dementia supplement. Home Instead CAREGivers provide 24-hour care 5 days each week. The family, (4 adult children) rotate providing care over the weekends. The clients HCP funds cover a small portion of the care required for the couple to remain living in their home. The additional cost of care is funded privately. Each day there are two Home Instead CAREGivers in the home when attending to the client's personal care needs. (a few hours each day)





Home Care Costs

When the home care packages commenced on 2/1/2019 the cost of caring for the couple at home five days per week was approximately \$30,000 per month (approximately \$360,000 per annum). The Level 4 HCP funds were approximately \$9,300 per month including dementia supplement. The family funded approximately \$22,100 per month. This couple also pay the maximum income tested care fee. To ensure continuity of care and maximise funding on the Level 4 HCPs. HISCMNC does not charge either a care management or package management fee.

Since February 2020, the home care costs have increased due to increased care needs: Overnight care has now become more complex as the nights are active, and two CAREGivers are now required twice a day to assist both clients with their personal care needs. This has increased their total home care costs to \$33,000 per month. When they commenced services with Home Instead Mrs S has a Level 4 and Mr S a Level 2. Now both have Level 4 HCPs so their government funded subsidy has increased by about \$3,000 a month. However now they are having active nights, and require two CAREGivers attend for 4 hours each day this has increased their private care costs by \$3,000 a month.

To help manage the costs of in-home care, each week the family are providing 48 hours of home care themselves. From 8am each Saturday to 8am each Monday. The family coordinate the weekend care. Two live in Sydney and drive up for the weekend. They have been providing this level of care for over 12 months. Now they also coordinate having two family members there on the weekend at least twice a day, to support their parents increased personal care needs. The concern is when one parent passes they will require almost the same level of care with only half of the HCP funding.

Outcome

The family are confident and committed to ensuring that their parents receive the highest quality of care at the end of their lives. When they enacted their plan to move their parents out of residential care back to their own home, they had expected that they would be supporting them for 3- 6 months maximum. They have now supported their parents for almost 18 months and whilst this is a successful outcome, it imposes significant costs to the family. They also have concerns that when one parent passes this will reduce the HCP subsidy by \$4,650 per month however the care costs for one parent will be the same as for two.

