



# Nurse Next Door®

*home care services*



## Care Information Guide

At Nurse Next Door Home Care Services, our talent is caring and we want to empower you to live a life filled with Positivity, Possibility & Purpose.

Through our wide range of personalised Aged Care and Disability Support services, our extraordinary team of Caregivers and Nurses can provide you or your loved one with help, as often or as little as you need, allowing you to continue to live in your own home on your own terms, because there is no place like home.



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## Welcome to Nurse Next Door

Since 2001, Nurse Next Door Home Care Services has been a premium home care brand committed to **Making Lives Better®** — for our clients, their families, and everyone we meet.

We know that it can be overwhelming to look for care for yourself or your loved one. To make the decision-making process easier, we've created this Care Information Guide. It provides guidance on talking to your family about home care, what we offer at Nurse Next Door, and what you can expect if you choose to move forward with us.

**Nurse Next Door is able to provide Caregiving and/or Nursing services to clients who**

- **Are NDIS participants**
- **Receive Government Funded Aged Care Assistance**
- **Wish to pay privately themselves or through a family member**
- **If you have another funding type please contact Nurse Next Door to discuss if this is an option**

## Whatever It Takes to Bring You Peace of Mind

The Nurse Next Door promise is to do whatever it takes to bring you peace of mind. This is embodied by everyone at Nurse Next Door: we listen to our clients, understand their needs, and make sure that every detail is taken care of.

### The Perfect Match

Our Care Designer (Registered Nurse) will select a Caregiver or Nurse who not only has the suitable skills and experience, but is a good match in terms of personality, hobbies and interests.

### We Manage Everything, Every Step of the Way

Once you meet with one of our Care Designers for a Caring Consult, they will create a customised Care Plan based on your needs. Tell us your desired schedule, and we'll work to make it happen!



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# Making Lives Better®

## *Going the extra mile.*

Our team goes the extra mile to make life better for you or your loved one. Whether you need a helping hand a few hours a week or a full-time Caregiver, we're here to help.

At Nurse Next Door, we go above and beyond Caregiving and Nursing services. **We live by our brand promise — whatever it takes to bring you peace of mind.** We can set up care with as little as 24 hours' notice, so don't hesitate to ask. We customise every Care Plan to the specific needs and wants of our clients, and we regularly communicate progress and updates with family members. Best of all, there is no lock in contract.

## *Happier Ageing®: Beyond Basic Home Care*

At Nurse Next Door, we've always thought ageing was something to be celebrated. That's why we have the unique concept of Happier Ageing infused in our care! Our philosophy of care, centred around Happier Ageing, applies to everyone we care for, whether you are 9 or 90, living with a disability or just need some extra help due to age.

Happier Ageing starts with a simple question: **"What did you use to love doing that you no longer do?"**

Happier Ageing means reconnecting people with interests, hobbies, and passions that might have gotten lost amid busy schedules, health concerns, or other distractions. It could be something simple such as tabletop gardening for those with a green thumb or learning how to cook a new dish, because we believe that love is in the details!

# Our Complimentary Caring Consult

*A free, no obligation assessment with our Care Designer (Registered Nurse)*

Here's what happens at a Caring Consult...

- 1 Our Care Designer (Registered Nurse) will come to visit you at home to get to know you better.
- 2 They'll do a comprehensive assessment of any physical, emotional and situational needs.
- 3 They'll also ask about your passions, hobbies & interests so they can find your Perfect Match.
- 4 Based on their assessment, they'll create a holistic, customised Care Plan to provide the very best care.
- 5 Safety is of primary importance to us. Before care starts, a safety assessment of the home will be done.

