

Silver Chain

Allied Health programs

This guide is to assist hospital Nursing and Allied Health staff, RAS and ACAT referrers to select the most appropriate Silver Chain program for their clients.

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We believe that everyone has the right to live a healthy, safe and independent life in their own home.

On discharge from hospital

Hospital Discharge Support (HDS)

HDS is a short-term, goal-oriented and Allied Health-led reablement service for patients discharged from public hospital beds, aiming to support successful discharge and prevent unnecessary readmission.

Geographical availability:

- All metropolitan areas
- South West country
- Great Southern

Eligible:

- Hospitals must refer their patients to HDS while they are still an inpatient
- Patients must have a functional need which requires Personal Care as part of the service
- Achievable reablement goals and ability to engage in program

Not eligible:

- Private patients in private hospitals
- Private patients of private wards in public/private partnership hospitals
- Patients with NDIS funding
- Patients waitlisted for a Home Care Package
- Patients in receipt of a Home Care Package (contact Silver Chain on **9242 0242** or the HCP Coordinator directly to discuss your clients Allied Health needs on discharge)

Length of program: Maximum of 6 weeks

Cost: No cost to the client

How to refer: Please contact the Allied Health Liaison on **9242 0347**

Post program options:

For clients > 65 years (> 50 years for Aboriginal and Torres Strait Islander people):

- RAS referral via MAC for CHSP Allied Health services such as RCS, OT or PT
- ACAT referral for
 - Home Care Packages (HCP)

For clients < 65 years:

- Fee For Service

Transition Care Program (TCP)

TCP seeks to optimise function and independence of older persons after a hospital stay. TCP is goal-oriented, time limited and therapy focused. TCP aims to avoid the need for longer term care and delay clients moving into an aged care home facility.

Silver Chain delivers TCP in the client's home and community, and may include:

- Low-intensity Physiotherapy, Podiatry, Social Work, Speech Pathology, Dietetics and Occupational Therapy
- Nursing support
- Personal Care
- Support with daily living activities
- Support attendance at activities which reduce social isolation
- Case management

Geographical availability: Great Southern

Eligible:

- ACAT assessment
- > 65 years (> 50 years for Aboriginal and Torres Strait Islander people)
- Inpatient in a public or private hospital, medically stable and ready for discharge
- Have realistic and functional goals
- Plan to begin TCP as soon as they leave the hospital
- Client may be considering residential care and is being discharged with TCP so that Allied Health can maximise function and wellbeing prior to move to residential
- Existing HCP clients (clients may take leave from the existing HCP)

Not eligible: Clients in the community

Length of program: 12 weeks. Clients can take a maximum of seven days leave from the TCP, including for hospital and social reasons, remaining on the program. However, should the client remain on leave for greater than seven days they will be discharged from the TCP. Client's admitted to hospital for greater than seven days may be referred back onto TCP providing it falls within four weeks of the original TCP approval date. Past these four weeks, the client must be re-referred by the hospital for an updated ACAT assessment.

Cost: A daily fee may apply. A fees assessment will be conducted to determine what the client will be required to contribute to their care.

How to refer:

1. Complete ACAT assessment
2. Contact Silver Chain on **08 9242 0242** whilst client is an inpatient

Post program options:

- RAS or ACAT referral for CHSP RCS or Occupational Therapy/Physiotherapy
- Fee For Service (FFS)
- ACAT referral for Home Care Packages (HCP)

Source: <https://www.health.gov.au/initiatives-and-programs/transition-care-programme>

On discharge from hospital or community clients

Personal Care

Silver Chain can provide Personal Care services including showering, dressing, donning and doffing of braces, slings, and personal hygiene.

Geographical availability:

- All metropolitan areas
- South West country
- Great Southern

If your client only requires Personal Care you can access this either by:

1. CHSP referral for Personal Care
2. Fee For Service (FFS)

Post program options:

- CHSP Restorative Care Service (RCS)/Occupational Therapy/Physiotherapy
- ACAT referral for:
 - o Home Care Packages (HCP)
 - o Transitional Care Program (TCP)
 - o Short Term Restorative Care (STRC)
- Fee For Service (FFS)

Allied Health

Geographical availability:

- All metropolitan areas
- South West country
- Great Southern
- Contact Silver Chain on **08 9242 0242** for current availability and cost in other country areas

If your client only requires Occupational Therapy or Physiotherapy for targeted interventions, consider:

1. CHSP referral
2. Fee For Service (FFS)

Post program options

- Other CHSP Allied Health services such as RCS, Occupational Therapy or Physiotherapy
- ACAT referral for:
 - Home Care Packages (HCP)
 - Short Term Restorative Care (STRC)
- Fee for Service (FFS)

If your client is a hospital inpatient and already in receipt of a Home Care Package provided by Silver Chain, please contact us on **08 9242 0242**, or speak with the HCP Coordinator directly to discuss your clients' Allied Health needs on discharge.

