

What happens when I move to my permanent residential facility?

We work with you and your family to help make the move to your permanent facility as smooth as possible.

Where possible, we suggest family transports you to keep costs down.

You are responsible for the cost of transport to your permanent facility and, even if you have ambulance cover, you may not be covered for this cost. Please check with the ambulance service.

On discharge from our program, your permanent residential facility is given information about your healthcare needs and any discharge medications.

What to expect from the CAPS Program

We aim to provide a high-quality service which is respectful and supportive. We also aim to communicate well with you and with each other.

You have rights about what to expect from our Program. For more information, please either do a web search for: *HCSCC Charter of Healthcare Rights*; or ask any member of our team.

What if I'm offered a permanent place at a residential care facility?

Please let both our CAPS team and Hospital Placement Team know if you are offered a permanent place – thank you.

How can I give feedback

Your feedback is always welcome. Please speak with us at any time or contact our Consumer Advisory Service via:

Phone:
8204 5433

Email:
HealthSALHNConsumerAdvisory@sa.gov.au

Online feedback form:
Accessible via the SALHN website's Consumer Advisory page or by scanning this QR code:



For more information

Care Awaiting Placement Office
Flinders University Building
Repat Health Precinct
Daw Park SA 5043
Ph: 7117 5313



This document has been reviewed and endorsed by consumers.



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Reviewed April 2026. Next review April 2029. 260428


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Care Awaiting Placement (CAPS) Program

Flinders Medical Centre
Noarlunga Hospital
Repat Health Precinct

Welcome to our Care Awaiting Placement (CAPS) Program

The CAPS Program provides a bridge between your hospital stay and finding a respite or permanent place in a residential care facility.

We understand this can be a difficult time for you and any family you may have. Our aim is to be as supportive as possible.

We find a temporary place for you to stay, while we work with you and your family to find a permanent place. We also support you during your temporary stay.

Where could I be staying?

We work with these facilities which offer temporary stays:

Bolton Clarke – Holly Aged Care

16-24 Penney's Hill Road, Hackham 5163
Phone: 8392 6700

Warrina The Vales

60-66 States Road, Morphett Vale 5162
Phone: 8321 0100

Alwyndor Residential Care

52 Dunrobin Road, Hove 5048
Phone: 8177 3200

Resthaven Marion

10 Township Road, Marion 5043
Phone: 8198 2000

We try to find a place that works well for you and your family. We consider location, bed availability, site acceptance and clinical need. Please note hospital policy is that you accept the temporary place offered, as you no longer need hospital care.

How long could I be staying?

Usually, it only takes 10-14 days for us, working with our patients and families, to find a permanent place.

What to expect during my stay?

You are offered the same support and opportunities, as the permanent residents.

You can be as active and take as much part in the life of the facility as you wish, including:

- Dressing daily
- Sitting out of bed, in lounge or garden areas
- Eating your meals with other residents in the dining room
- Being involved in activities that interest you

Assistance with showering, toileting, dressing, and other activities is provided by carers supervised by a nurse.

Depending on needs, you may be offered a single or double room and may be asked to change rooms. We try to support accommodation preferences, where possible.

Each facility has a CAPS Liaison nurse as point of contact.

As part of supporting your medical needs, our doctor visits weekly. We also provide a 24 hour "on call" service for medical advice and support.

What will it cost?

A fee is triggered when a patient has been in hospital for 35 days and is medically stable. This is similar to the daily fee charged at a residential care facility. We will talk about costs before you leave hospital.

This fee applies whether you stay in hospital or are transferred to a CAPS bed in a residential care facility.

We pay for transport to your temporary facility, but you are responsible for the cost of transport to your permanent facility.

What does the CAPS team do and how can I contact them?

Our CAPS team works with you and your family to find a temporary place to stay. Our CAPS team is responsible for ensuring that you are well cared for, wherever you stay.

If you have any questions or concerns, please contact the CAPS team on 7117 5313, Monday - Friday, 9am - 3pm.

You can also contact us direct:

CAPS Co-ordinator: 0407 248 440

CAPS Clinical Nurse: 0481 915 892

CAPS Social Worker: 0435 963 000

Please contact our Social Worker if you'd like support – this is part of their role.

What does the Hospital Placement Team do and how can I contact them?

The Hospital Placement Team works with you and your family to find a permanent place in a residential care facility. Your team can be contacted on:

Flinders Medical Centre Acute Placement Team: 8204 5505

Rehabilitation, Aged Care and Palliative Placement Team: 8404 2945 or 8404 2946

Repat Health Precinct Placement Team: 7326 1877 or 7326 1878