



June 2020 Case Study 2

Background

Our Home Instead Senior Care Brisbane West Office provides home care and support to a 70-year-old lady who lives alone in her own home. She has two sons and a daughter. The sons live outside of Brisbane (1-2 hrs drive), they work full time and have young families. The client's daughter lives in Brisbane however has poor health which impacts her ability to support her mothers daily care needs.

In March 2019 Home Instead was first contacted by one of the client's sons to discuss the care needs of their mother. At this time, the client was in hospital where she had been for almost 9 weeks following complications as a result of day surgery. The hospital discharge planners and the clients specialist were advising the family that due to the clients complex care needs she should be placed into residential aged care. The hospital medical team did not recommend a discharge to her home. However the client and the family both wanted her to return to her home and with the family support strongly advocated to the hospital medical team the clients wishes and the family preference was her for her to return to her home post discharge.

Home Instead was engaged and assessed the clients care needs in hospital. Home Instead recommended 24-hour care to support the client at home post discharge. Services to be provided included house cleaning, meal planning and preparation, medication prompting, personal care and recording of blood sugar levels. The client's daughter would also assist at times during the day when she could (depending on the status of her own health). Services commenced on 18/4/2019 with 24 hour care 7 days a week.

Care Needs

Post discharge the client was unable to walk and had been diagnosed with Lewy Body Dementia. She also has type 2 diabetes, is incontinent, being treated for depression and atrial fibrillation morbidities. Home Instead engaged clinical nursing services initially to manage her diabetes. The client paid for this privately and now the GP manages this. After 2 months at home with 24 hour care the clients general health improved including her mobility and the 24-hour care was reduced (with agreement from her medical specialist).

On 1/7/2019 care was reduced slightly from 24 hour care (168 hours per week) to 150 hours per week. The daytime care hours were reduced to enable the clients independence. The overnight care has continued to support the clients safety. The client is now able to reheat and eats the prepared meals without assistance. Being able to manage some simple tasks has improved the clients confidence, her independence and overall mental wellbeing

On 1/10/19 the care hours were further reduced to approximately 115 hours per week. overnight care has continued to support the clients ongoing safety.

The medical specialist provided feedback to the family stating how impressed they were that 'Her health and wellbeing has improved significantly. Being supported in her home environment has allowed her to flourish'.





As at June 2020, the client receives services approximately 16 hours of care services each day – 3 hours in the morning, 5 hours in the evening prior to an 8 hour inactive overnight service). The client is also now actively participating in social activities in her local community with the support of Home Instead and her family.

Home Care Packages

Home Instead assisted the client to be assessed by ACAT who assessed her as requiring a Level 4 HCP. She commenced a Level 3 Home Care Package in August 2019 which was upgraded to a Level 4 HCP on 22/11/2019.

Home Care Costs

- Home Instead Private Service Fees (18/4/19 to 15/5/20) – Total \$302,010.95 (approximately \$25,167 per month)
- HCP Income (20/8/19 to 15/5/20) – Total \$32, 908.12 (approximately \$2,742 per month)

See attached Home Care Package Monthly Statement for April 2020.

Additional home care costs that are paid directly by client (all estimated annual figures):

- Monitoring Alarm \$475
- Podiatry - \$780
- Incontinence aids – \$1,800
- Pressure stockings - \$400
- Recliner Chair - \$2000
- Shower Chair - \$160
- Walker - \$200
- OT Assessment - \$200
- Nursing - \$797.75

Outcome

In March 2019 the hospital medical team recommended that this client should move permanently in residential aged care as she would require 24 hour care permanently. With the support of her family and Home Instead this client has been able to transition back to her home. Over the last 12 months her health and mobility has improved, and she is now able to complete some daily living activities independently and manage for a few hours on her own. Her health and mental wellbeing continues to improve. She is making her own decisions and Home Instead now contacts her directly (phone or email) to discuss her care schedule and her care needs. She was also able to recently enjoy a family holiday a few hours' drive from home. Home Instead supported this holiday by engaging a local service provider to attend to her care needs whilst she was on vacation. The client's confidence, mobility and motivation has improved significantly from the commencement of service to date and we will continue to encourage and support this client to live as independently and safely as possible in her own home.