## Our Care Services Team

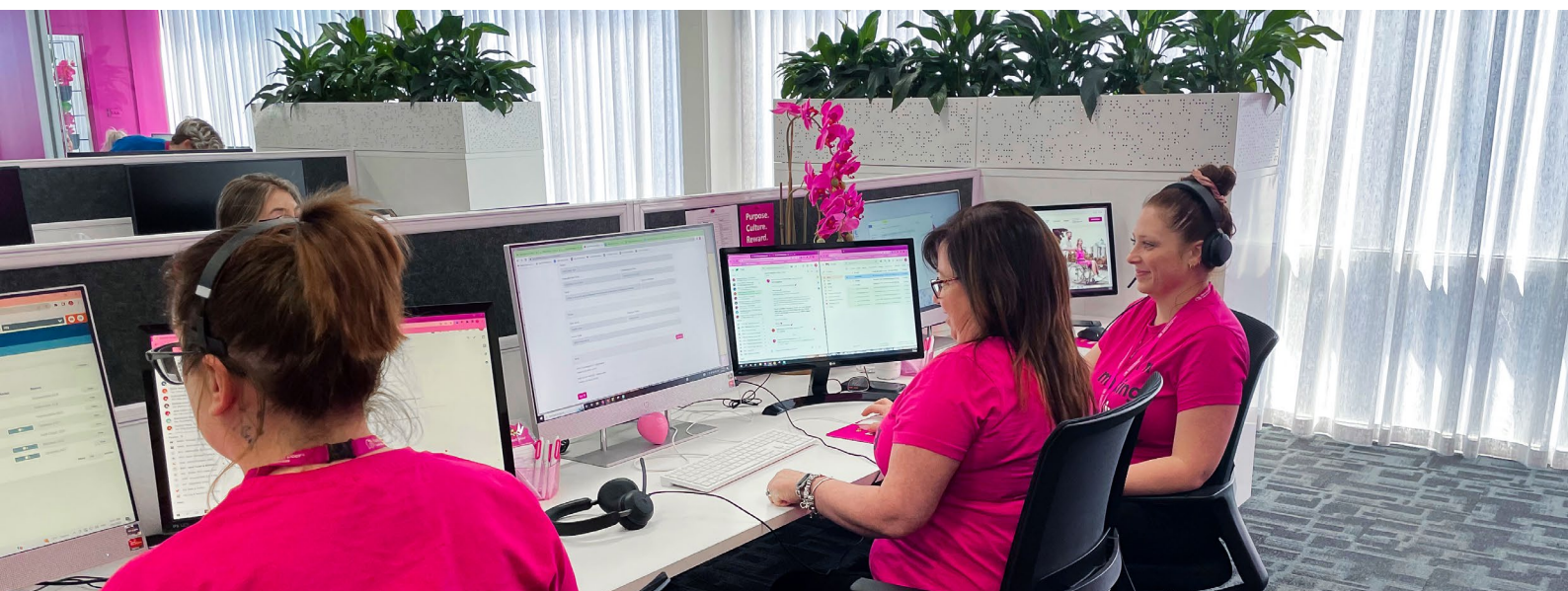
Our Care Services Team is here for you 24 hours a day, 7 days a week, 365 days of the year, ready to take your call and offer phone support at whatever time suits you. Whether you are calling to update your schedule, check your schedule or ask a question about the care you are receiving, our team of Care Services Specialists is there for you.

### Always Open, 24/7 Access with 24/7 Service

Our Care Services Team is always here for you, so a live person can respond to your call around the clock! Whether it's 2:00PM in the afternoon or 2:00AM in the middle of the night, we're happy to support you!

### Attendance Monitoring

Our Care Services Team monitors your Caregiver's attendance to your visit. You can have peace of mind knowing that we monitor whether your Caregiver has arrived on time, or will keep you updated if they are running late.



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## Companionship

Loneliness and isolation are among the leading causes of depression. Nurse Next Door understands that you may need help with certain activities, or a friend along the way. Our trusted Caregivers are specifically chosen to provide and support social interaction for maintaining health and mental well-being. It's all about happiness!

