



Physiotherapy Information Package

Healthcare 2 You - Physiotherapy

Who Are We?

At **Healthcare 2 You – Physiotherapy**, your residents' quality of life is one of our greatest concerns. We're passionate about providing tailored care through our comprehensive aged care physiotherapy programs.

Just as we do with all our [aged care](#) programs, we are committed to promoting and maintaining dexterity and mobility so that your residents can enjoy optimal physical independence throughout the everyday activities of life.

Residents are treated and assessed by our highly specialised Aged Care Physiotherapists and we provide advice and education for aged care physio on the prevention and management of injuries.



How We Support Your Facility Through Accreditation

We understand accreditation is a stressful time for facilities. Consistent documentation and a resident-centred clinical approach is the key to a smooth accreditation process.

The delivery of our on site Physiotherapy service helps in satisfying components of the accreditation requirements relevant to:

- ✓ Standard 2.4 – Clinical care
- ✓ Standard 2.8 – Pain management
- ✓ Standard 2.11 – Skin care
- ✓ Standard 2.12 – Continence management
- ✓ Standard 2.14 – Mobility, dexterity and rehabilitation
- ✓ Standard 4.3 – Education and staff development
- ✓ Standard 4.5 – Occupational health and safety



Comprehensive Assessments

To achieve the safest and best care for our residents we conduct comprehensive physiotherapy assessment tailored to your facility and residents needs. The assessments aim to promote the residents mobility, falls prevention strategies, pressure care needs and equipment support with safety for all at the core of our interventions. Individualised exercise programs, that help promote functionality, help to achieve the goals and quality of life desired for each of our residents.

Care Plan Evaluation

Documentation is the key to supporting your facility meet accreditation standards. Our review lists and procedures are developed to ensure care plan evaluations assist the resident and care staff to achieve optimal care.

Quality Audits

To further assist your facility, Healthcare 2 You conducts yearly audits and prior to accreditation. Our therapists are putting 100% into their workload, to ensure impeccable documentation and a resident centred approach to interventions. To ensure this standard is sustained and improved, our management structure will conduct ongoing audits with open communication and feedback shared between facility personnel and our therapists.



Falls Prevention Program

Over the years, our falls program has been regularly adapted to individual facilities to assist in reducing falls and their associated injuries. The programs include ongoing strength and balance exercises, tailored exercise classes and falls prevention presentations to staff and residents to promote education and resident empowerment. These are in addition to an individualised exercise program prescribed to residents that promote safe and targeted exercise.

Pain Management Program

Many residents living in residential Aged Care facilities live with chronic pain, often debilitating and limiting their quality of life. Our aim is to improve the pain management outcomes of your facility and therefore improve our residents' quality of life. This is achieved through a considered combination of complex pain management treatments and targeted rehabilitation with mobility and dexterity outcomes at the forefront.

Best Practice According to Clinical Guidelines

At the core of everything we do is a evidence based approach to practice. As a therapist you can never stop learning, our professional development program ensures therapists and your facility are updated with the latest information and tools available. Healthcare 2 You has a clinical educator whose primary role is ensuring ongoing mentoring, clinical support and training for our therapists.



How We Support ACFI Funding

ACFI Funding requires clear and concise documentation to prevent issues during validation and promote optimal funding retention and promotion. Healthcare 2 You documentation and processes have been developed through validation feedback, regular ACFI training and constant liaison with ACFI specialists.

Comprehensive Physiotherapy Assessments

Assessments are thorough and take into consideration all domains affected directly or indirectly

Activities of Daily Living (ADL) Domain

- ✓ Q1: Nutrition
- ✓ Q2: Mobility
- ✓ Q3: Personal Hygiene
- ✓ Q4: Toileting

Complex Health Care Domain

- ✓ 12.3 - Heat Pack directives
- ✓ 12.4a – Documentation and delivery of treatment
- ✓ 12.4b – Documentation and delivery of treatment
- ✓ 12.5 – Repositioning directives
- ✓ 12.12a/12b – measurements and directives

Quality Documentation

The key component to supporting ACFI claims is clear and concise documentation. Healthcare 2 You achieves this through tried and tested treatment records and assessments. Furthermore, quality audits and onsite support prior to and during validations, help to ensure optimal record keeping.

Partnership with ACFI Co-coordinators and Onsite Staff

Through transparent claiming and the development of an ongoing relationships between Healthcare 2 You onsite therapists and ACFI staff, open lines of communication are established and maintained to help maximise facility funding.

Collaboration Between Physiotherapists and Occupational Therapists

With significant overlap in scope between physiotherapists and occupational therapists, it is important to utilise the expertise of both therapists to support ACFI claims within their respective roles and expertise. The holistic approach to resident assessment and interventions help to promote ADL's and the associated ACFI Funding.

Frequently Asked Questions



Do any signed Agreements need to be in place in order for Healthcare 2 You to provide a healthcare service?

NO contracts and NO cancellation fees – only Service Agreements to meet your accreditation needs. In this way, the pressure is on the visiting teams to continue to deliver a superior service.

Does Healthcare 2 You comply with statutory requirements?

All relevant documentation is provided including Police Compliance Checks and Certification of Currency.

Can a family member, carer or loved one be in attendance at a Healthcare 2 You visit?

We welcome loved ones/carers to sit in on the eye examination to witness the clinical skills of our professional staff and be promptly informed of the consultation findings.

How do families/carers know when an upcoming visit is scheduled?

Advanced communication of upcoming sessions supported by flyers for your community noticeboards to advise residents, relatives and staff of our pending visit. Twelve month patient review notification system – so facility management doesn't need to keep track. Healthcare 2 You takes care of this.

How can I enquire further or book a visit?

All you need to do is contact us on **1300 882 374** and we can answer any queries and/or book a visit if you would like us to attend.



At Healthcare 2 You, our empathetic and experienced team provides the care required to improve loved one's vision, independence and overall wellbeing.

We aim to treat every patient with the same care we would give to our own families, giving you peace of mind that they are in the best of hands.

Managing the needs of aged care residents while running a facility and trying to stay within budget is a constant challenge.

Our reliable and experienced team provides support to over 850 aged care facilities within Australia, delivering the highest level of service and care.

If you are thinking that our Healthcare 2 You - Physiotherapy service could simply wish to enquire further, why not call Healthcare 2 You on **1300 882 374** and we will be happy to discuss any queries.