

Meet a ComPacks client

Phuong is 63 years old. He was recently discharged from hospital after suffering from a severe fracture of his right tibia and fibula after falling in the street. He has been told by his surgeon that he cannot bear weight on his right leg for up to 6 weeks. He is using crutches or a frame indoors and a wheelchair for outings. Phuong lives alone in his own home and is normally independent with daily living and domestic tasks.

Phuong can manage all transfers independently in/out of his wheelchair and in/out of a chair, bed and toilet but requires assistance with showering using a shower chair. He is independent using an over toilet aid and urinal bottle for night-time. Phuong cannot manage vacuuming, changing bed linen and his laundry.

The ComPacks Case Manager was able to arrange a male care worker to provide personal care services to assist Phuong 3 times per week. This involves assistance with showering and dressing. ComPacks is also assisting with vacuuming, mopping, laundry and shopping on a weekly basis. Phuong's sons are assisting with evening meals and are helping their father on the weekend.

The Case Manager reviewed Phuong's progress at the 4-week mark, and found that Phuong had developed more confidence and was managing well with his showering. It was agreed that Phuong would not need services after the end of the ComPacks package as his sons would manage the domestic duties from that time onwards.

Contact Information on Discharge

Hospital Contact:

Name:

Phone:

Out of Hospital Care Service Provider:

Name:

Phone:

This material is copyright. It may be reproduced for training and information purposes subject to the inclusion of an acknowledgement of the source. It may not be reproduced for commercial usage or sale. Reproduction for purposes other than those indicated requires written permission from NSW Health, Media and Communications Branch.



Health

The Out of Hospital Care Program ComPacks



Information for Patients and Families



Health



ComPacks

is a short term package of home care services that can support you at home after a hospital stay.

A Six Week Package

ComPacks is available for **up to six weeks** following discharge from hospital. A Case Manager will develop a care plan with you and arrange services to be delivered in your home.

Eligibility

People of any age who need case management and home care services to manage at home following a hospital stay.

Referrals

Referrals are made by delegated health staff when an individual is in hospital. These may include:

- Nurses
- Social Workers
- Occupational Therapists/Physiotherapists
- Discharge Planners

ComPacks Services

When you are referred to ComPacks you are allocated a Case Manager who will be your key contact during the package.

The Case Manager will arrange services to help you at home. These may include:

Personal care - assistance with bathing, oral care, dressing, hygiene, dressing, grooming and monitoring medication.

Domestic assistance - house cleaning, vacuuming, mopping, laundry and shopping.

Meals - meals delivered to your home or meal preparation.

Transport - for medical and other appointments.

Social support - accompaniment to: appointments, shopping or other tasks.

In home respite care - support for carers.

How much does ComPacks cost?

You will be asked to make a contribution of up to \$10 per week towards your package. If you have any concerns regarding your contribution, please discuss this with your Case Manager.

What happens when ComPacks finishes?

If you have ongoing needs the Case Manager can link you with services that can assist you further. This may include: a referral to a disability advocacy service if you are aged under 65 years or a referral to My Aged Care if you are aged 65 years and over.

Questions

If you have any questions regarding a referral to ComPacks, please contact hospital staff.

If you have any questions while receiving your ComPacks service please contact your Case Manager