



Care and Support in Vienna

Our Services at a Glance



Wir sind da, um für Sie da zu sein.

StadT  Wien

Contents

Preface	3
Questions and Answers about Care and Support in Vienna	4
Care Allowance	12
How to contact FSW	13

Care and Support at Home

Homecare Support	14
Homecare Support – Social Psychiatry and Individual Care	15
Meals on Wheels	16
Accompanying and Visiting Services	17
Laundry Service – Laundry Delivery	18
Mobile Occupational Therapy	19
Mobile Nursing Care	20
Mobile Medical Care	21
Mobile Palliative and Hospice Team	22
Continence Counselling	24

Day Care

Day Centres for Senior Citizens	25
---------------------------------	----

Housing and Care

Assisted Living	26
Nursing Care Homes, Places in Nursing Care Facilities providing 24/7 Medical Services, Communal Living	28
Short-term Care – Re-mobilisation	30
“Holiday Care”	31
FSW Brochures and Downloads	32

Impressum

Herausgeber: *Fonds Soziales Wien, Guglgasse 7–9, 1030 Wien, Tel.: 05 05 379*. Redaktion, Gestaltung: *Fonds Soziales Wien, Unternehmenskommunikation*. Fotos (wenn nicht anders angegeben): *Fonds Soziales Wien, Unternehmenskommunikation*.
Gedruckt auf ökologischem Druckpapier aus der Mustermappe »ÖkoKauf Wien«. Irrtümer, Satz- und Druckfehler vorbehalten.
Artikel-Nr.: 0014. 8. Auflage. Stand: Jänner 2018



Das Qualitätsmanagementsystem
des FSW ist nach ISO 9001:2015 zertifiziert.

Dear Readers,

Everybody has the right to age in dignity, be it in the familiar surroundings of their own home or in the company of other senior citizens in a residential care home or nursing care facility. Fonds Soziales Wien (FSW, Fund Social Vienna) is entrusted by the City of Vienna with ensuring that this right can be enjoyed by all Viennese residents. FSW manages the city's nursing care and support services, arranges for needs-based services and facilitates their financing so that all Viennese residents can afford the support and nursing care they need.

A wide range of services – from meals on wheels to day care centres for senior citizens and medical nursing care at home – ensures that all those who wish to do so, can continue to live at home and remain as long as possible in their familiar surroundings. In the field of housing and care, a large number of individualised services are provided to meet the various individual care and support needs. Ensuring service quality on a case-by-case basis is a matter of course for us, including through detailed funding regulations, in-depth reviews of concepts and regular customer surveys.

We attach particular importance to also addressing the needs of caregiving family members or relatives of persons in need of care: we offer assistance in dealing with administrative issues and provide relevant information as well as individual counselling services.

With a view to ensuring the ongoing provision of accurate and state-of-the art services for all Viennese residents in need of support or care, we continue to develop and expand our service offer. Everyone in Vienna can thus rest assured that they will continue to have access to and get precisely the services they need – today and in the future.

This brochure provides an overview of the support, care and nursing services facilitated by Fonds Soziales Wien (Fund Social Vienna). We invite you to use them – we are here to help!

Photo: © PID/Bohmann



Sandra Frauenberger
City Councillor for Health,
Social Affairs and Women



Peter Hacker
Managing Director of Fonds Soziales Wien

Questions and Answers about Care and Support in Vienna



Leading an active life and enjoying optimal support: By providing the necessary supportive care and assistance, Vienna seeks to ensure that its senior citizens can lead an independent life for as long as possible.

What does “in need of care and support” mean?

Nobody likes the thought of having to rely on care and support – many even associate it with becoming dependent on nursing care.

However, in contrast to this widespread misconception, the underlying idea of care and support services is simply to ensure that senior citizens as well as others with health problems get the practical support they need in everyday life. This may, for instance, be a mobile homecare assistant who comes to a person’s home twice a week, or the mobile homecare nurse who comes after a hospital stay to change dressings and manage medication – and may also include round-the-clock medical assistance in a residential care home or nursing care facility.

The objective of competent care and support is to enable clients to manage their daily life at home as independently as possible.

What kind of Care and Support Services are available in Vienna?

The City of Vienna takes care to ensure that all citizens, irrespective of their financial means, have access to and can use all the nursing, care and support services they need.

The following services are thus made available to Viennese residents:

Care and support at home: trained health care workers and support professionals visit and assist senior citizens (i.e. their clients) at home

Day care: clients live at home and visit a facility as needed

Residential and nursing care services: clients live in a residential care home or nursing care facility

Temporary residential and nursing care options include “Holiday Care” (i.e. care/nursing while caregivers are on holidays) and short-term care/nursing – remobilisation. Under these two options, clients are admitted temporarily to a residential care home or nursing care facility and stay there for a short time only.

What care and support services can I use?

The eligibility criteria and requirements to be met for co-funding of care, nursing and support services are described in the Wiener Sozialhilfegesetz (WSHG, Vienna Social Welfare Act) and in the funding guidelines of Fonds Soziales Wien (FSW, Fund Social Vienna).

