



 **BlueCare**™

**Products and  
Services Catalogue**

## When planning for your care needs or a loved one's, plan with Blue Care.

Our diverse range of services and our presence in over 80 communities makes partnering with Blue Care an ideal choice.

At Blue Care, we are passionate about offering a personalised care service that reflects your needs, choices and interests. We understand the value you place on independence and freedom. With Blue Care, you gain a rewarding partnership with dedicated professionals, ranging from nurses to personal carers, who are committed to enhancing your quality of life.

Our 11,000-strong team live and work in your community, and draw on extensive knowledge and experience gained from over 60 years of delivering an exceptional level of care and supportive services.

Blue Care is uniquely positioned as one of Australia's leading residential aged and community care providers. Our comprehensive and compassionate care service extends to individuals living within their homes or within Blue Care's residential aged care or retirement living communities.



# Blue Care's Products and Services

These products and services are available in your home; our centres or aged care homes; to those eligible for funding assistance or self-funded.

## Aboriginal and Torres Strait Islander

Indigenous services

## Aged Care Homes

Residential aged care  
Residential dementia care / memory support  
Residential respite care

## Allied Health

Dieticians or dietetics and nutrition  
Exercise physiology  
Music therapy  
Occupational therapy  
Physiotherapy  
Podiatry  
Psychology  
Social work  
Speech therapy

## Disability Services

Disability services

## Help at Home and Community Support

Diversional therapy  
Home care packages  
Home maintenance / modifications  
Housework  
Meals  
Transport

## Nursing Care

Chronic disease management  
Continence management / care  
Dementia management / care  
Diabetes management  
Medication management  
Nursing care - general  
Nursing care - post acute  
Palliative care  
Wound care management

## Other Services

Education programs  
Multicultural services

## Pastoral Care

Spiritual and pastoral care

## Personal Care

Medication monitoring  
Personal hygiene and grooming

## Respite Care

Respite - in our aged care residences  
Respite - in our centres  
Respite - in your home

## Retirement Living

Independent retirement living

## Social Support

Carers support  
Men's group  
Social activities - individual and group



## Help at Home and Community Support

At Blue Care, our reputation is built in the communities we serve. For over 60 years our dedicated and compassionate team have been working in local communities, giving a helping hand to those who need it the most.

Founded in 1953, Blue Care offers services to people of all ages across 80 communities throughout Queensland. Our strong community presence means that there is always a member of our team on hand to assist you, regardless of your circumstances or situation.

Our experienced team will work with you, your family or carer to develop a personalised care plan that is suited to your exact needs and your lifestyle goals; whether it be long term care or just until you're back on your feet again.

Our responsive and professional staff share your journey, and ensure that you have continuous care when life's hurdles slow you down.

Call us on **1300 Blue Care** or visit our website to locate a service near you.

# Products and Services - Help at Home and Community Support

<b>Carers support</b>	Our services can support carers through respite programs and education programs to assist with managing the needs of the person they care for. Carer support programs and services are designed to give relief to carers by offering support when and where it is needed the most.
<b>Chronic disease management</b>	We offer self-management programs that encourage and support clients with a chronic disease to proactively maintain long-term health and wellbeing. Blue Care supports clients to take responsibility for their own health and to manage the chronic disease in a manner that promotes independence and allows them to participate in life as fully as possible.
<b>Continence management / care</b>	Blue Care has specialist nurses that can assist with continence advice and management. Our compassionate team understand the sometimes embarrassing nature of incontinence and offer personal and confidential support for men, women and children.
<b>Dementia management / care</b>	Blue Care has specialist teams working within our community care centres, respite centres and aged care residences who can provide care for those with dementia. We also offer support services to carers of someone living with dementia.
<b>Diabetes management</b>	Blue Care can offer one-on-one advice and counselling, and also educational seminars that assist clients and their carers with managing their care through food and exercise. Blue Care can assist with information and support on managing diabetes, choosing the right exercise and food, managing pain and medications.
<b>Dieticians or dietetics and nutrition</b>	Blue Care's Dieticians and Nutritionists work with clients and their carers to find the right food choices to help improve their wellbeing, as well as making positive changes for a more independent lifestyle. We offer friendly and supportive individual and group sessions for clients and/or their carers to learn about managing chronic conditions such as diabetes or programs to manage food intolerances.
<b>Disability services</b>	Blue Care can assist and support someone with a disability of any age through accessibility to community respite such as holiday camps and activities, social clubs, personal care and independent living. Blue Care also works with carers and families of children with disabilities to develop a transition program to assist in moving from school to adult life. Blue Care can access and prescribe specialised equipment and also assist with basic house modification assessments.

