

*Caring for You*

PREMIER HOME HEALTHCARE

*Simply the Best*

*“.....because everything that we do is done from a Nurse’s perspective.”*

Louise Thomson Registered Nurse Division One & Midwife - Founder of Caring for You Nursing Agency



## *Preserving Independence*

*"... with great passion and commitment, making a positive difference in our clients' lives with every visit, every time."*

Every time I visit one of our clients' homes and see them enjoying the nurturing care of our staff I am overwhelmed by the benefits of home health care and why we should all have the opportunity to preserve our independence.

This is really what Caring for You Premier Home Healthcare is all about; Enhancing the quality of life and dignity of our aging population in their own homes. Nearly everyday I witness or hear of our carers and support staff living this vision with great passion and commitment, making a positive difference in our clients' lives with every visit, every time.

When I look around and see the kind of organisation we have built I know it is because of the hard work and dedication of our people. Then I look to the future and the many opportunities it holds. For many Australians home healthcare is personally and financially a better alternative than long term institutionalised care. Home care preserves independence by allowing people to stay in the comfort and financial security of their own homes.

By providing clients with Simply the Best personalised care at home, we empower them to live life on their own terms.

### **Major Aged Care Clients include**

- ♥ Alfred Health
- ♥ Benetas
- ♥ Blue Cross
- ♥ Brotherhood of St. Lawrence
- ♥ Bupa Care Service
- ♥ Catholic Homes
- ♥ Churches of Christ
- ♥ Craigcare
- ♥ Department of Health & Ageing
- ♥ Jewish Care
- ♥ Queensland Health
- ♥ Ramsay Health
- ♥ Regis
- ♥ Southern Health
- ♥ The Bays Hospital
- ♥ Uniting Church
- ♥ Vasey Group
- ♥ Villa Maria

Louise Thomson Registered Nurse Division One & Midwife

*"Comforting a friend" (Oil on canvas) 1988  
Artist & Registered Nurse Zina Kurtschenko*



Zina was one of my first RNs and is wonderful ambassador for Caring for You. This lovely painting by her of two residents in the gardens of George Vowell Centre, is a beautiful tribute to both the warmth of Essie Wilson as she comforts her friend Jemima Vance and the compassionate heart of Zina and all nurses like her who go the extra distance.

## Care Specialist

*"...the serendipity of our home health service is that it was created by our clients."*

For 30 years, my professional life has been nursing. I am a Registered Division One Nurse having completed my training at St. Vincent's Hospital, Lismore and my Midwifery at the Mercy Maternity Hospital, Melbourne. My passion is the care of babies and the elderly. Whilst my children were young, I enjoyed working as an Agency Nurse for twelve years, however what I found was that most agencies were run by corporations and people with no medical background who are actually more interested in sales than quality nursing care.

When I had the opportunity of setting up my own agency, my goal was to create a service that was simply the best for both the patients and the nurses. I initially started as an Aged Care Specialist with the objective of just sending nurses and carers to Aged Care Facilities. However what I found was the Directors of Nursing of the facilities I supplied to, who appreciated our commitment to quality nursing, in turn sent their patients to us who required either escorts or inhome care. One wonderful compliment several years ago, was the referral by an exclusive private hospital of an outstanding Australian citizen, whom we still care for today. Another more unusual one was from a public health network, for a escort of an elderly lady from Melbourne to Adelaide and return. In my heart I always wanted to do in home care but I never planned it. The serendipity of our home health service is that it was created by our clients who constantly refer their patients to us.

Today, Caring for You Nursing Agency has blossomed into one of Australia's Premier Home Health organisations with 1200 nurses and carers, available from four convenient offices in 3 states. Personally I feel that this is a wonderful testament to the commitment of our dedicated personnel.

### Key Aged Care Associates



INSURANCE



Australian  
Nursing Federation



Queensland Nurses' Union

# Our Values

As we deliver care in our communities, it's vital for us to be consistent in the way we deliver that unique Caring for You experience. Attracting good people is one way we do this, but it's also about the set of values that we live everyday through our work with clients, and in how we treat each other. I'd like to share some examples of the values that I believe define who we are as an organisation and what sets us apart from other providers.

