



Case
Study

Transitioning from hospital care into Specialist Disability Accommodation

ONCALL partnered with Specialist Disability Accommodation provider, Purposed Housing Australia, after receiving a referral from Casey Hospital seeking accommodation for 49 year old patient, Stephen*.

Stephen's background

Stephen was diagnosed with Lennox Gastaut syndrome and epilepsy. In September 2019, Stephen was transported to hospital due to significant seizure activity/ABI. Whilst in hospital, Stephen was informed that he would not be able to return to his shared supported accommodation, leaving him homeless and unable to be discharged from hospital.

In May 2020, representatives from ONCALL and Purposed Housing Australia (Purposed Housing) met with the social and clinical team caring for Stephen at Casey Hospital to gather information and to meet with him.

Stephen's complex care team included his: Occupational Therapist, Social Worker, Support Coordinator, NDIS Health Liaison Officer and his mother.

Stephen's journey with ONCALL

ONCALL identified a suitable property with Purposed Housing that provided Stephen with an ideal exit option out of hospital. However, as the property was still under construction and wouldn't be available until November 2020, it was clear that an immediate response was required. To transition Stephen out of hospital as soon as possible, an interim accommodation arrangement needed to be found.

To support Stephen in both his interim accommodation setting and permanent SDA property, ONCALL and Purposed Housing assisted Stephen's Support Coordinator to identify the additional supports, services and funding required in his NDIS plan.

ONCALL and Purposed Housing located an interim property which was ready for Stephen so he could leave hospital while waiting for construction of the new property to be completed.

Arrangements were made with Casey Hospital for a team of experienced and qualified ONCALL support workers to spend time getting to know Stephen and to meet with hospital staff to understand his needs. ONCALL also sought specific training from our sister organisation, ONCALL Training College, to provide his support team with additional training in preparation to support Stephen in his new accommodation setting.

After much planning, and a consolidated, collaborative response from the complex care team, Stephen was discharged from Casey Hospital and moved into his new residence in Melbourne's South East with 24/7 support from ONCALL.

Stephen's Progress

Stephen has settled into his new surroundings and begun to engage in various activities such as bowling and cooking which he loves to do.

Feedback from Stephen's Support Coordinator:

"It has been really nice to work with a provider who is easy to get in touch with, is accommodating and understands, and has the best interests of the client at the front of what they do. I will definitely be recommending ONCALL Group Australia and Purposed Housing Australia to my colleagues and of course, keep you in mind for my own participants".

Stephen is enjoying being out of hospital and is eagerly awaiting the completion of his brand new accommodation.

** The Participant's name has been changed to protect their privacy*

ONCALL
GROUP AUSTRALIA

oncall.com.au

03 9896 2468



Registered
NDIS
Provider



Centre for Excellence
in Child and Family Welfare Inc.



NDS National
Disability
Service
ASSOCIATE