elcare
MANAGED HOME NURSING

HOW LONG HAS THE PROVIDER BEEN SERVING THE COMMUNITY AND WHERE?

- ELCARE is a registered nursing agency
- 10 years experience of providing a high quality of service
- August 1997: founded by Mrs Elsa Lombard
- April 2005: start managing Cecil Morgan Care Unit at Klaradyn retirement village
- April 2007: Mr.Gerhard Lombard joins the company as a partner
- March 2007: new branch opens in George in co-operation with the local hospice and medical specialists
- November 2008: start managing Care Unit at Othello retirement village

Areas Covered:

- Northern suburbs of Cape Town from Seapoint, City Bowl, Pinelands, Milnerton to Blouberg, from Goodwood to Kraaifontein and Moostenbergvlakte
- Stellenbosch, Wellington, Paarl, Strand and Somerset-Wes
- South Cape from Knysna to Mosselbaai, Oudtshoorn to Barrydale and Willowmore

DOES THE PROVIDER SUPPLY LITERATURE EXPLAINING ITS SERVICE ?

A detailed booklet providing info on the following:

- Registration
- Services available
- Explanation of the 24 hour Emergency Careline
- Management of Service
- Placement of service providers
- Adjustments to the Care Plan
- What happens if hospitalisation is needed
- Termination of Services
- Screening of service providers/their responsibilities
- Fees Structures

HOW DOES THE PROVIDER SELECT AND TRAIN EMPLOYEES ?

- Elcare interviews all caregivers to screen visually and test practical experience (only applicants with a diploma in Home Based Care and experience are considered).
- Successful applicants attend an Elcare orientation day.
- 2 day practical assessment at Cecil Morgan Care Unit, Klaradyn.
- If successful , caregivers are matched with a patient according to patient's needs and caregiver's experience.
- If unsuccessful in practical assessment, caregiver is enrolled in a 3 month bridging course for further training.
- Evaluation of caregivers take place twice a year.
- Any common gaps identified through evaluation process will be bridged with a short training course.

NOTES

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DOES THE CARE PROVIDER HAVE CARE MANAGERS, AND WHAT DOES THE POSITION ENTAIL ?

- Elcare has care managers in placce as its first point of contact
- Assess patient's specific needs based on an assessment from Registered Nurse
- Identifies all support systems and role players to prevent duplication and unnecessary costs
- Draft care plan in conjunction with Registered Nurse and other role players
- Arrange services according to Care Plan
- Adjusts Care Plan as needed
- Monitor progress and quality of service
- Negotiate with medical funds where needed
- Manage and co-ordinate the service

ARE NURSES REQUIRED TO EVALUATE HOME CARE NEEDS AND WHAT DOES IT ENTAIL ?

- Full medical assessment in consultation with patient's physician/s and family members
- Includes physical assessment with reference to:
- Physical condition
- Psychological condition
- Medication
- Wound and skincare
- Nutritional needs
- Personal care
- Rehabilitation needs

IS THE PATIENT'S TREATMENT DOCUMENTED DETAILING THE DUTIES OF THE CAREGIVER ?

- A care plan is provided to the patient/family members
- Responsibilities of caregiver is set out in the plan
- Registered Nurse oversees at placement that all duties can be carried out according to the Care Plan
- Any changes to Care Plan are agreed with all parties before implementation
- Daily record is kept
- Family members are educated on care to be provided and duties of caregiver

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DOES THE PROVIDER ASSIGN SUPERVISORS TO OVERSEE QUALITY ?

- Monitoring visits are carried out according a to Care Plan by a requested nurse.
- Quality checks are carried out by Nursing Services Manager on an ad hoc basis
- Any complaints are taken and addressed by Care Manager
- All caregivers are evaluated quarterly on performance
- Feedback is requested from patients during and after services terminate

WHAT ARE THE FINANCIAL PROCEDURES OF THE PROVIDER ?

- An administration fee is required initially
- Detailed information booklet is provided at assessment stage clarifying fee structure
- All aspects of fees are set out in the contract, Care Plan and quotation supplied after initial assessment
- All rates are based on BHF scales

WHAT EMERGENCY PROCEDURES ARE IN PLACE ?

- 24 hour emergency Careline
- Situation is assessed by Registered Nurse
- Emergency call outs are carried out when required
- Experienced caregivers are on standby for any staff emergencies

IS CONFIDENTIALITY GUARANTEED ?

- All employees sign a confidentiality agreement on appointment
- All patient records are stored in a secure location

CAN THE PROVIDER SUPPLY REFERENCES ?

- Medical aids
- Hospitals
- Family members of patients
- Private patients (current and previous)
- Medical practitioners

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