



## WHAT IS RESPITE CARE?

Cranbrook Care provides respite care services to help carers to take breaks from their caring duties.

### **What happens when I come into the aged care residence for respite care?**

When you come to the aged care residence you will be required to complete the necessary paperwork, staff will orientate you to your room and surroundings and introduce you to key staff and other residents in your area. You will be given a Resident Handbook that will provide you with additional information you may require during your stay.

### **How much does it cost for respite?**

Please contact the Client Relations Manager to ascertain the current respite rate. The Respite Care Fee must be paid in advance.

### **I am a Gold Card DVA pensioner, who pays the fees?**

As a DVA pensioner, you may seek approval from the DVA for payment of respite daily fees. This approval must be obtained prior to entering respite care. Please contact your DVA adviser for more information in relation to your ongoing needs and requirements.

### **During my stay can I go out for lunch or stay out overnight?**

Respite is intended for you to stay within the aged care residence for a period of time. During your respite time you may go out for lunch, but if you wish to stay out overnight, we will be required to discharge you from the residence.

### **What happens if I need to go to the hospital during my stay?**

If you require hospitalisation during your respite stay, we will organise transport to hospital. On admission to hospital, you will be discharged from the aged care residence.

### **What services are provided to me during my stay?**

Services will be provided as per the Table of Services in your Resident Agreement. This is reflective of the requirements detailed in the Aged Care Act.

### **How many days am I able to have on respite?**

Each approved person can receive up to a total of 63 days of respite in any financial year. This total covers respite admissions to all Commonwealth funded residential aged care facilities.

### **Can I increase my allowable respite days?**

Yes, you are able to extend your stay but you will require an ACAT approval. The length of this extension is 21 days.

This extension will be dependent on such considerations as:

- Carer stress;
- Severity of the care recipients condition;
- Absence of the persons carer;
- Any other related matter.

*Continued...*



### **What items will I need to bring with me for my respite period?**

You will need to bring adequate personal clothing, toiletries and medications, current prescriptions and medication summary from your doctor for the stay. You may also like to bring any small items, which will make your stay more enjoyable.

We do advise that we will not allow any large items, such as chairs, furniture, electrical equipment, unless written approval is received from the Director of Care Services.

We also request that respite residents do not bring anything of value, and limit the amount of monies brought into the residence, as we cannot guarantee, or assume responsibility for the safety of such items.

### **If I require rehabilitation or any other medical appointments during my stay, what do I need to do?**

If you are requiring rehabilitation or medical appointment follow up during your stay, you will need to ensure that all relevant appointments are made and that transport is arranged. If you require an escort for the appointment you will need to speak with the Clinical Care Manager who will arrange this. Please note that there is an additional cost to this service.

### **How do I become a permanent resident?**

You will need to be assessed by the ACAT to become a permanent resident. In some cases, the ACAT approval may have been granted prior to your entry to the aged care residence, thus it will become the decision of the Director of Care Services.

### **Is there a respite booking fee?**

You may be asked to pay a booking fee to assist in organising your care and to secure your respite place. The booking fee is a prepayment of respite care fees and not an extra payment. This fee, however, cannot be more than a full week's fee or 25% of the fee for the entire stay, whichever is the lower.

### **Any other questions?**

If you have any other questions relating to respite care offered by Cranbrook Care, please speak to our Client Relations Manager.

#### **Cranbrook Care Pty Limited**

Suite 3, Level 1, 8 West Street North Sydney NSW 2060

T 02 9929 0011 E [contact@cranbrookcare.com.au](mailto:contact@cranbrookcare.com.au) W [www.cranbrookcare.com.au](http://www.cranbrookcare.com.au)