

# CM: at home in home care

**Everyone prefers to stay in the home they know and love as long as possible. That is why CM opts for home-based care. CM supports you to ensure you can access home care.**

## The Care Line

Questions about care? Contact the Care Line. The Care Line is the gateway to finding answers to all your care questions. There is close collaboration with the Social Work service (see below). Depending on your care situation, the care line employee will help you or make a referral so you can have a personal meeting with the social worker for your residential area.

The care line employee will organise home care, along with home care partners, tailored to your situation. The care line employee will ensure that you can exercise your rights to their full extent by providing information and advice on social benefits, exemptions and reductions, financial advantages, borrowing or buying aids, organising temporary care and respite, buying a personal alarm and so on...

In urgent home care situations, the care line employee may be able to provide assistance within 48 hours. You can contact the Care Line via email (see page 3).

## Social Work service

The Social Work service at CM will contact you after a referral by the Care Line. The social worker will listen to your questions and find a suitable solution for the issue, along with you. The Social Work service:

- supervises the organisation of home care;
- ensures sick persons, people who need care, disabled persons or informal caregivers can exercise their social rights;
- helps when you are struggling to engage services;
- supports you and your family members to accept and process the new situation;
- guides you to the right person for home advice and resources;
- helps you find your way to specialised services.

The support provided by the Social Work service is free of charge. If you are not mobile, a house visit will be made.

## Ergonomics guidance and domestic advice service

Anyone who fears slipping over in the bath and/or sometimes struggles to get out of the bath or armchair... can stay in their own home for longer with the support of the ergonomics therapists from the Social Work service. They provide advice on:

- home adaptations;
- technological adaptations;
- buying and using aids;
- preventing falls.

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They also guide you through learning elementary ADL skills (Activities Daily Life) and using aids correctly. You can reach this ergonomics guidance and domestic advice service via the Care Line.

## Voluntary home care

### CM home carers

CM offers home care services at a favourable rate of € 3,43 per hour. Expert volunteers offer home care for the chronically sick, disabled persons, elderly people needing care, and children with a disability or chronic condition. The carer can be used during the day, in the evening and night, during the week and at the weekend.

### Samana

With its thousands of volunteers, Samana activities endeavours to tackle the social isolation of the long-term sick and to support them as they live with a chronic illness. The association is active across Flanders and Brussels.

### OKRA

People aged 55+ are more active than ever: travel, sport, being creative, giving lectures and doing courses, having fun together, supporting the interests of their age-group, 'taking care' of the elderly. All of this is possible at OKRA.

## Professional help in home care

- Home nursing
- Cleaning service
- Local service centre
- Family care
- Hot meals
- Psychiatric home care
- Patient transport
- Temporary respite options
- Palliative care

## Personal alarm

Do you live alone and have an increased risk of falling or being unwell? Then you need a personal alarm. With one push on the alarm button, you can reach the alarm control centre 24 hours a day. This system may also supplement another warning system in your home.

More info: [www.gerustzorgcentrale.be](http://www.gerustzorgcentrale.be)

## Flemish social welfare

With Flemish social welfare, the Flemish government offers protection to persons in need and persons with a disability. From your 26<sup>th</sup> birthday, you pay a care premium to CM-Zorgkas, which is executed by Flemish social welfare.

Those needing a great deal of care can call upon a care budget. There are three care budgets:

1. The **care budget for people with a severe care need** pays a monthly amount of € 140 to anyone identified as requiring care and residing in Flanders.
2. With the **care budget for disabled persons**, persons with a disability/disabilities that fulfil(s) certain conditions will receive a monthly amount of € 300.
3. Older people requiring care with a limited income are also entitled to a **care budget for older persons with a care need**. The amount of this depends on your income but is a maximum of € 710 (amount on 01-06-2024).

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You can also receive reimbursements for the rental or purchase of **mobility aids** (e.g. a walking support, wheelchair, electric scooter, etc.) You must submit a request to the CM-Zorgkas via a recognised provider (e.g. Goed home care store). If you fulfil the conditions, the CM-Zorgkas will pay the reimbursement directly to the provider.

## CM advantages and reimbursements

As a supplement to the mandatory healthcare insurance, as a CM member you can enjoy a wide package of services and benefits. You are entitled to the majority of these as long as you are up-to-date with your CM-fee payments.

For an additional fee, you can sign up for additional services such as the CM-Hospitaalplan and the CM-MediKo Plan.

## More info: [www.cm.be/zorglijn](http://www.cm.be/zorglijn)

Contact details for the services mentioned can be requested from the Care Line:

- Tel.: 02 204 32 34
  - o Monday to thursday: 8.30 to 12 o'clock and 13 to 17 o'clock
  - o Friday: 8.30 to 12 o'clock and 13 to 16 o'clock
- E-mail: [zorglijn@cm.be](mailto:zorglijn@cm.be)