## Compassion and Fun

*"..... the lovely banter around the table as everyone relived the marvellous moments, that they had enjoyed with such a wonderful lady."*

We are also known for being compassionate and fun, two values that appear to be at opposite ends of the spectrum, but when you put them into practice it makes clients feel cherished and nurtured. Caring for You has so many stories about caregivers demonstrating these values. One of my favorites is about a beautiful inhome client who recently passed away. Following the funeral, the care manager organised a luncheon for our caregivers and included several other outside professionals who had been involved in the care of the client. On dropping in at the luncheon, my husband Stephen was taken a back by the lovely banter around the table as everyone relived the marvellous moments that they had enjoyed with such a wonderful lady. However, most significant of all was a letter from her nephew that was read at the luncheon that highlighted how she appreciated, not just the wonderful care provided by Caring for You but the humour too. Personally I feel this letter says everything I have ever hoped for and have proudly included it inside the back cover of this brochure.

## Empowerment

*"....favorite memory is when one of our Managers, Mary, of her own volition organised a Sony PlayStation as a Christmas gift."*

Another value that makes Caring for You Nursing Agency an exceptional organisation is how incredibly reliable we are. Clients know they can always count on us to be there for them. All of our staff have a financial level of authority consistent with their positions that empowers them to act immediately to assist both clients and personnel. Every week I hear of flowers being purchased to cheer up a client, movie tickets being posted to thank a Carer, taxi's being despatched to ensure a nurse with transport problems makes it on time, or I just hear a sincere conversation on the phone with someone in need. My favorite memory is when one of our managers, Mary, of her own volition organised a Sony PlayStation as a Christmas gift for the children of a nurse whose husband had recently passed away. We had obviously done some other things to help, and we do each year hold Santa parties for all the nurses' children, but the gift of the PS2 featuring Sing Star that these two kids had wished for was really special. We empower our staff by giving them the freedom of decision. We empower our clients by giving them the freedom of action, to live life on their own terms 24 hours a day 365 days of the year, so even as you read this, clients are enjoying their homes and loved ones, because someone close wants to empower them.

## Professionalism and Continuous Learning

*"...our telephones are predominantly answered by Registered Nurses who intimately understand the Nursing needs of our clients"*

Our values include being professional and committed to continuous learning and improving so that we always deliver a superior customer service experience. I see evidence of this every day in the way that our telephones are predominantly answered by Registered Nurses who intimately understand the nursing needs of our clients and carers. One story that comes to mind is that of a severe gastro outbreak at one of our major Health Networks which was only contained because of the awareness of our telephone allocations nurses who actually initiated our quarantine procedure well before the official alert was received. This intuitive action combined with a co-ordinated management system successfully isolated and minimised the impact of what otherwise could have been a very serious situation.

I also see professionalism in the way that we train and continuously develop our staff. Just the other day a client told me of how they were amazed, and in truth I was also, at how quickly our organisation had responded to a learning need. The situation was that one of our Medication Endorsed Nurses came across Peg Feeding Equipment that she was unfamiliar with. Upon receiving our "Staff Appraisal Form" from the client, our Personnel Manager, Liz, liaised with the manufacturer of the equipment, identified an expert trainer, co-ordinated a specialist venue, and completed a training session for 22 Nurses at our expense, and all within 14 days.

## Ethics & Principles

*".....these ethical standards that attracts and keep so many terrific Nurses when there is an Australia wide shortage."*

Although today Caring for You is a \$20m per annum plus company and growing, my goal has never been to be the biggest Nursing Agency in Australia, I just want to be the best for the patients and nurses. In truth the high ethical standards that I placed on the Agency made it very slow and hard to get off the ground because I would reject so many applicants, however as the years have rolled on these standards have created a massive snowball effect in that good people attract good people. I am absolutely convinced that it is these ethical standards that attract and keep so many terrific nurses when there is an Australia wide shortage.

"Caring for You" is not only our name, but it is the principle that I base all of our decisions on. Business people often tell me that I must have a company logo and corporate slogan, but my answer is, "I chose the name because it says it all." If the balance in anything is between an advantage for our clients or nurses, and ourselves, we will compromise ourselves. All of our internal policies are also based on the same ethical standards. By their nature most of these policies, such as our recruitment procedure featuring face to face interviews and a meticulous screening process, are invisible to the outside world. However some are clearly visible such as our industry leading \$20M Professional Indemnity Insurance with an Australian company, CGU, rather than the difficult to access cheap off shore option.