Eligibility for co-funding of care, nursing and support services in a facility is generally linked to having one’s main and/or habitual residence or actual residence in Vienna and being able to provide the relevant evidence. These services are in principle only available to individuals holding Austrian citizenship and non-Austrians with an equivalent status. The services are provided irrespective of the client’s ethnic background, religion, gender or sexual orientation.

Some services are co-funded, depending on the client’s care/nursing allowance level and/or their respective care or nursing needs. For the latest updated list of care/nursing allowance levels, please see page 12.

In the service specifications starting on page 14 of this booklet, the most important eligibility criteria for co-funding are listed next to the individual support, care and nursing services provided.

“Do I have to move to a nursing home?”

The term “nursing home” is a much used and at the same time outdated cliché. In its geriatrics concept, the City of Vienna thus laid down the following principles:

- “Favouring out-patient care over in-patient care”: The goal is to enable senior Viennese citizens to remain in their own homes for as long as possible. Senior citizens are thus provided with the relevant support, may spend the day in senior citizens’ day centres if they wish, and are provided with assistance to help them lead an independent life. Only when necessary, are they advised to move to a residential care home or a nursing care facility.
- Residential care homes and nursing care facilities are “evenly distributed” across Vienna to enable citizens to stay in their familiar surroundings whenever possible. The goal is not to “uproot” anyone.
- Services must be affordable for all and shall meet users’ needs. The goal is to ensure that everybody has access to and gets the support and care they need.

The services provided in Vienna’s residential care homes and nursing care facilities are state-of-the art, based on the latest care, nursing and support concepts and focus on clients’ needs.

Who facilitates, funds and carries out checks on care and support services in Vienna?

Fonds Soziales Wien (FSW, Fund Social Vienna) is your primary point of contact for care, nursing and support services. FSW staff will inform you about the wide range of services offered in Vienna and ensure that you have access to and get precisely the service(s) that best suit(s) your individual and personal situation as well as the funding you are entitled to.

Fonds Soziales Wien is also the institution you apply to for funding. FSW staff will be pleased to assist you with completing your application form.

Fonds Soziales Wien defines the quality criteria to be met by its partner organisations and service providers – and also monitors compliance, thus ensuring that care, nursing and support services always meet even the highest quality requirements.

For more information on FSW please

- call the FSW customer hotline on **01/24 5 24**
- visit our website at **www.fsw.at**
- visit the **Care and Support Counselling Centre (FSW Beratungszentrum Pflege und Betreuung)**

For further information on the FSW counselling services, please see page 13 of this booklet.

What is the FSW customer hotline?

The FSW customer hotline is the telephone contact for all questions concerning Fonds Soziales Wien (FSW, Fund Social Vienna). You can reach us on + 43 (0)1 24 5 24 from Monday to Sunday (including on bank holidays) from 8:00 a.m. to 8:00 p.m. We will be pleased to answer your questions about care, nursing and support.

What is the FSW Care and Support Counselling Centre?

The FSW Care and Support Counselling Centre (FSW-Beratungszentrum Pflege und Betreuung) provides counselling and assistance to all Viennese residents. Based in its branches across Vienna, case managers (please see page 8) provide information on care, nursing and support at home as well as on residential care homes and nursing care facilities. For an updated list of the branches, their addresses and locations, please see page 13 of this brochure or visit our website at **www.fsw.at/standorte**.





An FSW case manager counselling a client at home.

What does the term “case management” mean?

Case management is a technical term used in nursing and means providing customer-specific counselling services. The FSW case managers know exactly which partner organisation provides the services you need. They discuss the various service options with you, assist you in filling in the necessary application forms, calculate the relevant costs with you and your relatives, and also advise you on aids, such as walking aids or medical beds.

Case managers are your advocates and facilitators. They help to make sure that you receive the co-funded service you need. Even after you have become a client of FSW, they will continue to keep in touch to enable us to react quickly and flexibly to any changes in your personal situation. Case management services are provided to clients free of charge.

How can I get in touch with self-help groups, local or community services etc.?

A large number of aid organisations – which are often small and only active on a regional basis – provide support and assistance on a wide range of, sometimes very specific, problems.

It is, however, not always easy to find the appropriate aid organisation. Often people are not even aware that there is an organisation that addresses their specific needs. FSW staff are familiar with these organisations and the services they offer and will recommend those that match your needs.

Will I have to pay myself for care, nursing and support?

This brochure includes a list of services (please see page 14 ff.) specifying each individual care, nursing and support service, including a section on costs. In the “costs” box, general cost-related information is provided, e.g. whether you will have to pay a cost contribution and the maximum amount charged.

The cost-contribution you will have to pay for a certain care, nursing or support service and the share of costs covered by Fonds Soziales Wien (FSW, Fund Social Vienna) depends for instance on

- whether and how much care/nursing allowance you receive,
- your income level,
- the amount of rent you pay.