### Our Companionship services include activities such as:

- Doing crafts and hobbies
- Social activities at home or in the community
- Going for leisurely walks (dogs are welcome!)
- Attending family events, concerts or festivals
- Conversation, storytelling and reading books
- Light gardening



## Personal Care

Some days, handling day-to-day tasks on your own can feel like quite a challenge. Whether it's bathing or shaving, Nurse Next Door can assist with your ADL's (Activities of Daily Living). Our goal is to assist clients to maintain an independent lifestyle wherever they live at home, in assisted living or even in a long-term care facility.

### Personal Care services may include:

- Bathing and personal hygiene
- Personal grooming and getting dressed
- Hair and skin care
- Oral hygiene (brushing, flossing, denture care)
- Toileting assistance
- Ambulation assistance and transfers with or without mechanical aids



## 24/7 Care

If around-the-clock care is needed, Nurse Next Door offers 24/7 Care services. This is a great option for clients who require ongoing services throughout the day and night. Depending on your needs, a range of services can be scheduled daily, weekly, or monthly.

### 24/7 Care services can include:

- Companionship
- Homemaking
- Personal care
- Medication management
- Dementia care



## Medication Management

Taking medication on time is essential for several reasons, adhering to prescribed medication schedules ensures that the medication achieves its intended therapeutic effects. Consistent medication use can help control symptoms, prevent disease progression, and improve overall health outcomes.

Our Caregivers and Nurses can provide you with the support you need to manage your medication. In some cases this may just be medication prompting, assisting with medication and medication administration. Your Care Designer will work with you to determine the level of support you require.



## Allied Health Support

Nurse Next Door understand that in some cases there may be a number of other allied health professionals involved in your care.

### Our team can work collaboratively with:

- Podiatrists
- Dietitians
- Physiotherapists
- Psychologists etc.



## Transportation or Accompaniment

Being able to go to and from daily activities is a large part of maintaining your sense of independence and lifestyle. We can arrange for a Nurse Next Door Caregiver to provide transportation and/or accompaniment.

### Our Caregivers may provide this service for:

- Appointments
- Shopping
- Groceries
- Physical activities
- Religious services
- Family events



## Palliative Care

At Nurse Next Door, our Palliative Care is supportive and compassionate. It focuses on comfort, quality of life, and support for families. We will respect your personal health care treatment decisions. Care can be provided where you are living: whether this is at home, in hospice, an assisted living residence or a residential care facility.

### Our services can include:

- Assistance with personal care such as bathing or medication management
- Respite Care so family caregivers can rest



## Nursing Care

Nursing Care is an integral part of Nurse Next Door's services. We define Nursing Care as a "dynamic, caring relationship in which the Nurse assists the client to achieve and maintain optimal health." Our Nursing Team consists of Registered Nurses (RN) and Enrolled Nurses (EN) to meet your personal nursing needs.

### Our Nursing team can assist with the following for clients in the acute, rehabilitative or chronic stages of their illness:

- Assessment and care planning
- Administering medication
- Pain and symptom management
- Intravenous therapy
- Wound care management – changing dressings
- Management of enteral feedings
- Procedures (eg. catheter insertions, tracheostomy care)
- Client health education
- Wellness checks
- Post-surgical care



## Caregiver Relief/Respite Care

Caring for a loved one can be demanding. Nurse Next Door provides Respite Care for families who need temporary relief: you may need to attend to other responsibilities or a chance to simply recharge. Being rested and present allows you to be able to enjoy more fulfilling and meaningful time with your loved ones.



## Alzheimer's and Dementia Support

Nurse Next Door understands that when a loved one has been diagnosed with Alzheimer's or another form of dementia, it can be a very challenging time.

We provide support and guidance to clients and their families in dealing with ongoing challenges and other caring responsibilities.

### Our services include:

- Providing techniques to improve communication
- Coping strategies for family caregivers to deal with challenging behavior
- Maintaining a familiar and safe environment with a daily routine
- Memory games and activities for mental stimulation
- Family support through resources, training, educating and Respite Care
- Promoting a physical activity plan



## Homemaking

At Nurse Next Door, we offer light housekeeping services for our clients to assist them with daily activities, so our clients can remain at home in a safe and clean environment.

