

Continuing Care – Patient Information

The toll-free number for information for Continuing Care is **1-800-225-7225**. This number operates between 8:30 a.m. and 4:30 p.m., seven days a week. Please encourage your patients to call and learn more about what options are available to them.

Continuing Care Services include the following:

- Services for people who need care, either on a long-term or short-term basis.
- Home Care (nursing, respite, home support and palliative care).
- Long-term care (nursing home or residential care facility).
- HELP - Bed Loan Program.
- Caregiver Benefit Program.
- Home Oxygen Services.
- Personal Alert Assistance Program.
- Self Managed Care.
- Supportive Care Program.
- Specialized Equipment for long-term care.
- Adult Protection Services (protection of vulnerable adults).
- Protection for Persons in Care.
- Respite in long-term care.

Is Home Care the best option?

People may think they are ready for nursing home care; however, an assessment may find that Home Care or other community supports are a better fit for them and their families. Most people prefer to stay at home with the right services in the community to support them.

What do I do if I think it's time for a family member to go into a nursing home?

Your doctor or a loved one can simply call **1-800-225-7225** to initiate the placement process, but remember, people can only move into a nursing home if they have been assessed as needing that level of care. Home Care, or one of our other programs listed above, might meet their needs.

Who completes the assessment if a person requires long-term care?

A Care Coordinator with the Nova Scotia Health Authority assesses each client to determine the level of care he/she needs. They will also collect the right information to start the financial assessment process for help with nursing home costs.



Do I need to call several nursing homes to find a placement?

No, all you need to do is call **1-800-225-7225**. For people who have been assessed as needing nursing home care, there is a coordinated wait list for all licensed nursing homes in the province. A person is placed on the list according to the date he/she was officially confirmed as needing long-term care. The Nova Scotia Health Authority coordinate the wait list chronologically by that date. The recommended approach is for the person who needs care and/or the Substitute Decision Maker to visit and pick one or two preferred homes and give this information to their Care Coordinator.

To learn more and to arrange for a Care Coordinator visit, please call Continuing Care toll-free line at **1-800-225-7225**, or visit the Department of Health and Wellness website at **novascotia.ca/dhw/ccs**.