When calculating the cost of covering care, nursing and support services provided in residential care homes and nursing care facilities, the following factors must be considered:

- A maximum of 80 per cent of your net income and part of your care/nursing allowance will be used to cover the costs.
- Spouses and registered partners have a mutual maintenance obligation towards each other amounting to up to 30 per cent of their respective income. This obligation does, however, not include children and grandchildren.
- The share of costs to be paid by you will also depend on whether you move permanently or only temporarily to a residential care home or nursing care facility.

If you do not wish to disclose your income, you or your relatives may file a “Erklärung zur Kostenübernahme” (Cost Coverage Statement). This means that you will pay all the costs of care, nursing and support services yourself.

A large number of factors is considered when calculating the cost contribution to be paid by you. Our expert consultants will be pleased to explain how your personal contribution to cost coverage is calculated, or how to file the “Erklärung zur Kostenübernahme” (Cost Coverage Statement).



Guests at the FSW Day Centre Dittmannngasse taking part in one of the many creative groups. Group activities are not only entertaining but are also of therapeutic value.

What kind of support is provided to caregiving and supporting family members?

The FSW-Beratungszentrum Pflege und Betreuung (FSW Care and Support Counselling Centre) provides information on the entire range of support services offered to caregiving family members and relatives of persons in need of care. Staff at the Counselling Centre is also pleased to assist in administrative matters (relating for instance to applications for care/nursing allowance or continued insurance cover under the pension insurance scheme).

Furthermore, the City of Vienna and/or the “Sozialministeriumservice” (Social Service Centre at the Federal Office for Social Affairs and Matters relating to Persons with Disabilities) provide financial relief to caregiving family members and relatives, including a dedicated allowance. In cases when caregiving family members and relatives are ill, on holiday or unavailable for other important reasons, this allowance is used to pay for private or professional substitute care for a maximum of four weeks per year.

Valuable information for caregiving family members and relatives is provided online by the Federal Ministry of Labour, Social Affairs, Health and Consumer Protection on the dedicated online platform **www.pflegedaheim.at** (nursing at home)

What is a care allowance and what are care allowance levels?

A care or nursing allowance (Pflegegeld) is an earmarked financial consideration which is paid by the state to citizens in need of care, nursing and support in order to cover part of the costs incurred for care and nursing services. Where possible, the care/nursing allowance enables people to largely organise their care, nursing and support services themselves. Care/nursing allowance levels define how much money is paid out to those in need of care and depends on the individual's care or nursing requirements.

For the latest list of care/nursing allowance levels, please see page 12. The updated list is also available online at **www.help.gv.at**.

In Austria, the care/nursing allowance is paid out exclusively by the federal administration. The individual allowance levels are defined by the relevant social insurance institution (for instance the pension insurance). The provisions governing the care/nursing allowance are defined in the latest version of the Bundespflegegeldgesetz (BPGG, Federal Care Allowance Act).

Care Allowance Levels

Care level	Care needed in hours per month	Amount/month
1	more than 65 hours	€ 157.30
2	more than 95 hours	€ 290.00
3	more than 120 hours	€ 451.80
4	more than 160 hours	€ 677.60
5	more than 180 hours, if <ul style="list-style-type: none"> extraordinary care efforts are required 	€ 920.30
6	more than 180 hours, if <ul style="list-style-type: none"> care services which cannot be coordinated timewise are regularly required day and night or the permanent presence of a caregiver is required day and night due to the high risk that the clients may harm themselves or others 	€ 1,285.20
7	more than 180 hours, if <ul style="list-style-type: none"> purposeful movements of the four extremities involving functional activity are no longer possible or the client has a similar condition 	€ 1,688.90

As of January 2018/source: www.help.gv.at

How to contact FSW



FSW Hotline

If you require information and advice about nursing, care and support in Vienna, please call the FSW customer hotline on 01 24 5 24. Our staff is available from 8:00 a.m. to 8:00 p.m. and will answer any related questions – including on Sundays and bank holidays.

Care and Support Service Centre

You can also come to our FSW Care and Support Centre (Beratungszentrum Pflege und Betreuung). Staff in our branches across Vienna will be pleased to assist you with any questions. You can find us at:



Guglgasse 7–9
1030 Wien
Opening hours: Mo–Fr 8:00 a.m. – 3:00 p.m.
email: beratungszentrum-so@fsw.at

Heiligenstädter Straße 31
Stiege 3/Top 1.01 (entrance 3, top 1.01)
1190 Wien
Opening hours: Mo–Fr 8:00 a.m. – 3:00 p.m.
email: beratungszentrum-nw@fsw.at

Graumanngasse 7
Stiege A/3. OG (entrance A, 3rd upper floor)
1150 Wien
Opening hours: Mo–Fr 8:00 a.m. – 3:00 p.m.
email: beratungszentrum-sw@fsw.at

Rudolf-Köppl-Gasse 2
Access via Donaufelder Straße 185
1220 Wien
Opening hours: Mo–Fr 8:00 a.m. – 3:00 p.m.
email: beratungszentrum-no@fsw.at

Further information, including all addresses and details of how to reach us by public transport, is also available on our website www.fsw.at/standorte.

