

CARE Service

Making care better together for older people



Background

In a first for South Australia and in partnership with **SA Ambulance Service (SAAS)**, **Complex and Restorative (CARE)** service has been established to transform how non-emergency care can be delivered to older people in our community.

The Complex and Restorative (CARE) service has been designed to improve care for older patients by providing alternative treatment pathways where emergency care is not required.

The CARE service will provide patient centred and flexible treatment options utilising the latest digital enhancements in health care. This will provide greater connectivity and engagement with health service providers and greater access to ongoing care for patients.

What is CARE?

Our vision is to make care better together for older people.

CARE service is designed to better support older people to live independently for as long as possible by offering high quality person-centred rapid hospital level care, without the need to attend an Emergency Department.

Our CARE team can deliver free and timely same day hospital level care to older people either in their homes or at our CARE centre based at the Repat Health Precinct.

Our CARE centre has six treatment spaces and provides an alternative to an Emergency Department for non-emergency issues. CARE does not provide overnight facilities for patients.

Why do we need CARE?

Hospital Emergency Departments are not always the best place for older or frail people to receive care. If it's not an emergency, it can often be better for people to be treated at home or close to home.

Who can access CARE?

Currently, to access CARE patients have dialled 000 and are 65 years and older, or 50 years and older for Aboriginal and Torres Strait Islanders.

Appropriate, non-emergency, older patients who have called the South Australian Ambulance Service (SAAS) for help will have access to this service as an alternative to going to an Emergency Department.

In some cases, clinically appropriate patients who have arrived at the Flinders Medical Centre or Noarlunga Hospital Emergency Department may be offered access to CARE also.

What is the staffing model for CARE?

The Complex and Restorative (CARE) service is staffed by specialist geriatricians, nursing and allied health staff including occupational therapists, physiotherapists, and social workers with administrative support.

What are the opening hours?

CARE service opening hours are as follows:

- **CARE Centre** - 8.00am to 10.00pm 7 days a week.
Note: triage closes at 7.00pm with last patient arrival 7.30pm.
- **CARE Service At Home** – 8:30am to 8.00pm 7 days a week.

Where are we located?

The CARE service operates at the Repat Health Precinct. Located in A block with access via Daws Road, Gate 3.

The team also provide free and timely same day hospital level care to older people in their homes.

What happens in an emergency?

If an emergency occurs while admitted to the CARE service patients will be transported to an acute Hospital setting.

How can I find out more?

For more information about CARE service please visit the [SALHN website](#) or scan the QR code below.



For more information

Complex and Restorative Care (CARE)

Gate 3, A Block
Repatriation Health Precinct
Daws Road, Daw Park 5041

Hours: Mon-Fri; 8am-10pm

Telephone: 7425 0330

www.sahealth.sa.gov.au



This document has been reviewed and endorsed by consumers.