Fee For Service (FFS)

Geographical availability:

- All metropolitan areas
- South West country
- Greater Southern

Silver Chain offers the following input as Fee For Service (FFS):

- Occupational Therapy
- Physiotherapy
- Podiatry (metro only)
- Personal Care
- Domestic Assistance

Eligible:

- Client does not need to be an Australian citizen or permanent resident
- Clients living in their own home, retirement villages or independent living units
- Services can be provided in home or local community settings
- > 18 years
- All functional levels

How to refer: Contact Silver Chain on **08 9242 0242** for current availability and cost.

Community clients

Commonwealth Home Support Program (CHSP)

The CHSP provides small amounts of entry-level support to assist older people to remain living at home and in their community. The CHSP funds Domestic Assistance, Transport, meals, Personal Care, Home Maintenance, Social Support, Nursing, and Allied Health.

CHSP services delivered to a client should be lower than the subsidised cost of a Level 1 HCP (less than \$8,000 per annum). CHSP providers may deliver higher intensity services on a short-term basis where clear improvements in function or capacity can be made, or further decline avoided. These services should aim to get the client 'back on their feet' and able to resume previous activities without the need for ongoing support.

Geographical availability:

- All metropolitan areas
- South West country
- Greater Southern
- Contact Silver Chain on **08 9242 0242** for current availability and cost in other country areas

Eligible:

- Client does not need to be an Australian citizen or permanent resident
- Clients living in their own home, retirement villages or independent living units
- > 65 years of age (> 50 years for Aboriginal and Torres Strait Islander people)
- Low - moderate functional needs

Not eligible:

- CHSP services will not be provided to permanent residents of residential care facilities
- CHSP is not designed for older people with more intensive or complex care needs. People with higher needs can receive appropriate support through other aged care programs, such as the Home Care Package (HCP) funding, Transitional Care Program (TCP), Short Term Restorative Care (STRC) program or residential aged care.

Length of program: CHSP services may be short-term, intermittent or ongoing depending on which service is required.

Cost: Clients may be required to pay a contribution under the terms of the CHSP fees policy. A fees assessment will be conducted to determine what clients will be required to contribute to their care.

How to refer:

1. MAC portal
2. RAS or ACAT assessment
3. Select Silver Chain as provider

Source: <https://www.health.gov.au/resources/publications/commonwealth-home-support-programme-chsp-manual>

CHSP Occupational Therapy

Referrals for Occupational Therapy (OT) should be targeted to one or more of the following:

- Home modifications
- Mobility/transfer techniques and equipment
- Falls prevention and safety in the home (including personal alarms)
- Pressure management
- Small aids/equipment prescription (eg. shower stool, one handed aids)
- Assessment of complex equipment items (eg. wheelchairs, hoists)
- Energy conservation, task simplification, fatigue management
- Anxiety management
- Cognitive rehabilitation (memory, dementia management strategies)
- Community access and social engagement.

Cost: Clients may be required to pay a contribution under the terms of the CHSP Fees Policy. A fees assessment will be conducted to determine what clients will be required to contribute to their care.

How to refer:

1. MAC portal
2. RAS or ACAT assessment
3. Select Silver Chain as provider

Post program options:

- RAS or ACAT referral for CHSP RCS
- ACAT referral for
 - Home Care Packages (HCP)
 - Short Term Restorative Care (STRC)
- Fee For Service (FFS)

Source: <https://www.health.gov.au/resources/publications/commonwealth-home-support-programme-chsp-manual>

CHSP Physiotherapy

Referrals for CHSP Physiotherapy (PT) should be targeted to one or more of the following:

- Mobility, balance and gait retraining
- Falls prevention
- Pre-habilitation for pending surgeries and post-operative input
- Aids and equipment prescription to support mobility (eg. walking frame)
- Improving endurance and exercise tolerance to manage daily activities/routines
- Strategies to manage cardiorespiratory conditions
- Strategies for managing arthritic conditions, postural difficulties and persistent pain
- Home exercise program to target specific client goals
- Addressing frailty

Length of program: Maximum of 12 weeks

Cost: Clients may be required to pay a contribution under the terms of the CHSP fees policy. A fees assessment will be conducted to determine what clients will be required to contribute to their care.

How to refer:

1. MAC portal
2. RAS or ACAT assessment
3. Select Silver Chain as provider

Post program options:

- RAS or ACAT referral for CHSP RCS
- ACAT referral for
 - Home Care Packages (HCP)
 - Short Term Restorative Care (STRC)
- Fee For Service (FFS)

Source: <https://www.health.gov.au/resources/publications/commonwealth-home-support-programme-chsp-manual>

If your client has multiple goals, requiring longer term input, or a combination of both Occupational Therapy and Physiotherapy, consider the following services.