Homecare Support



istockphoto/deanm1974

What is homecare support?

Homecare support (Heimhilfe) means care and assistance with household chores and everyday activities at clients' home. This includes, for instance, assistance with personal care, the heating of meals or doing some shopping.

Homecare assistants (Heimhelfer/Heimhelferinnen) visit their clients daily (also at weekends) at set times in their homes or in senior citizens' residential communities.

After hospitalization or similar situations, **transitional homecare support** (Übergangsheimhilfe) is provided temporarily by FSW staff. People of all ages who are no longer able to fully care for themselves may apply for co-funding for homecare support.



Eligibility

The actual need for homecare support is determined by staff from the FSW Care and Support Counselling Centre (Beratungszentrum Pflege und Betreuung).



Costs

The maximum cost contribution to be paid by clients is € 19 per hour, depending on their income, the eligible share of rental costs, their care/nursing allowance and the volume of services used.

To facilitate cross-checking of the invoiced services, you may request a list of services rendered from your service organisation or from the Care and Support Counselling Centre.



Contact and Registration

FSW hotline: 01 24 5 24, Mo–Sun, 8:00 a.m. – 8:00 p.m.

FSW Beratungszentrum Pflege und Betreuung (Care and Support Counselling Centre) – for branches and opening hours, please see page 13

FSW Case Managers will be pleased to inform you about partner organisations and the services they provide and will help to ensure that you have access to and get precisely the services you need.

Homecare Support – Social Psychiatry and Individual Care



istockphoto/ Dean Mitchell

What is homecare support – social psychiatry?

This term describes the provision of individualised care and support to people with mental health disorders or dementia diseases. The services include help with household matters, personal care, social contacts etc.

The services are provided by specially trained homecare assistants.

Eligibility

The actual need for assistance is determined by staff from the FSW Care and Support Counselling Centre (Beratungszentrum Pflege und Betreuung).

Costs

The maximum cost contribution to be paid by clients is € 19 per hour, depending on their income, the eligible share of rental costs, their care/nursing allowance and the volume of services used.

To facilitate cross-checking of the invoiced services, you may request a list of services rendered from your service organisation or from the Care and Support Counselling Centre.

Contact and Registration

FSW hotline: 01 24 5 24, Mo–Sun, 8:00 a.m. – 8:00 p.m.

Beratungszentrum Pflege und Betreuung (Care and Support Counselling Centre) – for branches and opening hours, please see page 13

FSW Case Managers will be pleased to inform you about the partner organisations and the services they provide and will help to ensure that you have access to and get precisely the services you need.



Meals on Wheels



istockphoto/deanm1974

What is meals on wheels?

Meals on Wheels (Essen auf Rädern) means that Viennese residents can have their meals (three courses, soup – main course – dessert) delivered to their homes, either daily, or once a week covering a period of five or seven days, or on certain days only.

The individually-portioned meal is delivered cold in Styrofoam containers and can be easily heated (microwave oven or bain-marie). Clients can choose between normal, balanced and diabetic diet as well as vegetarian meals.

If necessary, delivery of the daily meal may also be co-funded. The cost of the meals themselves, however, must be paid by clients.



Eligibility

Provided that Care and Support Counselling Centre staff determine the relevant need, clients may apply for co-funding of the daily delivery.



Costs

The costs of the meals are set by the providers. The maximum cost contribution for the co-funded daily delivery is € 1.52 per delivery. People on minimum income schemes may also apply for co-funding of their daily meals.

To facilitate cross-checking of the invoiced services, you may request a list of services rendered from your service organisation or from the Care and Support Counselling Centre.



Contact and Registration

FSW hotline: 01 24 5 24, Mo–Sun, 8:00 a.m. – 8:00 p.m.

Beratungszentrum Pflege und Betreuung (Care and Support Counselling Centre) – for branches and opening hours, please see page 13

FSW Case Managers will be pleased to inform you about partner organisations and the services they provide, and will help to ensure that you have access to and get precisely the services you need.

Accompanying and Visiting Service



istockphoto/ FredFroese

What is the accompanying and visiting service?

Accompanying and Visiting Service (Begleit- und Besuchsdienst) means that trained carers visit Viennese residents who find it difficult to leave their home by themselves due to a physical or mental health problem. This service is provided during the working week (but not on Saturdays, Sundays or bank holidays).

The carers accompany their clients, for instance, on visits to the doctor's, hairdresser's, the pharmacy or bank and assist them with their shopping. Carers also accompany and assist their clients on cemetery visits.

Accompanying and visiting services are also available to senior citizens living in residential communities.

Eligibility

The actual need for accompanying and visiting services is determined by FSW Care and Support Counselling Centre staff.

Costs

The maximum cost contribution to be paid by clients is € 15.20 per hour, depending on their income, the eligible share of rental costs, their care/nursing allowance and the volume of services used.

To facilitate cross-checking of the invoiced services, you may request a list of services rendered from your service organisation or from the Care and Support Counselling Centre.

Contact and Registration

FSW hotline: 01 24 5 24, Mo–Sun, 8:00 a.m. – 8:00 p.m.

