



# A continuum of care.

Living well with  
personalized support.



**Webster House**  
A FRONT PORCH COMMUNITY



# The support you need, *when you need it.*

As a Front Porch life plan community, Webster House offers residential living and care options to give you and your family assurance that comes with knowing we will partner with you to meet your future needs. Our community is intimate and personal and we have the ability to work closely with you to create a plan of care as part of our commitment to support healthy aging.

# Rehabilitation and Skilled Nursing Care

Webster House Health Center is your on-site resource for therapeutic care in the event of a medical issue, injury or other need. Our dedicated staff of professional nurses and therapists provides 24-hour supportive care for short-term stays, plus rehabilitation under the supervision of our medical director, to help you regain and maintain function, health and mobility. We also offer long-term care and support for chronic conditions, and hospice care.

Both our staff and our experienced caregiving partners understand quality care and your personal needs. We work closely with your physician or can connect you with a physician to oversee your care. We are rated by the Centers for Medicare & Medicaid Services (CMS). Support services include:

## **POST-ACUTE CARE**

Round-the-clock care following a stay in the hospital or other medical event. Includes rehabilitative therapies, pain management, medication adjustment, wound care and restorative nursing.

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## **PHYSICAL THERAPY**

Expert guidance in exercises and activities to help regain mobility and function by improving strength, balance, muscle control and range of motion.

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## **OCCUPATIONAL THERAPY**

Help to increase strength and balance or improve fine motor coordination, as well as support in adjusting day-to-day tasks for greater independence and success after your return home.

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## **SPEECH-LANGUAGE THERAPY**

Therapists specialize in oral and written language for improved communications, as well as conditions affecting the ability to swallow.

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## **RESTORATIVE CARE**

Assistance in maintaining rehabilitative progress, provided by certified nursing assistants (CNAs), with a focus on endurance, mobility and movement.

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## **RESPITE CARE**

A protected, comfortable place for individuals recovering from recent surgery, illness or disability and who require 24-hour care.

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## **HOSPICE CARE**

We partner with experienced organizations that provide comfort and compassionate care that attends to emotional and spiritual needs at the end of life.

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## HEALTH CENTER SERVICES:

- Fully licensed, experienced nurses, certified aides and medical director
- Physical, occupational and speech therapies (including outpatient therapy)
- Assistance with eating, bathing and dressing
- Support for walks or general mobility
- Podiatry visits
- Medication management
- Social services and counseling
- Activities programs
- Three nutritious meals a day
- On-site dietitian
- Discharge planning
- Hospice care and services
- Wound care
- Catheter care, insulin injections, IVs and more

## Insurance and Access

Most rehabilitative therapy is covered under Medicare Part A and Part B, and we also work with most private insurance companies. Residents are responsible for deductibles and co-pays. Some insurers require regular physician visits every 30 days while receiving therapy.

If you qualify under Medicare Part A, your therapy will be 100% covered for the first 20 days. Under Part B benefits, your therapist will send a statement to your insurer and Medicare will reimburse Webster House Health Center directly for a set amount. Be sure to read any statements you receive from your insurer carefully, as not all statements are bills. For stays without a qualifying Medicare event or if you surpass your Medicare coverage days, we will work with you to arrange private payment.

If you have any questions about your insurance or therapeutic needs, please do not hesitate to contact us. We're here to help.

## Enhanced Services for Assisted Living and Personal Support

Webster House provides enhanced services as part of its continuum of care. Enhanced services include a range of assistance, resources and staff enabling you to live in your apartment while receiving support from our care team. Based on an assessment and your agreement, we provide personalized care for activities of daily living (ADL). This includes help with eating, bathing, dressing, walking, medication management and other services. In addition to regularly scheduled activities, our team is on call 24 hours a day to respond to your needs, with a licensed nurse manager directing and coordinating your personalized services.

Enhanced services are provided at additional cost in your apartment, based on your individualized plan. Please note that the additional costs of enhanced services may be covered by long-term care insurance, but do not fall under medical insurance or Medicare.

### **Enhanced services include:**


- Medication management
- Round-the-clock staff on-site
- Three nutritious meals a day
- Assistance with daily living activities
- Wellness check-in and nursing consultation
- Podiatry visits
- Annual and as needed assessments
- Emergency response system
- Out-patient rehab services
- Social activities and events
- Transportation to shopping, outings and medical appointments
- Tailored activities





## Webster House

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[websterhouse.org](http://websterhouse.org)  
650.838.4004 

401 Webster Street  
Palo Alto, California 94301

To learn more about the range of care options available at Webster House, call 650.838.4004.

Webster House is a life plan community that is part of Front Porch, a dynamic not-for-profit family of communities and services dedicated to empowering individuals to live connected and fulfilled lives.

