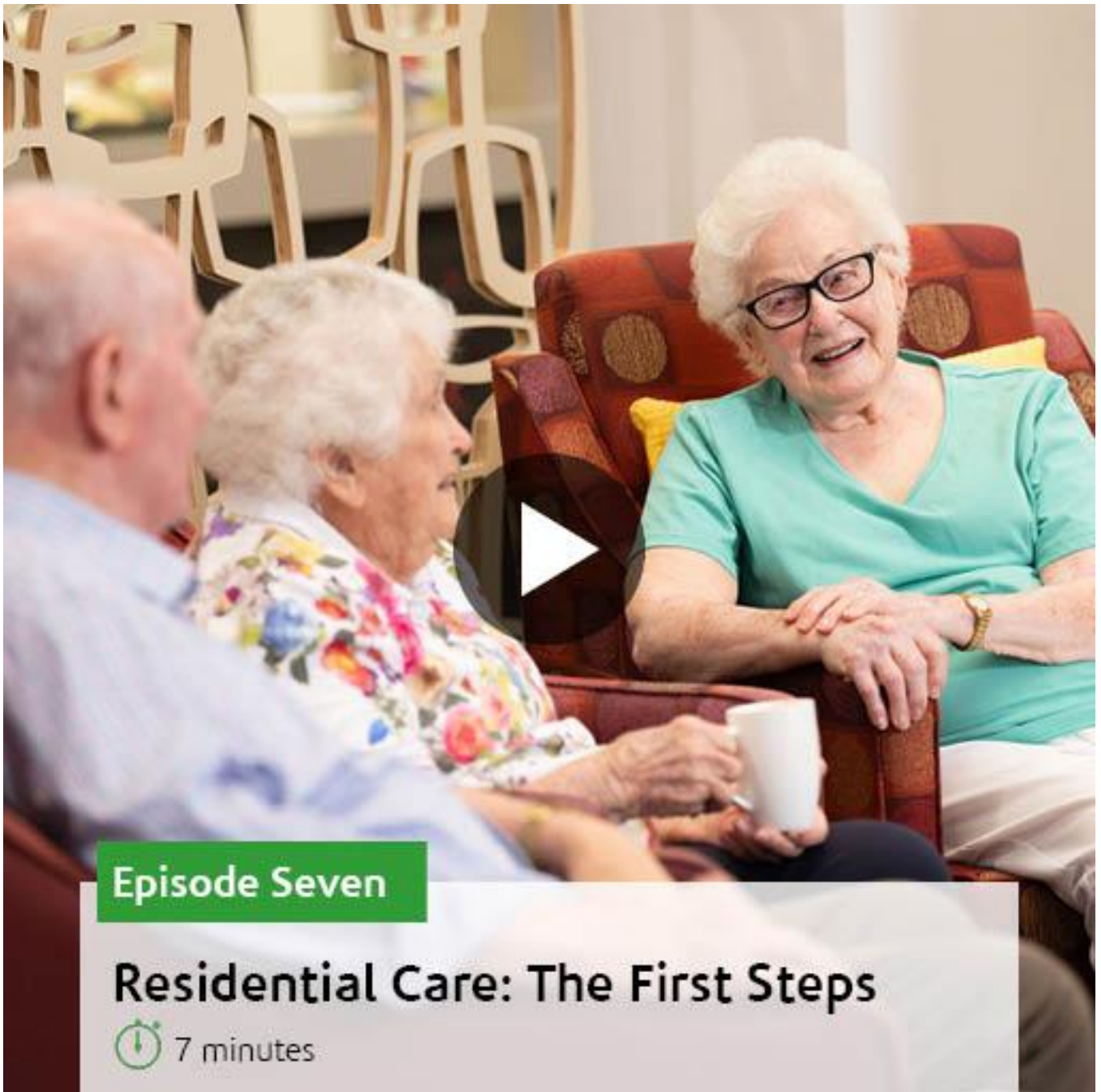


# Age Old Problems: New Aged Care



A podcast by Helping Hand



**Episode Seven**

**Residential Care: The First Steps**

 7 minutes

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Episode 7: Residential Care: The First Steps

  
Helping Hand

00:00:00 Kate

Welcome to *Age Old Problems: New Aged Care*, a podcast by Helping Hand that offers information and advice to help you find and access the right aged care services. This podcast was recorded on Kauria land.

00:00:22 Kate

Hello I'm your host Kate Holland. Welcome to episode six of *Age Old Problems: New Aged Care*, in which we're going to discuss the all important matter of getting admitted into residential care. This is the type of care that people need when they can no longer live safely and independently in their own homes. The need for this kind of care can come up suddenly and it can be very hard for families navigate this system and work out what they need to do, so joining me to talk through the process are two very well informed and lovely ladies. Very important members of the Admissions Team at Helping Hand, we've got Chanie Slater who is a Customer Engagement Officer. Welcome, Chanie.

00:00:56 Chanie

Hello.

00:00:57 Kate

And Emma Jericho, who is an Admissions Consultant.

00:00:59 Emma

Hi, thanks for having us.

00:01:00 Kate

Thanks for coming on. So, Chanie, giving you are the starting point for admissions, why don't we begin with you – was my description of residential care accurate? Is anything else you'd like to add to that?

00:01:09 Chanie

That was accurate. It's generally for the older individuals who can no longer live at home independently or safely. Some people also like to come into care because of isolation, so there could be a number of reasons, but generally that they can no longer safely live in the home.