<p><b>Diversional therapy</b></p>	<p>At Blue Care, our Diversional Therapists create a program of activities that creates an enjoyable experience, while engaging clients with the things they love to do. Our activities are either centre-based or within the local community, and can be done in a group or one-on-one, depending on a client's individual needs. Blue Care's Diversional Therapists are involved in the development of an individual support plan so that a client's individual needs are put first every step of the way.</p>
<p><b>Education programs</b></p>	<p>Facilitated by our experienced allied health and nursing team, our Education Programs provide training and support to clients and their carers to effectively manage their own care and remain as independent as possible. Our programs focus on a wellness specific health conditions and provide practical support to help clients manage their conditions.</p>
<p><b>Exercise physiology</b></p>	<p>Blue Care's Exercise Physiologists are allied health professionals who specialise in exercise interventions for clients with chronic disease or complex medical conditions or injuries. Exercise can assist with getting a client to the strongest or healthiest they can be and our professional team work with clients to create a program unique to their individual needs. Blue Care's Exercise Physiologists can assist with injury rehabilitation, post-surgery, hydrotherapy and chronic disease management for conditions such as diabetes.</p>
<p><b>Home care packages</b></p>	<p>Blue Care offers a range of Home Care Packages to meet the needs and level of care requirements of our clients. We work in partnership with clients to identify services and products specific to their care needs, and can manage, deliver and coordinate care packages.</p>
<p><b>Home maintenance/modifications</b></p>	<p>Home Maintenance services focus on repairs and maintenance of the home and garden to improve safety, and independence for our clients. We also provide basic assessments on housing modifications to suit people requiring mobility support, and can refer clients to more specialised services as necessary.</p>
<p><b>Housework</b></p>	<p>Our team can help by supporting a client with housework duties around the home. This could include cleaning and laundry to provide a helping hand when it is needed the most. Housework can be included in a client's home care package or on an as needed basis.</p>
<p><b>Indigenous services</b></p>	<p>Blue Care provides care to Aboriginal and Torres Strait Islander people in some of Queensland's most remote areas. Blue Care has a number of services committed to supporting and caring for Aboriginal and Torres Strait Islander people of various ages. This includes family centres, respite services and residential aged care.</p>
<p><b>Meals</b></p>	<p>Blue Care offers a range of meal assistance and food preparation to our clients from delivered Meals on Wheels, to preparing and cooking fresh food in the home.</p>

<b>Medication management</b>	Our nursing team can visit clients at home to assist with managing medication. We can also discuss with clients and their carer/family the best way to manage medication so that an individual can remain as independent for as long as possible.
<b>Medication monitoring</b>	Our personal carers can assist clients at home with monitoring their medication, providing the support they need to maintain their own care.
<b>Men's group</b>	We have social groups for men, focused on keeping them socially engaged while enjoying activities at our centres or within the local community.
<b>Multicultural services</b>	The Blue Care Multicultural Service team works with people from culturally and linguistically diverse (CALD) communities to help access quality care and the relevant services that are available to them. We also offer diversity training and education to aged care providers on how best to provide services that are sensitive to the cultural needs of CALD communities.
<b>Music therapy</b>	Music therapy is a research-based practice and profession where music is used to actively support people as they strive to improve their health and wellbeing. Blue Care's Registered Music Therapists will work with clients and their carers to find a music therapy program that meets individual needs.
<b>Nursing care - general</b>	Our qualified Blue Care nursing team provides clinical care in your home or at one of our community care clinics/centres. Blue Care nurses focus on the treatment and monitoring of medically diagnosed clinical conditions. Our clients' individual needs are managed by qualified caring and compassionate nurses, using the latest advances in tele-health, technology and evidence based practice.
<b>Nursing care - post acute</b>	Blue Care's nursing team can provide post-acute clinical care in the home following a stay in hospital. Our highly qualified nursing team work closely with hospital medical teams to develop a care and support plan that meets individual care needs to provide a positive outcome.
<b>Occupational therapy</b>	Occupational Therapists help people with cognitive, physical or social disabilities to safely and independently carry out everyday tasks or occupations. Blue Care's experienced team work with clients to identify rehabilitation goals and support them and their carers to achieve those goals; from advising on specialised equipment to assist with daily activities, to supporting clients in restoring lost confidence and rebuilding skills.
<b>Palliative care</b>	Blue Care provides holistic, professional palliative care and support for people with a terminal illness, and supports their families and loved ones. We promote peace and dignity throughout the final stages of life. Our team can offer home nursing, pain and symptom management, equipment for nursing at home, assistance and relief to the care-giver (respite), and bereavement support for family and loved ones.