Beratungszentrum Pflege und Betreuung (Care and Support Counselling Centre) – for branches and opening hours, please see page 13

FSW Case Managers will be pleased to inform you about partner organisations and the services they provide, and will help to ensure that you have access to and get precisely the services you need.



Laundry Service – Laundry Delivery



What services are provided by laundry service – laundry delivery?

Laundry Service – Laundry Delivery (Wäscheservice – Zustellung) means that dirty laundry is picked up from the client's home. The clean laundry is returned to the client washed and ironed. Small repairs or mending is also possible on request.

This service is provided as required, either weekly, every two weeks or every four weeks.

Co-funding is possible but only for laundry pick-up and delivery – not for cleaning, ironing and mending.



Eligibility

The actual need is determined by staff from the FSW Care and Support Counselling Centre (Beratungszentrum Pflege und Betreuung).



Costs

The price for the service is set by the provider. The maximum cost contribution to be paid by clients is € 12.35 per delivery, depending on their income, the eligible share of rental costs, their care/nursing allowance and the volume of services used.

To facilitate cross-checking of the invoiced services, you may request a list of services rendered from your service organisation or from the Care and Support Counselling Centre.



Contact and Registration

FSW hotline: 01 24 5 24, Mo–Sun, 8:00 a.m. – 8:00 p.m.

Beratungszentrum Pflege und Betreuung (Care and Support Counselling Centre) – for branches and opening hours, please see page 13

FSW Case Managers will be pleased to inform you about partner organisations and the services they provide, and will help to ensure that you have access to and get precisely the services you need.

Mobile Occupational Therapy



istockphoto/ FredFroese

What is mobile occupational therapy?

Mobile occupational therapy (mobile Ergotherapie) means that registered occupational therapists visit clients at home, advise them on possible aids (including adaptation of their surroundings to meet their needs) and carry out therapeutic interventions.

This social service is directed at people who, as a result of an acute illness or an accident, have been prescribed a particular therapy by a physician.

The objective of mobile therapeutic services and/or targeted training of the clients' cognitive functions is to ensure that the highest possible level of independence and quality of life can be retained or restored.

Eligibility

The actual need for mobile occupational therapy services is determined by FSW Care and Support Counselling Centre staff. A medical prescription by a physician is required for both counselling and therapy.

Costs

Advisory services are free of charge for clients. The costs incurred for therapy are covered by the social insurance based on the prescription.

Contact and Registration

FSW hotline: 01 24 5 24, Mo–Sun, 8:00 a.m. – 8:00 p.m.

Beratungszentrum Pflege und Betreuung (Care and Support Counselling Centre) – for branches and opening hours, please see page 13

FSW Case Managers will be pleased to inform you about partner organisations and the services they provide and will help to ensure that you have access to and get precisely the services you need.



Mobile Nursing Care



istockphoto/FredFroese

What are the services covered by mobile nursing care?

Mobile nursing care (Hauskrankenpflege) covers care and nursing services that are provided over an indefinite period of time by a trained health and nursing professional and/or assistant nurses at the client's home.

The focus is on holistic care in line with the principle of "activating and re-activating care" as well as on retaining and promoting clients' independence.

Mobile nursing care covers, for instance, the dressing of wounds, mobilisation, personal care, administering injections and medicines, as well as special (tube) nutrition.

The services covered by mobile nursing care also include preventive care, the provision of counselling services and care instructions to clients and their family members. The scope and volume of the co-funded services provided daily – including at the weekend – depend on the client's individual care/nursing needs.



Eligibility

The actual need for mobile nursing care is determined by staff from the FSW Care and Support Counselling Centre.



Costs

The maximum cost contribution to be paid by clients is € 24.95 per hour, depending on their income, the eligible share of rental costs, their care/nursing allowance, and the volume of services used.

To facilitate cross-checking of the invoiced services, you may request a list of services rendered from your service organisation or from the Care and Support Counselling Centre.



Contact and Registration

FSW hotline: 01 24 5 24, Mo–Sun, 8:00 a.m. – 8:00 p.m.

Beratungszentrum Pflege und Betreuung (Care and Support Counselling Centre) – for branches and opening hours, please see page 13

FSW Case Managers will be pleased to inform you about partner organisations and the services they provide, and will help to ensure that you have access to and get precisely to the services you need.

Mobile Medical Care



istockphoto/SarahWard

What is mobile medical care?

Mobile medical care (medizinische Hauskrankenpflege) is provided temporarily by trained health and nursing professionals in the client's home in order to shorten or entirely avoid hospitalisation.

The focus is on holistic care in line with the principle of "activating and re-activating care" as well as on retaining and promoting clients' independence.

Treatment is based on a physician's prescription. Mobile medical care is made available for a period of 28 days. This period can be extended on issue of a physician's prescription, which has been approved by a senior physician at the competent insurance institution.

If the client's support and nursing needs do not meet the requirements for mobile medical care, clients may change to mobile nursing care (see page 20).