### Our Homemaking services include:

- Laundry
- Tidying up
- Washing dishes
- Vacuuming
- Dusting
- Bedmaking



## Meal Preparation

Good nutrition and healthy eating becomes more and more important as we age. Our Caregivers love to assist you in preparing your favourite meals. You can also request specific cultural cuisines and dishes.

### Our Meal Preparation services include:

- Menu planning and food choice education
- Shopping for groceries
- Preparing specialised diets
- Cooking your favourite recipes together



# What People Say About Us



“

*Their care allows me to run the rest of my life, you know, because I have a full-time job and two 16-year-olds who need to go places. Nurse Next Door has taken the burden off of me. There's really no other way we could have managed it. And it really gave me peace of mind too, because that's what I was most concerned about when he was living independently. I'd tell him, 'Geez, Dad, if you fell, I wouldn't even know about it until I called that night at 5 o'clock.' So that's what they give me.*

Sari F. (Client's Daughter)



“

*I was born with Cerebral Palsy and at times have felt isolated from the community and struggled to find reliable Caregivers. I am so lucky that I found Nurse Next Door, not only have they helped me to stay safe and healthy in my home, **but their tailored Care Plan and professional team of Caregivers and Nurses have allowed me to continue pursuing the passions I enjoy and keep living life to the fullest.** Thanks to Nurse Next Door, they have improved the quality of my life and encouraged me to have a voice. With their constant support and compassion by my side, I no longer fear what the future has in store.*

Tom S. (Client)



“

*In my time of desperation, a friend recognising my need for help suggested a wonderful service called Nurse Next Door. Amy and Rick came to my house to explain the service. There are no contracts, the hours are flexible and they are willing to accommodate my need for food preparation, light housework and hygiene. **It is heartwarming to have my companion come in my door with a bright cheery smile ready and willing to make my life much better.***

Sara M. (Client)



# What's Next?

1

## Discovery

We are so happy you found Nurse Next Door!

2

## Learning

Please enjoy reading our Care Information Guide.

3

## Booking

Call us anytime to book a complimentary Caring Consult with a Care Designer (Registered Nurse).

4

## Free Caring Consult

Our Care Designer (Registered Nurse) visits you to customise a Care Plan tailored to your specific needs.

5

## Perfect Match Care

Welcome to the Nurse Next Door family: meet your **Perfect Match** Caregiver or Nurse!



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# Frequently Asked Questions

## **Are your services only for older people?**

No - we provide services to all ages. We also provide services to people living with a disability.

## **Can I use my Government Funded Home Care Package or National Disability Insurance Scheme (NDIS) funding to pay for my services?**

Nurse Next Door works with NDIS participants and clients with Government Funded Aged Care Packages regularly and, in most cases, you will be able to use your funding to pay for services. Speak to one of our team to clarify the funding options.

## **Do you provide services in long-term care facilities or assisted living facilities?**

Yes, people sometimes discover that the assistance provided in a facility is not enough so we can provide services to you or your loved one in facilities such as hospitals, long-term care, assisted living facilities and retirement communities.

## **How does the cost of staying in my home compare to living in an assisted living care facility?**

Depending on needs, the costs associated with home care services can be comparable or less than the costs of a nursing home.

## **How is a Caregiver or Nurse selected for a visit?**

Once our Care Designer completes your Caring Consult, they will select the most suitable Caregivers based on your needs and personality. We always keep you updated on the schedule so you are aware of which Caregivers will be coming.

## **Will I have the same Caregiver or Nurse all the time?**

Nurse Next Door will pair you up with Caregivers and Nurses based on skills, personality and interests — providing a consistent team in order to build trusting and caring relationships with familiar faces who know your personal care routine.

## **What happens if my Caregiver or Nurse is not available?**

If your primary Caregiver or Nurse is ill, another member on your Care Team will be there for you. At Nurse Next Door we aim to build a Care Team, overseen by your Care Designer, so that you will always have a familiar, friendly face.