<p><b>Personal hygiene and grooming</b></p>	<p>Blue Care can work with clients to maintain daily activities personal hygiene and grooming activities to maintain confidence and independence.</p>
<p><b>Physiotherapy</b></p>	<p>Our experienced Physiotherapists help clients lead a healthy and mobile lifestyle through a combination of therapeutic exercise and rehabilitation to manage injury and disability. Physiotherapists diagnose, treat, and help prevent problems associated with movement. This can include relieving pain, improving strength and restoring limb function.</p>
<p><b>Podiatry</b></p>	<p>Podiatrists provide support with the prevention, diagnosis and rehabilitation of disorders of the foot and lower limb. Blue Care's experienced Podiatrists aim to support clients in maintaining their mobility and comfort by helping promote limb function and relieving pain where possible. This can include managing, foot and ankle pain, knee pain, and can advise clients on self-care techniques to help with foot and lower limb health.</p>
<p><b>Psychology</b></p>	<p>Blue Care's Psychologists are allied health professionals who work in the areas of human behaviour, thoughts, and emotions. Our skilled team help clients make better choices to meet personal needs and add quality to relationships and life overall. Their expertise lies in assisting people to better understand these areas in life and offering guidance to find resolutions to issues people may be dealing with.</p>
<p><b>Respite - in our aged care residences</b></p>	<p>Blue Care offers emergency overnight and long term respite in some of our comfortable and well-appointed residences, providing 24/7 care that not only provides a loved one with the opportunity to recuperate and rest, but also you.</p>
<p><b>Respite - in our centres</b></p>	<p>Blue Care's centre-based respite services provide structured group or individual activities that assist clients to develop and maintain social interaction and independent living in a community setting. Our services provide a range of programs from short half day programs to full day, evening, weekend ones, and Memory Support Programs specifically tailored for clients with Dementia. We also coordinate carer support groups to provide an opportunity for carers to meet other carers, and to offer social support and encouragement for those who are requiring encouragement.</p>
<p><b>Respite - in your home</b></p>	<p>We provide a flexible and comprehensive service to enable you to have a break from the caring role with the assurance your family member is receiving quality care. In-home respite focuses on lifestyle activities that are enjoyed by the client and may include personal care and meal preparation, as well as social activities either in the home or the community. Blue Care's trained respite team develop an individualised respite program of meaningful activities that help our clients stay as independent for as long as possible.</p>
<p><b>Social activities - individual and group</b></p>	<p>Social support assists clients to participate in community life and feel socially included through companionship and activities in their local communities. These activities can be group based at one of our centres or community excursions or individual support to complete shopping and bill paying activities.</p>

<b>Social work</b>	Blue Care's Social Workers can assist clients with liaising with service agencies and other professionals, identifying problems and solutions, emotional and practical support, and future planning, advocacy and counselling.
<b>Speech therapy</b>	Blue Care's Speech Pathologists can assist with the treatment of dysphagia (difficulties chewing and swallowing) and communication (difficulties with speech, hearing, writing, reading and gestures). We can provide support with communication rehabilitation after a stroke, maintaining and improving voice function, and provide communication aids to support people with communication difficulties.
<b>Spiritual and pastoral care</b>	Blue Care have experienced and qualified pastoral carers and Ministers of Religion who can support clients and their loved ones with any concerns or changes taking place in their life. Our team can provide pastoral carers for spiritual care, grief and loss issues and bereavement care. Blue Care will liaise with any church, denomination or spiritual and faith group to provide the appropriate pastoral care for clients.
<b>Transport</b>	Blue Care has a fleet of vehicles and drivers who can assist in getting clients to excursions and activities from their homes, our aged care residences and respite centres. Our clients enjoy the comfort and security of travelling in our comfortable air-conditioned vehicles to social outings and to group activities.
<b>Wound care management</b>	Blue Care's nursing team can diagnose and treat a wound using best practice wound management techniques to support our clients in successful healing. This contributes to our clients' quality of life and helps them recover from a health episode.



