

# GEM@Home Service

## Frequently Asked Questions

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### Background

A new Geriatric Evaluation and Management (GEM)@Home service has now commenced to provide sub-acute hospital level care, goal directed therapy, and support to older people in the comfort of their own environment.

Hospitals are not always the best place for older people to receive care. Providing appropriate hospital level care to older people in their own home can improve patient outcomes and assist them to remain independent for longer.

The GEM @ Home service will use the latest digital enhancements in health care to allow for better visibility and greater understanding of patient's health care needs. The new technology will include biometric kits for clinicians to monitor vital signs and devices that can be installed within the home to minimise harm and prevent incidents such as falls.

### What is GEM@ Home?

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

Instead of going to hospital, the GEM@Home team can deliver free hospital level care and support to older people in their homes, including residential aged care facilities.

We work with our patients and their families to understand what help they need at home. This help could include changing medications, dressing wounds, improving balance, supporting carers, arranging for handrails to be fitted or connecting with other organisations to provide ongoing help.

The service has an Intensive Program and a Community Program, designed for older consumers with complex medical, function and/or psychosocial needs.

The Intensive Program will provide daily care for people (including on weekends) for up to 14 days. The Community Program will provide care and community service planning for up to 12 weeks.

### Why do we need GEM@Home?

Hospitals are not always the best place for older people to receive care. Being cared for at home can help people to be healthier and remain independent for longer.

### Who can access GEM@Home?

Patients who are 65 years and older (50 years or older for Aboriginal people), or less than 65 years with a formal diagnosis of young onset neurocognitive disorder, can be referred to this service.

Referrals will be accepted from a number of pathways, including SALHN health care services, Residential Aged Care Facilities and General Practitioners in the southern area.

### What is the staffing model for GEM@Home?

The GEM@Home service is delivered by a specialist team of Geriatricians, Nurses and Allied Health geriatric specialists based at the Repat Health Precinct.

### When will staff visit my home?

The GEM@ Home team will call you before your first appointment to let you know when we will visit. At our first visit we will work with you to create a care plan, which outlines how we will support your needs, and when.

Our staff will visit people between the hours of 8.30am and 7.30pm.

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## Where are we located?

The GEM@Home team are based at the Repat Health Precinct.

The team will visit people in their homes to provide care, including residential aged care facilities.

## What happens in an emergency?

If an emergency occurs while admitted to the GEM@Home service patients should dial 000.

## How can I find out more?

For more information about the GEM@Home service please visit the [SALHN Website](#) or scan the QR code below.



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