00:01:24 Kate

So how many residential care homes does Helping Hand have?

00:01:26 Chanie

So we have 11 in total, metropolitan and regional. So our regional residential care homes are in Whyalla, Port Pirie, Clare and Jamestown.

00:01:36 Kate

And they are really important because it means people can age in place.

00:01:40 Chanie

Absolutely. Yes.

00:01:41 Kate

So what's your role as part of the admissions team?

00:01:44 Chanie

So my role as Customer Engagement Officer is all initial inquiries generally start with me. So when you ring admissions, I will be generally the person that rings you back and I'll help step you through the process and answer questions, but also if you're looking to come into care, how you would do that with Helping Hand.

00:01:55 Kate

So for someone who's listening who has never done this before, are you able to step us through that process?

00:02:00 Chanie

Yeah, absolutely. So once you've checked that you have a referral code for residential care through My Aged Care, you would contact us at Helping Hand in Admissions, and generally have a bit of a discussion with me. Because everybody's situation is different, and if you decide you'd like to enter into aged care, then there's application forms that you would complete and return to the admissions team and we would start our process.

00:02:29 Kate

So contacting my aged care is the first port of call?

00:02:32 Chanie

Absolutely, because if you don't have a referral code for residential care we're unable to assist you with looking at placement in residential care.

00:02:39 Kate

So are there any core questions and concerns that seem to come up time and time again when people are beginning this process?

00:02:43 Chanie

Everybody does vary, but a lot of people, because it happens so quickly, generally someone's gone to hospital – they just don't know where to start. So I like to take the time and just step people through the process and by the end of the conversation I have a clear idea of where they need to start and what they need to do.

00:02:59 Kate

So do you think because it happens suddenly, sometimes people are in a bit of a state of reaction or shock, so you're almost part counsellor as well as helping them through that.

00:03:08 Chanie

Absolutely. It is a lot for families, especially if it does happen quickly. So just understanding the key points of having an assessment through My Aged Care and having that code if they want to do a general tour. And then the application forms for us to start our process for wait list process to be able to help them.

00:03:22 Kate

The point that we want to make is that your job is to make them feel comfortable as part of their process.

00:03:29 Chanie

Absolutely. I have a lot of people ringing very distressed and I like to be able to take the time with them and help them with that process and understand that we can help, and it's not as bad as what they think it is, and definitely we're here to help them through whatever questions they have.

00:03:49 Kate

Yeah, it's easy to get overwhelmed. There's lots of news stories and radio segments about how daunting it is. But, you know, luckily there are good people in positions like yours ready to help. Speaking of good people in positions, Emma, you're part of the team too. So I understand that at this point, once forms have been completed and returned, this is where you step in. So what happens next?

00:04:08 Emma

So my role as consultant is that I would contact the family to confirm their details and have that initial financial discussion. We also have a nurse that sits within our team who will review their medical information and discuss their care needs. I often tell people it's a bit of a jigsaw puzzle, getting the right person into the right room and the right home – not just from our perspective, but also to make sure that that person's going to feel comfortable.

00:04:32 Kate

So taking people on a tour, is that a pretty good way for people to get a feel of what might be the right kind of home for them?

00:04:38 Emma

Absolutely. A tour is a great start when visiting the homes, we sort of ask that you engage your senses, observe the surroundings, listen to the ambience, and note the overall atmosphere. It's the only way to really get a true sense of the environment. But also it's really essential to have your affairs in order. Documents such as enduring power of attorney and advance care directives are critical. They designate trusted individuals to act on your behalf and outline your preferences when the time comes.

00:05:05 Kate

Now this is a tricky one because obviously we're not sure when this moment is going to arise, but how soon are you thinking that people need to talk about things like getting their affairs in order?

00:05:13 Emma

As soon as possible, so the earlier that you prepare, the easier the transition to care will become. So we always say to discuss with other family members, but also involve the person who will be coming into care.

00:05:25 Kate

So maybe even before it was looking imminent.

00:05:28 Emma

Absolutely. The earlier the better.

00:05:30 Kate

So if you're going to expect that someone might listen to this episode and reflect on, something would be organised early, be your key message.

00:05:39 Emma

Absolutely prepare early.

00:04:40 Kate

And what about you, Chanie? What would you like people to take away from this?

00:05:42 Chanie

Well, you know, we have to remember, mum and dad have been in their home for many, many years. If I was moving out of my home, I wouldn't like it, so just give them time to think about it. Do the general tour, as Emma was saying, and even have lunch in any of our cafes, it's a good way to not only try the food, but just soak in the environment.

00:05:55 Kate

I guess the other side of it is that the people that are putting their family members into care are gonna feel a little bit stressed too. So maybe take the pressure off themselves and know that they're gonna speak with good people like you who can make the process as comfortable as you can.

00:06:15 Chanie

Yeah. It's a very emotional time for everybody. I've done the process myself so I understand what families are going through and just give yourself and your family member time. If you have that luxury just to do your research and ask lots of questions.

00:06:30 Kate

Thank you so much for sharing your roles and also a lot about the experience. I'm sure you've made it seem a lot less daunting, because it does seem like a daunting thing, and it can happen in a very stressful way for people. So we really appreciate it. And as always, we will put links to things like My Aged Care and other information in the show notes so people can go off and start the process when they need to. Thank you so much.

00:06:45 Chanie

Thanks for having us.

00:06:46 Emma

Thank you.

00:06:47 Kate

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