## **Can I change the schedule if I have appointments to keep?**

We understand that there may be times when you need to change your schedule due to outside appointments or family commitments. Nurse Next Door makes the schedule work for you and your family — your needs and requests come first and we will do our best to accommodate them. When you anticipate having to reschedule, please contact our Care Services Team to add, change, or cancel a visit. We ask that you give us as much notice as possible, preferably 24 hours.

## **Do I have to sign a contract for services and am I committed for a specified period of time?**

After your Caring Consult, your Care Designer will suggest the type and frequency of services based on your needs. To start care, you will need to sign a Client Service Agreement which your Care Designer will review with you & your family. There are no lock in contracts so when you no longer need our services, we simply require a minimum of 24 hours notice to cancel services. (Please Note that NDIS participants are subject to the Government Cancellation Guidelines)

## **What if I need to speak to someone outside of business hours?**

Our Care Services Team is available 24/7. You can call at any time and one of our Specialists will be happy to assist you.

## **How is the Care Plan created and can it be modified?**

Ideally, you and your family will participate fully in the planning of your care. Sometimes information is obtained through discussion with your family doctor, hospital staff, or other health professionals. Your Care Designer will create your Care Plan by identifying specific goals that are responsive, flexible and in line with your care needs. A copy of the Care Plan will be available to you. The Caregiver or Nurse will follow the Care Plan and notify your Care Designer if there are any changes. Your Care Designer will conduct regular visits to your home to ensure that you are satisfied and the care provided is meeting your needs.



# Encouraging Your Loved One To Accept Help

*Deciding what's best for you, or your loved one, is not an easy decision. If you are looking for care, it may require a conversation with your loved one, another relative, the family doctor, or other allied health providers.*

*While it may seem like a big decision, introducing a Caregiver or Nurse into your loved one's life is often an easy, seamless transition.*

TIP NO.

1

## **Seek the advice of a trusted professional.**

Your family General Practitioner (GP) can be your best ally in getting your parents or family member to accept help.

TIP NO.

6

## **Give them an out.**

"Let's try this for two months. If you still don't like having someone help you with the chores, then we can consider other options."

TIP NO.

2

## **Hire a Caregiver to manage household chores and not actual hands on care.**

Place emphasis on just getting help around the house like vacuuming, laundry, grocery shopping or meal preparation.

TIP NO.

7

## **Discuss money.**

Let them know that spending money on their happiness and keeping them in their own home is worth far more to you than a few extra dollars of inheritance money.

TIP NO.

3

## **If there are two people involved, place your attention on the person who needs less help.**

By allying yourself with the more independent individual, you may ultimately be able to get them both to accept the help they require.

TIP NO.

8

## **Show them the statistics.**

Almost all injury-related hospitalisations are the result of a simple fall. One out of every three older Australians will fall this year. By having a little bit of help, you can help minimise these accidents.

TIP NO.

4

## **Focus on you as the family caregiver needing the help, not them needing assistance.**

Example: "I'm having trouble sleeping because I'm worried about you. Please help me come up with a solution that we can both live with."

TIP NO.

9

## **Ask them about their fears of accepting external help.**

Studies show the #1 fear of ageing is losing independence. Nurse Next Door believes in autonomy for all our clients—clients will not lose their freedom to make life decisions for themselves.

TIP NO.

5

## **Tour a few nursing homes as an alternative.**

Let them choose whether they want to move out or stay at home. If they want to stay at home for as long as possible (or forever!), then hiring a Caregiver is the first step.

TIP NO.

10

## **If all else fails, introduce the Caregiver as a friend or companion.**

A friend is trustworthy and can provide companionship.



**To book your free Caring Consult call  
1300 600 247**

**Once you've set up a Caring Consult, our Care Designer (Registered Nurse) will meet you at your requested location, date, and time.**

**At the Caring Consult, our Care Designer will present you with a customised Care Plan and service agreement.**

**Services can then be set up as quickly as within 24 hours!**



**Learn More**