# Living the Values

## Superior Care

*"..... evolved from conscientious external Case Managers continually directing more and more seriously ill children to us."*

Being true to our values ensures that we are getting the right message across to our clients, time and time again. It shows them what a great organisation we really are. There is no doubt in my mind that this message is making its way across the country. Caring for You is known for its superior quality of care. I know this because in a recent Aged Care Association monthly meeting, respected Directors of Nursing told me that they think our front line staff and caregivers do an excellent job. They said we are reliable, well trained and that we adapt to the individual needs of our patients.

Our clients say that they consider our staff to be friendly, respectful, easy to talk to, patient and committed to making life better for them, and because of this they feel confident to promote our service to other clients. Such is the case with our in home Nursing for the Royal Children's Hospital. This has evolved from conscientious External Case Managers continually directing more and more seriously ill children to us, because they appreciate our commitment to training and care. This excellence of care that we provide in Palliative Nursing is something that I am especially proud of.

## Meaningful contribution

*".....how we help individuals spend their precious time living comfortably and with dignity....."*

My belief is that it is hard to give what you don't get and it is even harder to care when you don't feel cared for. To this end, we live our values everyday and do everything we can do as an organisation to care for our people. Not just professionally with training, but also personally by providing a warm working environment, excellent rewards, functional uniforms, gifts of appreciation, gala nights, theme evenings, individual assistance and my favorite, the children's Christmas parties. It is by this giving of care that we guarantee simply the best care for you.

Everyday, Caring for You people make a meaningful contribution to society, by improving the quality of our clients' lives. I enjoy sharing stories about how we help our clients to live more independently and make it easier for them to participate in the daily activities they love. Plus how we help people with ongoing health issues or who are recovering from an operation, to stay out of the hospital and enjoy being at home surrounded by their loved ones. Our mission is to help individuals spend their precious time living comfortably and with dignity.

The success of our Premier Home Healthcare is living proof that high quality in home care is an important component of today's modern world.



## Commitment to Service

*“.....the difference is that ‘Nursing is our life and we really do care.’”*

I am often asked how Caring for You has been able to succeed in an industry dominated by large corporations. The secret I believe is that we care to be different, our objective is not to be the biggest just simply the best. We trust that you will notice this difference from your first call or visit to our offices which are predominately staffed by Nurses who intimately understand your needs. For us the difference is that ‘Nursing is our life and we really do care’.

### **When you contact us we promise to**

- ♥ Listen and take the time to understand your unique individual needs
- ♥ Explain the range of home health services available and help you navigate the Aged Care labyrinth

### **On delivering our service we will**

- ♥ Provide warm nurturing and professional health care
- ♥ Appoint a designated Care Manager
- ♥ Evaluate the home environment prior to commencement of the service and prepare a primary Care Plan
- ♥ Supply meticulously selected personnel who are qualified for their role
- ♥ Ensure that primary and back-up Caregivers not only match the care requirements but also the interpersonal need
- ♥ Willingly interact with other health professionals as required

### **Included in all our Premium Home Health services are**

- ♥ Ongoing review of primary Care Plans by a Registered Nurse
- ♥ Liaison, reporting and ongoing meetings with extended family members
- ♥ Industry leading Professional Indemnity Insurance cover of \$20 Million
- ♥ 24 hour per day support plus Client Care Office open from 5.00am to 11.00pm 365 days of the year

### **Available as additional support are**

- ♥ Total case management
- ♥ Liaison with Doctors, Pharmacists or other health professionals, plus co-ordination of appointments and transport
- ♥ Supervision of home, household purchases, maintenance and cleaning
- ♥ Acquisition of home alert monitoring or webcam communication system
- ♥ Evaluation, purchase or hire of medical equipment and health products with industry member savings



# Levels of Care

*".....our service is not designed around fancy silver and gold marketing packages, but rather three levels of human needs."*

Because everything that we do at Caring for You is done from a nurses' perspective our service is not designed around fancy 'silver and gold marketing packages', but rather three levels of human needs and scheduled visits ranging from one hour once a week to 24 hour around the clock care, 365 days of the year, all of which can be tailored to your specific needs!



