

SCOPE OF SERVICE FOR PERSONAL CARE

PERSONAL CARE DEFINITION - - To provide frail older people with support in activities of daily living that help them maintain appropriate standards of hygiene and grooming including time limited services to support wellness and reablement goals.

Each client will be assessed on a one-by-one circumstance whether High Care is required.

| Scope of service – Personal Care |
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| Assistance with self-care |
| Assistance with client self-administration of medicine (including from dose-administration aids and reporting of failure to take medicines). |
| Support with demonstrating and encouraging the use of equipment or self-aids such as a bath seat or handheld shower hose to support wellness and reablement goals |
| Medical aid assistance : eye/ear drops, lotion application and simple dressings |
| Support with Lite physical and mental exercises |
| Personal Hygiene support: Bathing, Toileting, shaving, brushing teeth and nail care |
| Support with Dressing and Grooming |
| Support Mobility and Transferring; Getting in and out of bed and Moving about the house |
| Support with attending appointments/ running errands (unaccompanied) |
| Assistance with phones/technology |
| Does not include: |
| Anything that is not identified on the client's service plan |
| Anything that is deemed hazardous to Support worker risking of injury and harm |
| Household Cleaning or Gardening works |
| Instructing or application of medication/prescriptive pills for Client |
| Moving large/heavy furniture around |

Overnight Support Terms for Personal Care

Active overnight support means carer remains awake throughout the night. Inactive overnight means that our carer comes to Client's home before Client go to bed. Our carer shall then be provided with a space to sleep in a ergonomic position to be ready in case Client's need help overnight.

Inactive sleepover nights can include one up(up to 1 hour long) OR two ups(up to 30 minutes long) of active support during the shift hours. All ups after will be charged at the hourly rate, with a minimum charge of one hour per up, at the applicable rate.

The details of each up will be recorded by the carer in our company software and reviewed by Client during sign off of the sleep over shift.

Information provided in this document refers to Commonwealth Home Support Programme – Program Manual 2022-2023

Your **Wellcare,**

Your **Choice**