



How Mr and Mrs Wells accessed aged care with Benetas

This is just one couple's story about how calling the advice line helped them to access care and assistance when it became a little more difficult to manage everything at home.

Mrs Wells became concerned that she and her husband were reaching a stage where they were having difficulty managing at home with out any assistance. They were both in their early eighties and had some common health issues . They phoned the Benetas free aged care advice line and discussed the possible options. Information was then sent out to them both to sit down, read and discuss.

After a couple of weeks, Mrs Wells contacted the advice line again. It was decided That Mr Wells would be referred to a day respite program at Hurlingham as they live in Caulfield. Mrs Wells also requested some at home assistance. An appointment was made to meet with one of our Benetas @ Home coordinators to discuss what can be offered and services began the following week with the implementation of 2 hours help a week. This allowed Mrs Wells to go shopping knowing that her husband was being cared for. During this time Mr Wells also took up some overnight respite at Hurlingham to allow Mrs Wells a much needed break from her caring role.

As time went on Mr Wells' care needs increased so a referral was made for an Aged Care Assessment. Mr Wells was attending Hurlingham on Monday's for 6 hours and Benetas @ Home arrived on a Wednesday. Mrs Wells decided to increase this service to an extra 2 hours on a Friday so she could rejoin a book club that she used to belong to before becoming a full time carer for her husband.

After Mr Wells' Aged Care Assessment he was recommended for a low level Aged Care Package and decided to take it with Benetas. This meant that Mr Wells' care

needs were now being case managed and, as his health deteriorated, he was reassessed for high care. He went on to an EACH package (Extended Aged Care in the Home) which allowed Mr and Mrs Wells to remain together at home with support. After 6 months on the EACH package Mrs Wells' own health issues became an issue and she was no longer able to manage at home so Mr Wells was admitted to Hurlingham, a residential Benetas aged care facility.

Mrs Wells chose to keep 2 hours of home care a week going through Benetas @ Home. She also had an Aged Care Assessment done for herself and was recommended for a low level aged care package. As she knew Hurlingham, she got in touch with the Hurlingham respite program so she could start going there herself and she also put her name on the waiting list at a nearby Benetas low care residential facility as she was feeling lonely without her husband and finding it difficult to manage at home alone.

Mrs Wells started on a low level package and with her Benetas Care Manager developed a care plan that linked her in to some social activities. In her spare time she continues to visit her husband at Hurlingham and even volunteers at the resident kiosk once a month.

Mrs Wells says the phone call she made to the Benetas Free Aged Care Advice line two years ago allowed her and her husband to continue to make decisions for themselves about their care knowing that there was someone there to support them along the whole journey.