## Level 1 | Companionship

European style of care for Australian Senior Citizens. In the same manner than an Au Pair is trained as a nanny for children, a Partenaire is experienced in the companionship of the Senior Citizen, providing terrific company and security in:

- ♥ Companionship
- ♥ Freedom
- ♥ Transportation
- ♥ Peace of Mind



## Level 2 | Assisted Living

For clients who require assistance with 'Activities of Daily Living that they are unable to do themselves, these may include:

- ♥ Hygiene / Grooming
- ♥ Cooking / Meals
- ♥ Toileting / Medication
- ♥ Procedures / Equipment
- ♥ Mobility / Fitness



## Level 3 | Nursing

Our Premier Medical Care service provides Registered Nurses and Enrolled Nurses for clients who require nursing care that may include:

- ♥ Case Management
- ♥ Palliative Care
- ♥ Post Operative Care
- ♥ Medication & Pain Management



# Partenaire

## Level One | Companionship

*“ .....In very much the same way in which a daughter may visit her mother, a Partenaire will arrive, have a cup of tea and chat, followed by a quick check around the house to make certain everything is going well.....”*

Our Partenaire service provides experienced companionship for clients who are able to do personal things for themselves but have challenges with companionship, isolation and transportation.

### **European style of care for Australian Senior Citizens**

In the same manner that an Au Pair is trained as a nanny for children, a Partenaire is experienced in the companionship of the Senior Citizen. The difference between Nursing and Partenaire care is that nursing concentrates on physical health, whereas Partenaire focuses on mental well being and fulfillment of an interesting life.

In the past we lived in small communities and were able to be involved in the day to day lives of our parents and grandparents. Today life is transient. I myself live in Melbourne, Victoria and my parents live in Kingscliff, Northern New South Wales. The unfortunate flow on effect of this is that many elderly people find themselves isolated from their extended families, with little or no opportunity for companionship or to venture outside of their home or nursing home. Our Partenaire service now economically offers terrific company and security in that it provides:

- ♥ **Companionship** Regular visits provide companionship and mental stimulus, chats, reading or games.
- ♥ **Freedom** Escort for visits to friends, shopping trips, movies, beaches, parks, medical appointments, or even overseas travel
- ♥ **Transportation** Security of having a personal driver who is patient and reliable for day outings or medical appointments.
- ♥ **Peace of Mind** Routine checks on overall wellbeing, with regular feedback to ensure loved ones are kept informed of welfare

A Partenaire embraces the traditional culture of family care. In very much the same way in which a daughter may visit her mother, a Partenaire will arrive mid morning, have a cup of tea and chat, followed by a quick check around the house to make certain everything is going well for her mother, she will then put on a load of washing, repair a blouse, and take mum out for a light lunch and maybe stop by at a friends house, or park on the way home. Plus later give her interstate brother a ring and update him on how mum is going.

### **Terrific company & peace of mind**

If you feel your loved one is frustrated at being house bound with very limited access to visitors, or you are concerned about them being alone for extended periods of time, a Partenaire is an economical solution to a more fulfilling life and peace of mind.



# Personal Care

## Level Two | Assisted Living

*“.....all of our Caregivers possess both professional expertise and personal warmth.”*

Our Premier Personal Care service provides Certified Personal Care Attendants for clients who require assistance with ‘Activities of Daily Living’ (ADL’s) that they are unable to do themselves, ADL’s include:

- |             |                              |              |  |
|-------------|------------------------------|--------------|--|
| ♥ Hygiene   | Bathing, showering, sponging | ♥ Medication | Prescribed oral medication assistance* |
| ♥ Grooming  | Hair care & shaving          | ♥ Procedures | Oxygen, Gastronomy tube, Nebuliser     |
| ♥ Cooking   | Food preparation             | ♥ Equipment  | Aids and appliances support            |
| ♥ Meals     | Eating & drinking assistance | ♥ Mobility   | Mobility & transfers                   |
| ♥ Toileting | Bowel & bladder care         | ♥ Fitness    | Rehabilitation, exercise and therapy   |

### Personal Care Attendants

Our Personal Care Attendants or Assistants in Nursing, depending on the State of Australia you are in, all have a Certificate 3 in Aged Care. For your security, everyone of our Caregivers are interviewed face to face, thoroughly screened, health industry reference checked and Police checked. In addition we also run our own in-house training courses, on line refreshers and support for continued learning. Our service is held in high regard due to the strength of our rigorous selection process. This ensures that all of our Caregivers possess both professional expertise and personal warmth.

