

Transition Care Program (TCP) at Home

Client and Family Information



Peninsula
Health

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What is the Transition Care Program (TCP)?

The Transition Care Program (TCP) is a joint Commonwealth and State/Territory Government funded program that aims to provide short term-support and active management for older people who have been in hospital.

TCP offers case management, low intensity therapy, and personal support allowing people to have greater opportunity and support in a non-hospital environment to complete/achieve their recuperative goals, optimize their function, and finalise long term care arrangements

Where will I receive the care?

The TCP is based in either a **Residential Aged Care Facility**, or in your **Own Home**. To better determine where the care will be provided, a number of factors will need to be considered including, your care needs and circumstances, and the affordability of delivering the services.

For some clients it may be beneficial to move from one Transition Care setting to another. This means that you will be able to move from the Residential Care setting to a Community setting (i.e. you own home), once you have achieved a level of function that can be maintained and supported in your home.

How long can I stay on the program?

The time that you spend on the TCP will depend on the goals that have been set. Most clients stay on the program for 6 weeks. The time limit on the program in total is a maximum of 12 weeks. During this time it is expected that you will work with your case manager and care team to establish a suitable long term plan.

What care and services are available to me in TCP?

All services will be arranged and provided according to your care needs. Services can include:

- Personal Care Services
- Home Nursing
- Home Care
- Shopping Assistance
- In-Home Respite
- Case Management, Physiotherapy, Speech Pathology, Occupational Therapy, Nutrition and Dietetics

Who provides the services?

- The support services are provided through both the TCP clinicians and Seniors Community Care agency. Services may on occasions be provided through an alternative care agency.
- Arrangements will be made for carers to visit you in your home and provide the service as listed on your care plan.
- All carers have a police check and are trained to ensure they can provide the assistance you require.

What if my care needs change?

Your care and service needs will be regularly reviewed by your treating team in consultation with you. It is expected that over time, your needs will change.

If your care and service needs increase and the TCP can no longer provide the level of service required, Peninsula Health TCP will:

- Assess its capacity to continue to care for you
- Consult with you, your carer/representatives and your GP about the capacity to continue to care for you
- Suggest alternative services to meet your needs
- Assist you by contacting appropriate service providers to arrange for you to receive these services
- Confirm the above in writing upon request

What happens if I need to return to hospital?

If you require admission to hospital for more than 7 days, you will be discharged from TCP. If it has been less than 28 days since your Aged Care Assessment Service (ACAS) approval for TCP, the hospital team may determine that it is appropriate for you to return to TCP from hospital. A place must initially be confirmed before another TCP stay can commence. In all other circumstances after a hospital stay you will require a new ACAS assessment with TCP approval.

What are my Rights and Responsibilities?

In any agreement, both parties have rights and responsibilities that need to be considered. In the TCP agreement, **you** have agreed to receive, and Peninsula Health TCP has agreed to provide certain services. Some of the rights and responsibilities include;

You have the right to:

- To be treated as an individual with dignity and respect
- To support decision making processes, or, have someone speak on your behalf if required
- Expect that your needs and those of your carer will be taken into consideration when your care plan is being developed
- Talk openly, and in confidence with your case manager about any aspects of your care
- An interpreter and culturally specific services
- Complain about poor quality service and utilise Peninsula Health's complaints procedure to obtain prompt and effective solutions to any problems
- Expect honesty in all service providers and be able to allow them into your home without any concern
- End your association with Peninsula Health TCP at any time, if you wish to do so

You have the responsibility to:

- Respect the rights of people who are employed to provide you with care
- Treat staff with the same dignity with which you wish to be treated
- Provide the people who are employed to work in your home with a safe working environment (if in consultation with you, it is decided that your home is not safe for staff and the problems are not corrected, we will not be able to provide you with the services).
- Contribute to the development of your care plan, which outlines the care that you will receive
- Accept that the people employed to provide your care have been given a set amount of time to assist you and they should finish at the end of that time. If you require extra assistance please discuss this with your case manager
- Speak to your case manager if you feel that the care you are receiving is not meeting your needs
- Contribute to the cost of the care being provided for you, to the extent that you can afford
- Recognise that, at the end of your agreement, you must return all Peninsula Health TCP owned property that is in your possession and control

Privacy

Who has access to my personal information?

As a client in TCP, information regarding your health, care needs and services is required to be shared with your general practitioner, other health professionals and relevant service providers so your care plan needs are met. You can also nominate a family member or significant other, or a person of your choice should you wish to do so.

Information is also required by the Commonwealth Department of Health and Ageing and the Victorian Department of Health and Human Services for funding and evaluation purposes.

When you or your Guardian/Administrator consents to TCP, you authorise your TCP service to provide your personal details and information about your health and the care you receive to these people and organisations.

Your personal information will be used and disclosed in accordance with the relevant privacy legislation.

Your rights are protected under the:

- Charter of Aged Care Rights
- Commonwealth Aged Care Act 1997, Aged Care (Transitional Provisions) Act 1997 and the Principles made under the Acts
- Victorian Charter of Human Rights and Responsibilities Act 2006
- Victorian Health Records Act 2001
- Commonwealth Privacy Act 1988

TCP is committed to protecting the privacy of clients, staff and volunteers at our facility, and the confidentiality of any related information. If you would like to review our policy please ask your case manager.