## Aged Care Homes

**Blue Care's aged care homes makes you feel right at home, so you can continue life's journey with clarity and peace of mind. We provide service and personal assistance in more ways than you imagine.**

As one of Australia's leading providers of residential aged care, Blue Care offers comfortable, high-quality residences and a flexible care service shaped around your individual needs and lifestyle preferences.

Blue Care has been delivering compassionate care to Australians for over 60 years, making us one of the most trusted and experienced aged care providers in the country. Our professional service is the Blue Care difference.

At Blue Care, you can rest assured that our specialist caregivers work around the clock to meet the personal needs of you or your loved one.

Our residential aged care service includes secure and comfortable accommodation, delicious home-style meals and a comprehensive social program featuring excursions and entertainment. Blue Care also has accommodation built specifically for people living with dementia.

**Call us on 1800 838 929 or visit our website to locate a service near you.**

# Products and Services - Aged Care Homes

<b>Residential aged care</b>	<p>As one of Australia's leading providers of residential aged care, Blue Care offers comfortable, high-quality residences and a flexible care service shaped around a client's individual needs and lifestyle preferences. Our residential aged care service includes secure and comfortable accommodation, home-style meals and a comprehensive social program featuring excursions and entertainment. Blue Care also has accommodation built specifically for people living with dementia.</p>
<b>Residential dementia care / memory support</b>	<p>Blue Care's aged care residences provide care for the special needs of those living with dementia. Our special care units specialise in memory support care and programs, and our team are trained in early recognition of dementia and work with the client and their family to develop a care and support plan that enhances the client's quality of life. Our special care units focus on achieving the best possible lifestyle and health outcomes for our residents.</p>
<b>Residential respite care</b>	<p>Blue Care offers respite and after hospital care in some of our comfortable and well-appointed aged care residences. Residential respite care provides a client with the opportunity to recuperate and rest and provides the carer/family with a well-earned break or the opportunity to go on a holiday.</p>



## Retirement Living

**Experience retirement living with Blue Care and gain the space and freedom to concentrate on the things you cherish most.**

With options to suit every budget and lifestyle, Blue Care's secure retirement villages provide high-quality accommodation and access to tailor-made care services that conform to your needs and lifestyle aspirations.

At Blue Care, our dedicated team of professionals accompanies you through life's transitions, ensuring that your pathway through retirement is rewarding and stress-free.

With over 30 retirement villages across Queensland, Blue Care maintains close

connections to the communities in which we operate.

Our Villages are designed to accommodate many different lifestyle preferences, and range from comfortable one and two bedroom units in our traditional retirement villages, to premium resort-style apartments in our Azure Blue complexes at Redcliffe and Carina.

Our experienced team support your transition into retirement, and offer access to in-home services should you ever need it.

**Call us on 1800 990 446 or visit our website to locate a service near you.**

# Products and Services - Retirement Living

## Independent retirement living

With options to suit every budget and lifestyle, Blue Care's secure retirement villages provide high-quality accommodation and access to tailor-made care services that conform to a resident's needs and lifestyle aspirations. Blue Care's dedicated team can ensure that a client's transition into retirement is stress-free, and with over 30 retirement villages across Queensland, a resident can maintain close connections to the communities they live in.







**1300 BlueCare**  
1300 258 322  
[www.bluecare.org.au](http://www.bluecare.org.au)

Blue Care acknowledges funding from various sources, including:



Date published: 25/11/16

The information contained in this brochure is for guidance purposes only. All information is provided in good faith and is believed to be accurate, however prospective clients should not rely on this information and should make their own enquiries.