CHSP Restorative Care Service (RCS)

12-week, goal-oriented Allied Health program that focuses on:

- Enabling older people who live in their own homes to remain healthy and independent
- Assist individuals to achieve their highest level of independence
- Reduce or eliminate any need for ongoing services
- Prevent or delay any loss in function
- Promote healthy ageing

The program is delivered by a multidisciplinary team involving:

- Occupational Therapists
- Physiotherapists
- Care Managers
- Therapy Assistants
- Care Aides

Goals of the RCS program:

- Learning new ways of approaching personal and daily activities that have become more difficult
- Accessing support with basic and essential equipment and/or home modifications
- Learning how to reduce the risk of falling, both at home and in the community
- Home exercise programs that help improve strength, balance and your overall physical activity
- Education about healthy and successful ageing
- Engagement in community-based activities.

Length of program: Maximum of 12 weeks.

Cost: Clients may be required to pay a contribution under the terms of the CHSP Fees Policy. A fees assessment will be conducted to determine what clients will be required to contribute to their care.

How to refer:

1. MAC portal
2. RAS or ACAT assessment
3. Select Silver Chain as provider

Post program options:

- RAS or ACAT referral for CHSP Occupational Therapy/Physiotherapy
- For clients with more complex needs consider:
 - ACAT referral for
 - o Home Care Packages (HCP)
 - o Short Term Restorative Care (STRC)
- Fee For Service (FFS)

Source: <https://www.health.gov.au/resources/publications/commonwealth-home-support-programme-chsp-manual>

Short Term Restorative Care (STRC)

STRC is an early intervention care program aiming to help people live a healthy, safe and active life at home and within their community. STRC offers greater intensity of input and increased access to equipment and minor home modifications. The STRC program is offered to clients whom have complex clinical needs.

Silver Chain delivers STRC in the client's home and community, and may include:

- Physiotherapy, Podiatry, Social Work, Speech Pathology, Dietetics and Occupational Therapy
- Nursing and Personal care
- Support with daily living activities and attendance at activities which reduce social isolation
- Case management

Geographical availability:

- South West country
- Great Southern
- Contact Silver Chain on **9242 0242** for availability in metro areas

Eligible:

- Goal-oriented and have the desire to regain or improve their independence
- Experiencing a functional physical or cognitive decline that is likely to be reversed or slowed through high intensity, short term support
- At risk of losing their independence that may result in a significant level of long-term home care or entering residential care prematurely.

Not Eligible:

- Had a hospital admission in the three months prior to assessment related to functional decline
- Receiving end-of-life care
- Receiving a Home Care Package
- Receiving Transitional Care or has received Transitional Care in the last six months
- Has already received two periods of STRC in the 12 months prior to assessment

Length of program: 8 weeks. STRC ceases on hospital admissions > 7 days. Consider the following post hospital options in this instance: HDS, FFS, TCP.

Cost: A daily fee may apply. A fees assessment will be conducted to determine what the client will be required to contribute to their care.

How to refer:

1. MAC portal
2. ACAT assessment
3. Select Silver Chain as provider

Post program options:

- RAS or ACAT referral for CHSP
- For clients with more complex needs , consider ACAT referral for Home Care Packages (HCP)
- Fee For Service (FFS)

Source: <https://www.health.gov.au/sites/default/files/documents/2021/04/short-term-restorative-care-programme-manual.pdf>

Home Care Packages (HCP)

For clients with more complex needs consider an ACAT referral for a Home Care Package (HCP). The HCP program supports senior Australians with complex care needs to live independently in their own homes, using a consumer-directed care (CDC) approach to ensure the support suits a person's needs and goals.

Services and supports for daily living include, but are not limited to, Allied Health, food services, Domestic Assistance, home maintenance and modifications, Transport, and Social Support.

These may include services and supports to keep people:

- Well and independent – including Personal Care, Nursing services, Allied Health
- Safe in their home – including cleaning, home maintenance and modifications, assistive technology
- Connected to their community – including Transport, Social Support services.

Geographical availability:

- All metropolitan areas
- South West country
- Great Southern

How to refer:

1. MAC portal
2. ACAT assessment
3. Determine level of HCP required
4. Select Silver Chain as provider

If your client is a hospital inpatient and already in receipt of a Home Care Package provided by Silver Chain, please contact us on 9242 0242, or speak with the HCP Coordinator directly to discuss your clients' Allied Health needs on discharge.

Post program options:

Level 1: clients also able to access CHSP, TCP*

Level 2: clients also able to access CHSP, TCP*

Level 3: clients also able to access TCP*

Level 4: clients also able to access TCP*

Please note that HCP clients may take leave from their HCP when accessing TCP.

Source: <https://www.health.gov.au/resources/publications/home-care-packages-program-operational-manual-a-guide-for-home-care-providers>

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