### Medication Guide\*

Please note conditions apply, but as a guide to assist you in evaluating the scope of this service, a Personal Care Attendant can generally administer prescribed medications orally, suppositories, enemas, oxygen therapy, nebulisers and medication via gastronomy tubes. All other forms of medication or procedures normally require a Registered Nurse.

### Case Management

With our Premier Personal Care service we work to a Care Plan developed by your Doctor, Case Manager, Therapist or ourselves. Our objective is to provide you with professional, sensitive and dignified personal care to achieve the highest possible quality of life with Simply the Best health outcomes for you.



# Medical Care

## Level Three | Nursing

*“.....if required, we can create a virtual hospital ward in a client’s own home.”*

Our Premier Medical Care service provides Registered Nurses and Enrolled Nurses for clients who require nursing care that may include:

- ♥ Case Management
- ♥ Palliative Care
- ♥ Post Operative Care
- ♥ Medication & Pain Management

Last year we received a request, from a huge not for profit organisation that specialises in home carers and maintenance, to co-ordinate the complex care of an accident victim. I was elated when this organisation approached us for help as it confirmed significant industry recognition of our nursing capacity. Months later, at the completion of the tenure, I was even more excited when I heard the excellent feedback from the external Case Managers, as they spoke highly of the standards of nursing care that our Registered Nurse, Iris, and her team delivered for them.

### **Aged Care Specialist & Fully Operational Nursing Agency**

Caring for You Nursing Agency is unique in the Health industry because not only can we provide you with outstanding in-home Nursing care but we are also an organization that runs a fully fledged Nursing Agency, supplying 1200 meticulously screened personnel to Public Health Networks, Private Hospitals, Aged Care facilities and Universities. Our Registered Nurses, Endorsed Nurses, Enrolled Nurses, Assistants in Nursing and Personal Care Attendants provide quality care in the following areas:

- ♥ Aged Care
- ♥ Midwifery
- ♥ Accreditation Counselling
- ♥ Intensive Care
- ♥ Emergency Department
- ♥ Oncology
- ♥ Palliative Care
- ♥ Industry OH&S
- ♥ Training Facilitators

Although most of this Nursing expertise is not required for in home health, I do feel that it is reassuring for our clients to know that we have the ability, training and systems in place to support such a dynamic service. I have found that there is a flow on effect of resources and learning that greatly enhances our in home care. One recent example that comes to mind is when due to our innate understanding of medications and depth of personnel, we were able to interleave Endorsed Nurses with Division One Nurses to deliver a palliative care program that dramatically decreased our client’s costs. In addition to nursing, we also offer our clients an extensive network of Aged Care Health professionals, medical equipment and medical suppliers. In fact, if required, we can create a virtual hospital ward within a client’s own home within days. We are proud of our nursing care because this is what we do, so that you can make the most of every special moment.



# Travelling Companion

## Travel & Medical Escorts

*I get inspired when I hear stories about clients' who have been able to capture one of life's special moments,*

As with our Home Healthcare service, our Travelling Companion service was created by one of our clients. When the Peninsula Health Network several years ago requested us to escort an elderly patient from Melbourne to Adelaide and return. Now virtually every day our Caregivers accompany clients all over Australia, from just short taxi trips to the local Doctors, to interstate jet flights, to family functions.

### Medical Escorts

Medical Escorts are Nurses or Personal Care Attendants who transport patients to or from medical appointments. As these journeys are sensitive by nature we take extreme care in matching the medical expertise and personality of our Caregiver to your requirements. It is here that our depth of 1200 plus Caring for You personnel really comes to the fore to allow us to provide you with just the right Caregiver for you.