Eligibility

The treatment must have been prescribed by a hospital doctor or physician. Medical nursing care at home replaces or shortens otherwise necessary hospitalisation.

Costs

Costs are covered by the social insurance institutions.

Contact and Registration

FSW hotline: 01 24 5 24, Mo–Sun, 8:00 a.m. – 8:00 p.m.

Beratungszentrum Pflege und Betreuung (Care and Support Counselling Centre) – for branches and opening hours, please see page 13

FSW Case Managers will be pleased to inform you about partner organisations and the services they provide, and will help to ensure that you have access to and get precisely the services you need.



Mobile Palliative and Hospice Team



Photo: istockphoto.com/SilviaJansen

What services are provided by a mobile palliative team?

A palliative team consists of trained nursing staff, physicians and trained social workers who visit clients at home. They accompany and provide care and support to clients with serious and incurable diseases, their caregivers, therapists and family members.

Their activities focus on providing the best possible alleviation of palliative patients' symptoms and on supporting their caregivers in order to avoid hospitalisation, facilitate the transition between inpatient and mobile care or patient's discharge from an acute ward.

The team can be reached 24/7 on the phone and provides pain therapy counselling, assists with organisational matters relating, for instance, to care/nursing allowance or hospice leave. It provides emergency services, in the case of pain attacks for instance, training to family members and supports them in emotionally challenging or stressful situations.

Support by a volunteer hospice team

Specifically trained volunteers who attend to palliative patients and their family members complement the services provided by mobile palliative teams. These volunteers lend an open ear to patients and their family members, help them to address disease, pain, terminal illness and grieve, assist them with various errands or in dealing with organisational issues. They also have time to spend with patients and their family members, reading to patients or accompanying them on a walk.

Eligibility

The mobile palliative and hospice team is available on request.

**Costs**

This service is provided free of charge for clients.

**Counselling**

FSW hotline: 01 24 5 24, Mo–Sun, 8:00 a.m. – 8:00 p.m.

Beratungszentrum Pflege und Betreuung (Care and Support Counselling Centre) – for branches and opening hours, please see page 13

FSW Case Managers will be pleased to inform you about partner organisations and the services they provide.

**Registration**

directly via the partner organisations



Continence Counselling



What is continence counselling?

The services provided in the context of continence counselling (Kontinenzberatung) include discreet information and advice on issues related to incontinence. On request these services may also be provided anonymously.

If diagnosed early enough, most forms of incontinence can be alleviated or even cured.

On request, care can also be provided in the client's home.



Eligibility

none



Costs

This service is provided free of charge for clients.



Contact and Registration

FSW hotline: 01 24 5 24, Mo–Sun, 8:00 a.m. – 8:00 p.m.

Beratungszentrum Pflege und Betreuung (Care and Support Counselling Centre) – for branches and opening hours, please see page 13

FSW Case Managers will be pleased to inform you about partner organisations and the services they provide and will help to ensure that you have access to and get precisely the services you need.

Day Centres for Senior Citizens



What kind of service do day centres provide?

In the Vienna day centres (Tageszentren) for senior citizens visitors may take part in occupational, handicrafts, musical and discussion groups, or join other group activities, train their cognitive functions, establish social contacts and receive needs-based care. Services are provided during the day from Monday to Friday.

Time and frequency of visits are agreed individually and thus also offer respite to caregiving family members and relatives. The services provided by the day centres include three meals per day as well as joint trips, parties and events. Special services are offered to Viennese residents who suffer from multiple sclerosis or dementia or are recovering from a stroke.

The day centre PLUS in Favoriten (10th district) is also open at weekends and on bank holidays.

Eligibility

The actual need is determined by staff from the FSW Care and Support Counselling Centre (Beratungszentrum Pflege und Betreuung).

Costs

The maximum cost contribution to be paid by clients is € 19 per day, depending on their income, the eligible share of rental costs, their care/nursing allowance and the volume of services used. In addition, a cost contribution is payable for meals and – as required – for transportation to and from the day centre.

Contact and Registration

FSW hotline: 01 24 5 24, Mo–Sun, 8:00 a.m. – 8:00 p.m.

Beratungszentrum Pflege und Betreuung (Care and Support Counselling Centre) – for branches and opening hours, please see page 13

FSW Case Managers will be pleased to inform you about partner organisations and the services they provide, and will help to ensure that you have access to and get precisely the services you need.



Assisted Living



What kind of services are provided under assisted living?

Fonds Soziales Wien co-funds a number of assisted living facilities (Betreutes Wohnen) that offer a new home to Viennese residents who are no longer able to live independently in their own homes.

The range of services provided covers accommodation, including laundry service and cleaning of the rooms, board, and mobile support and care organised in the facility. Additional services include joint social and cultural activities. Accommodation options include barrier-free single and double rooms as well as apartments, adapted to the needs of senior citizens and of people with disabilities or with nursing requirements.

This service is directed specifically at senior citizens who are in need of care and whose nursing requirements are expected to increase over time, in cases when care and support at home no longer suffice. Upon request, accommodation in assisted living facilities may be temporary (up to a maximum of 92 days) or for an indefinite period.

