

COMMUNITY HOME CARE CLIENTS: FREQUENTLY ASKED QUESTIONS

What is the difference between essential and non-essential services?

Essential services means the provision of basic care and support, without which a person's health will significantly deteriorate. Essential services include: medication support, personal care, meal preparation, shopping assistance, transport for medical appointments, laundry, in-home respite, home safety checks, welfare checks, nursing and allied health visits. Non-essential services are outside of this list and include domestic assistance, support to exercise, gardening and social support. All non-essential services and group activities are on hold until further notice.

How long will non-essential services be on hold?

UnitingSA will continue to monitor the evolving COVID-19 outbreak and use our internal risk management systems to determine when it is safe to return to delivering non-essential services. We will notify you as soon as they resume. In the meantime, if you have a particular need which you feel meets the criteria of an essential service, please contact your Coordinator to discuss how UnitingSA may assist you.

Can I still have assistance with getting my groceries?

A support worker is able to go shopping on your behalf using a shopping list and paying in cash or a store gift card (they cannot pay using your credit or debit card). They are able to take you to the bank to withdraw cash if need be, but they will need to take you home before they undertake the grocery shopping. If you need to pay by credit card, your support worker can assist you to order groceries online. Please call the office before your scheduled visit to advise if you need someone experienced in online shopping. Our staff cannot assist with the purchase of alcohol, cigarettes or gambling items.

What if I have a medical appointment that I need to attend?

A support worker can escort you to an urgent medical appointment, however you must sit in the back seat diagonally opposite the driver to maintain appropriate social distancing measures. Vehicles will be thoroughly cleaned between transport visits.

What measures will workers put in place to keep me safe?

Our support workers will adhere to social distancing requirements and are equipped with Personal Protective Equipment (PPE) including masks, gowns, gloves, wipes and hand sanitiser. All workers practice hand hygiene between visits and after touching surfaces. Currently, all workers must wear a disposable surgical face mask when they visit your home. Gloves and gowns will be worn to carry out specific duties.

What if I need social support to maintain my mental health?

Although face-to-face social support visits in the home and community have been put on hold, we can still arrange for a telephone call or video call with a support worker. Please contact the office on 8449 7085 to arrange a telephone or video call with a member of our team.

How do I go about making a complaint or passing on a compliment?

If you would like to pass on feedback to the team, or to speak with the Community Home Care Manager, please contact our office on 8449 7085 or email hcpenquiries@unitingsa.com.au.

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