- ♥ Visits to and from local medical appointments, either from private homes or care facilities.
- ♥ Transportation to and from interstate hospitals or medical centres.

### Travelling Companions

Our Travelling Companions are Nurses, Personal Care Attendants or Partenaires, who are seasoned travellers and fun to be with. The success of our Travelling Companions is that they provide the freedom for everyone to fully enjoy the trip to their own capacity. For example, recently a lovely client and one of our delightful Registered Nurses Helen had a wonderful trip from the Gold Coast to fabulous family wedding in Sydney.

- ♥ To and from family functions, local, interstate or international.
- ♥ Single person Companion for someone who is unable or uncomfortable to travel or holiday alone.
- ♥ Couple or family Companion where one member requires nursing, personal care or general assistance whilst travelling or on holidays.

### Capture Life's Special Moments

I get inspired when I hear stories about clients' who have been able to capture one of life's special moments, because they now have someone to travel with who can attend to their or their loved ones needs. Today Caring for You can enable you to regain your freedom of travel and enriched your life, with the peace of mind that your Companion is always their, just for you.

# Why Choose Caring for You?

*“.....so you can optimise your budget to achieve a greater coverage of superior care.”*

From chatting with our clients I think there are three reasons why people choose Caring for You Premier Home Healthcare. Firstly, we care to be different, nursing is our life and everything we do is done from a nursing perspective. Secondly, our 1200 Caregivers are selected for their expertise and compassion, and are committed to making a difference in our clients' lives, with every visit, every time.

Lastly as money is important too, our economy of scale\* allows us to deliver a Premier service at a Kingswood price, so you can optimise your budget to achieve a greater coverage of superior care for your loved one. I trust that when you review our rates table you will notice that there are no fancy gold or silver sales gimmicks, just clear hourly, weekly and per visit rates, so you can quickly estimate the financial aspects of your requirements. As a costing guide we have listed a number of the most commonly requested services, however all care plans are individually tailored to meet your needs.

## **Economy of Scale\***

We have an unrivalled economy of scale in the home care industry due to two significant factors. Firstly we are not a single dimensional Agency that is wholly reliant on recovering all of our costs from just our in home care service, and secondly we have the business volume and financial critical mass of a corporation, but not the inherent bureaucracy or high profile expenses that limit flexibility in pricing. Our big revenue and small operational costs allow us the economy of scale to deliver you simply the best value for money in home health care.

## **Next step**

To learn more about the benefits of a personalised care plan please call **1300 369 206** or visit our website [www.caringforyou.net.au](http://www.caringforyou.net.au)

### **Melbourne East**

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### **Melbourne South**

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### **Melbourne West**

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### **Brisbane**

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### **Gold Coast**

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Louise Thomson RN RM  
Founder and CEO

When I started Caring for You Nursing Agency I had high hopes for the future and over the years I have loved receiving the countless letters of appreciation. This one especially touched my heart and I have it framed in my office. I present it to you with pride as it encapsulates the essence of everything we aspire to.

Dear Liz,

.....I was aware of the extensive effort Bob made in seeking a group of carers which would meet his exacting requirements, and would provide the sort of home environment that was wanted for Norma. He was finally extraordinarily successful in locating Caring For You, with you and your organisation of nurses and carers. Those of us who were closely associated with Norma cannot fully express our gratitude or thanks to you and your people for the care which you provided.

Your organisation was excellent from the beginning, and your carers were truly caring and reliable, on duty all the time, and in a close personal relationship which not only met her physical needs, but also eased her situation by playing with her, teasing her and keeping her diverted and happy to an extent that I would not have thought possible.

There were so many carers involved that I never managed to meet all of them, and it would be wrong to single out particular ones for praise. They were all excellent people, dedicated and helpful, and Norma made good friends with many of them. I would like to express our appreciation of the work which you did and the part that you all played in supporting Norma through a very difficult period and I should be grateful if you would convey this appreciation to all those who were involved.

Yours sincerely

Dan

Mont Albert, Victoria

Extract of letter to Liz Steer, Manager Premier Home Healthcare

15th August, 2009

*Caring for You*  
PREMIER HOME HEALTHCARE

Phone 1300 369 206  
Visit [www.caringforyou.net.au](http://www.caringforyou.net.au)