Special services provided in the context of assisted living

Apart from the general assisted living services, residential care home or nursing care facilities offer services catering to special needs, including for instance:

- Care and support to people with dementia diseases
- Special accommodation for senior citizens with disabilities
- Faith-based care, offered for instance at the Maimonides centre (Maimonides Zentrum) for senior citizens of Jewish faith
- Social psychiatric services
- Special accommodation for blind and visually impaired people

Eligibility

The actual need is determined by staff from the FSW Care and Support Counselling Centre (Beratungszentrum Pflege und Betreuung). This need may be characterised by a certain care/nursing allowance level or social factors (such as the risk of social isolation).



Costs for indefinite accommodation

The cost contribution to be paid by clients depends on their net income and their care/nursing allowance level. It is reduced accordingly when clients pay maintenance support for dependent family members or relatives.



Spouses and registered partners have a mutual maintenance obligation. If the dependent person continues to live at home and pays rent, your share of the cost contribution to be paid will be reduced accordingly.

In Vienna, children's income is not considered when calculating clients' cost contribution.

If you have more detailed questions regarding cost contribution matters, please call the FSW customer hotline on 01 - 24 5 24. From Monday to Friday 8:00 a.m. – 3 p.m., staff will answer your questions and explain exactly how your individual cost contribution is calculated.

Costs of temporary accommodation

The cost contribution to be paid by clients depends on their net income and their care/nursing allowance. When clients pay rent for their home, this amount is to some extent deductible.



For the calculation of maintenance obligations, the same rules apply as for indefinite accommodation.

Contact and Registration

FSW hotline: 01 24 5 24, Mo–Sun, 8:00 a.m. – 8:00 p.m.

Beratungszentrum Pflege und Betreuung (Care and Support Counselling Centre) – for branches and opening hours, please see page 13



FSW Case Managers will be pleased to inform you about partner organisations and the services they provide, and will help to ensure that you have access to and get precisely the services you need.

Nursing Care Homes, Places in Nursing Care Facilities providing 24/7 Medical Services, Communal Living



What is the scope of services provided?

Viennese residents who are no longer able to lead an independent life in their own home although they use at-home care, nursing and support services, will find a new home in the co-funded facilities run by registered FSW partner organisations.

Standard services cover personal nursing care and support based on a recognised nursing care model, with meals, laundry and room cleaning services provided as well as numerous social and cultural activities. Facilities operated by the Wiener Krankenanstaltenverbund (Vienna Hospital Association) and the “Haus der Barmherzigkeit” offer round-the-clock medical services. In all other facilities offering nursing care places or communal living facilities, the “family doctor” principle is applied. This means that residents may choose their family doctor. Clients may choose between staying temporarily (up to a maximum of 92 days) or for an indefinite period of time. Standard services are provided in facilities offering nursing care places, in nursing care facilities providing round-the-clock medical services and in communal living facilities.

Special needs-based services

Apart from the general standard housing and care services, residential and nursing care facilities also offer special needs-based services, including for instance:

- Care and support for people who suffer from dementia diseases
- Care and support for blind and visually impaired people
- Care and support for blind and visually impaired people who suffer from dementia diseases
- Long-term ventilation
- Faith-based care and support, for instance in “Sanatorium Maimonides-Zentrum” (sanatorium Maimonides Centre) for senior citizens of Jewish faith and also for non-Jewish senior citizens who wish to live in this environment
- Neurology
- Nursing care and support for clients suffering from an unstable health condition
- Remobilisation following hospitalisation (for a maximum of 92 days)
- Social psychiatric services

- Nursing care and support for patients in a persistent vegetative state
- Nursing care and support when the clients' caregivers are on holiday
- Geriatric psychiatric services

Eligibility

Clients are recipients of care/nursing allowance level 3 or above, or need the corresponding level of nursing care. The actual need is determined by staff from the Beratungszentrum Pflege und Betreuung des FSW (FSW Care and Support Counselling Centre).



Costs for indefinite in-patient services

The cost contribution to be paid by clients depends on their net income and their care/nursing allowance. It is reduced accordingly when clients pay maintenance support for dependent family members or relatives.

Spouses and registered partners have a mutual maintenance obligation. If the person, the client pays maintenance support for, continues to live at home and pays rent, the cost contribution to be paid by the client will be reduced accordingly by a portion of the rent.

In Vienna, children's income is not considered when calculating clients' cost contribution.

If you have more detailed questions on cost contribution matters, please call the FSW customer hotline on 01 - 24 5 24. From Monday to Friday 8:00 a.m. – 3 p.m., staff will answer your questions and explain exactly how your individual cost contribution is calculated.



Costs for temporary in-patient services

The cost contribution to be paid by clients depends on their net income and their care/nursing allowance. When clients pay rent for their home, this amount is to some extent deductible.

For the calculation of maintenance obligations, the same rules apply as for indefinite accommodation.



Contact and Registration

FSW hotline: 01 24 5 24, Mo–Sun, 8:00 a.m. – 8:00 p.m.