Fees and Payments

While the TCP is mostly funded by the government, you will need to pay a fee towards the cost of your care.

For Home Based Care

The maximum you will pay is **17.5%** of the current single aged pension per day.

If you don't have a pension, you will need to pay the percentage outlined above.

The Daily fee includes weekends and days where you may not get services.

What if I can't pay?

TCP fees can be flexible based on your unique circumstances. The TCP assessor can negotiate a daily care fee that is within your means so that you can still be part of the program.

You will have signed a TCP Agreement form prior to your admission, which outlines the fee you will pay while on the program. You will receive a copy of the signed agreement form for your own personal records.

What else do I need to pay for?

- Transport not related to the delivery of TCP (in addition to any social outings)
- Medications (through your local pharmacy).

How to pay you Peninsula Health TCP Account

Invoices for your stay in TCP are generated by the Peninsula Health Finance Department every 30 days and sent to the nominated address by either mail or email.

Once you have received your first invoice you may choose to pay your account in any of the following ways:

Method	Detail
Credit Card	Phoning the cashier on: (03) 9784-7755 Available only Monday to Friday 9am – 5pm.
Cheque / Money Order	Made out to Peninsula Health and posted to: Cashier, Frankston Hospital, PO Box 52, Frankston, Vic 3199.
Direct Transfer / Online Payment	Online payment can be made into Peninsula Health Account: BSB. 033272 Account No. 157221. You must quote the invoice number when paying this way.

Complaints and Feedback

Peninsula Health wishes to ensure that problems and concerns are dealt with promptly and effectively. You and your carer/representative have the right to:

- Pursue any complaint without fear of retribution.
- Have a matter resolved in the shortest possible time.

If you have a complaint

In the first instance, raise your complaint with your case manager. If you do not feel comfortable to do this, raise it with the Manager of the TCP who can be contacted on Ph.9788-1803 or alternatively you can liaise directly with Peninsula Health Customer relations on: Ph. (03) 9784-7298 or complete an online feedback form at:

<https://www.peninsulahealth.org.au/contact-us/feedback/>

If your complaint involves a breach of your rights and is of a serious criminal nature, a report will be made to the relevant authorities. If you are unable to raise your complaint with Peninsula Health, or are dissatisfied with the outcome, you can also raise your complaint with other organisations including;

Aged Care Quality and Safety Commission 1800 951 822

Office of the Health Complaints Commissioner 1300 582 113

If you need advice or someone to speak on your behalf, please contact:

National Aged Care Advocacy Line 1800 700 600

Elder Rights Advocacy 03 6902 3066

Frequently Asked Questions (FAQs)

(Please ask your Case Manager for further clarification if required)

What costs do I have to pay in TCP?

- The agreed cost for TCP as per your signed Agreement Form
- Transport not related to the delivery of your TCP service

Who will visit me at home?

Generally, you will receive a weekly visit from different Nursing or Allied Health staff, such as Case Manager, Physiotherapist or Occupational therapist depending on your needs and goals.

Everyone will contact you first to make an appointment for their visit.



Are meals provided as part of TCP?

No. If you are having difficulty with meal preparation, your treating team will provide you with a variety of choices available through external agencies.

What if I have certain dietary requirements or preferences?

- Specific dietary requirements (such as modified diet or fluids, allergies) will be handed over to the team on your admission to TCP.
- You can also ask to speak with the TCP Dietitian for more information or clarification.

Will I be able to attend my usual social activities?

Yes. Your case manager can speak with service providers to organise scheduled services around your regular social activities.

Will a doctor visit me at home?

- TCP does not have a doctor who can visit you at home. You need to continue to see your own General Practitioner (GP). The TCP team can discuss with your GP any medical concerns that may arise.

Will someone help me with medications?

TCP encourages Webster Packs to help you with your medications. These can be organised through your normal pharmacy before you go home.

TCP can assess together with yourself and preferred contact people to determine if you may require a nurse to help you with medications if needed.

How much physiotherapy will I get at home?

TCP is not a rehabilitation program and does not offer as much physiotherapy as you may be used to.

A physiotherapist will visit you at home and provide you with an exercise program.

Your physiotherapist can also arrange for you to attend exercise groups in the community. You can discuss with your physiotherapist what is available and how to join



Communication

Please be sure to alert your case manager of any appointments, incidents, falls, etc. that occur whilst on the program so that we can adequately support your needs.

Feedback

You will have the opportunity to complete a client survey close to the end of your stay on the TCP. This form will be completed and sent in confidence and will give you the opportunity to tell us about your experience of the service. All completed forms are confidential.

We welcome your suggestions on how we could improve the service for you and our other clients.

What happens if there is an emergency outside of business hours?

TCP does have an after-hours number that can be called in the event of an **emergency only**. TCP After hours Emergency Contact Number: 03 9788 1803

If there is a medical emergency, please contact “000” immediately.

Contact Details

Transition Care Program

125 Golf Links Road

Frankston Victoria 3199

Telephone: 03 9788 1803

Fax: 03 9784 2395

Referrals: phtcpreferrals@phcn.vic.gov.au

peninsulahealth.org.au



Print Code: 15514 – March 2024

Authorising Department: Transition Care Program

Disclaimer: The information contained in the brochure is intended to support, not replace, discussion with your doctor or health care professionals.

Peninsula Health PO Box 52, Frankston Victoria 3199 Telephone (03) 9784 7777