Care and Support Counselling Centre (Beratungszentrum Pflege und Betreuung) – for branches and opening hours, please see page 13

FSW Case Managers will be pleased to inform you of the partner organisations and the services they provide and will help ensure that you have access to and get precisely the services you need.



Short-term Care – Remobilisation



istockphoto/kupicoo

What are the services covered by remobilisation?

Remobilisation (Remobilisierung) is a form of short-term nursing care (Kurzzzeitpflege) and involves temporary admission to a residential care home or nursing care facility following hospitalisation. People who are not able to cope at home after an accident or an illness but will in all probability be able to return to their homes, may be admitted for remobilisation for a maximum of 92 days.

The therapies provided aim at enabling clients to live an independent life at home. The services include activating care, self-help instructions, training in the management of day-to-day activities, physiotherapy, occupational therapy etc.



Eligibility

The actual need is determined by staff from the FSW Care and Support Counselling Centre (Beratungszentrum Pflege und Betreuung des FSW).



Costs

The cost contribution to be paid by clients depends on their net income and their care/nursing allowance. It is reduced accordingly when clients pay maintenance support for dependent family members or relatives. Spouses and registered partners have a mutual maintenance obligation. If the person, the client pays maintenance support for, continues to live at home and pays rent, the cost contribution to be paid by the client will be reduced accordingly by a portion of the rent. In Vienna, children's income is not considered when calculating clients' cost contribution.

If you have more detailed questions on cost contribution matters, please call the FSW customer hotline on 01 - 24 5 24. From Monday to Friday 8:00 a.m. – 3 p.m., staff will answer your questions and explain exactly how your individual cost contribution is calculated.



Contact and Registration

FSW hotline: 01 24 5 24, Mo – Sun, 8:00 a.m. – 8:00 p.m.

Care and Support Counselling Centre (Beratungszentrum Pflege und Betreuung) – for branches and opening hours, please see page 13

FSW Case Managers will be pleased to inform you about partner organisations and the services they provide and will help to ensure that you have access to and get precisely the services you need.

“Holiday Care”

(i.e. nursing care when caregiving family members are on holiday)



istockphoto/Silvia Jansen

What is “Holiday Care”?

“Holiday Care” (Urlaubspflege) means that in order to offer caregiving family members and relatives respite, persons requiring care may be admitted temporarily (up to five weeks per years) to a nursing facility operated by the Wiener Krankenanstaltenverbund (KAV, Vienna Hospital Association).

Persons interested in this service are requested to register in good time – especially during holiday seasons.

Eligibility

Need for nursing care and support. Offering respite to caregiving family members or relatives.



Costs

The cost contribution to be paid by clients depends on their net income and their care/nursing allowance. It is reduced accordingly when clients pay maintenance support for dependent family members or relatives.



The rent clients pay for their home is not taken into account.

Contact and Registration

Please register directly with the institution.



FSW Brochures and Downloads

Information material

The FSW brochures are free-of-charge and provide comprehensive and useful information on topics that are relevant for senior citizens. You can order them from the FSW Broschürenservice (FSW brochure service), available daily from 8:00 a.m. to 8:00 p.m. on **01 24 5 24** or download them from our website at **www.fsw.at**



Sicher und menschenwürdig pflegen
Alternativen zu freiheitsbeschränkenden Maßnahmen in der mobilen Betreuung



Tageszentren für Seniorinnen und Senioren



Demenz Ratgeber für den Alltag



Sicherheit zu Hause
Tipps gegen Unfälle in der zweiten Lebenshälfte



Mobile Hauskrankenpflege und Kontinenzberatung
Professionell betreut



Sicher in Wien!
Gut geschützt im Alltag



SeniorInnenbüro der Stadt Wien
Bei uns sind Sie richtig!



Begleitung am Ende des Lebens
Das mobile Palliativteam



So bleibt mehr für Sie
Beihilfen, Förderungen und Ermäßigungen für kleine Einkommen



Das Pflegegeld
Infos kompakt



www.fsw.at

A full and comprehensive overview of the services provided by Fonds Soziales Wien (FSW, Fund Social Vienna), information on how to order a hard copy of the brochure as well as links and information about recognised partner organisations are available on the website of Fonds Soziales Wien.



www.tageszentren.at

This website provides all relevant information to senior citizens in Vienna who wish to spend their days engaging in activities and receiving excellent care and support in the FSW-Tageszentren für Senioren (FSW day care centres for senior citizens).



www.mobile-hauskrankenpflege.at

This website provides all relevant information and the latest news on the mobile nursing care services offered by the FSW–Wiener Pflege- und Betreuungsdienste GmbH (FSW Vienna nursing, care and support services ltd.).

☎ 01 24 5 24

täglich 8:00 – 20:00 Uhr

Wir sind da, um für Sie da zu sein.

**Pflege &
Betreuung**

**Kostenlose
Information**

**Leben mit
Behinderung**

www.fsw.at

**FONDS SOZIALES
WIEN**

Wir sind da, um für Sie da zu sein.

StadT  Wien