



## HOME SUPPORT POLICY

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### **Policy Statement**

To provide individualised care packages for adults and children with disabilities to enable them to remain living safely at home.

### **Reason**

To ensure that our elders remain living as independently as possible in their own home, or in a suitable alternative home environment. Some elders require assistance to remain living at home and this may mean that home adaptations are required or a home support worker is sought to provide assistance as per identified needs.

To provide care for those who have a disability that impacts on their daily living to such a degree that they may need home support assistance. This may be either temporary (due to accident or illness) or long term.

This policy provides guidance as to how an individual with physical/social care needs is assessed and if required how a package of care is provided for that individual.

### **To whom does this policy apply?**

This policy applies to any adult or child, who is deemed to be a Permanent Resident of Pitcairn Island, (according to current residency policies) and who has been assessed as requiring support to remain living safely at home.

### **Assessing the need for care**

- The Family and Community Advisor and an Elder Care Worker will assess clients over 65 yrs using a comprehensive assessment form which has been developed specifically for use on Pitcairn Island. (Annexed)
- The Community Division Manager and the Family & Community Advisor will conduct assessments and coordinate home support packages for persons aged 0 to 65 yrs using the comprehensive assessment form developed for Pitcairn Island.
- A medical Certificate from the Island Doctor would need to accompany any assessments.

Following the completion of a comprehensive Home Support Assessment and the medical assessment a care plan will be developed for each client which will include any home adaptations required as well as individual care/support needs to enable the client to remain living as independently as possible at home. The assessment will identify and recommend the number of hours of home support required.

A meeting with the family members/current carers will then be held to share the assessment findings and the draft care plan. It is expected that family will provide as much support as they can, and reasonably can be expected, in the first instance. Additional training and guidance to family members/carers can be provided if required.

The findings of the assessment and the outcome of the family/carers meeting will be discussed in a multi-disciplinary team comprising of Medical Doctor, Community Division Manager and Family and Community Advisor and a decision made on any paid Home Support required.



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When the care plan is due for review ( in general on a quarterly – six monthly basis) this will be discussed in the Multi-Disciplinary Team as described above and a decision made on any additional and/or ongoing paid Home Support required.

Paid home support provision has been divided into 2 categories: 1) substantial support category and 2) critical support category.

**Approved by the Island Council**

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**Document Control**

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Review: As Required



## Home Support Procedure

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### Level of home support required

The assessment will consider key areas of support needs for personal and domestic tasks as summarised below. The maximum hours that can be provided by a home support worker over a one-week period for specific activities are also provided in the following overview:

#### Personal Tasks:

Personal hygiene – bathing, grooming, dressing,	7 hours
Toileting – assistance to use the toilet, change incontinence pads, additional personal hygiene needs	3 ½ hours
Medication supervision -	2 hours
	<u>Max: 12 ½ hours</u>

#### Domestic tasks:

Meal preparation – preparing and cooking food, serving and washing up	7 hours
Shopping -	1 hours
House cleaning -	2 hours
Laundry -	2 hours
	<u>Max: 12 hours</u>

### Substantial Support Category

If a client requires any or all of the above services they will be placed in the category for 'substantial support' and the total number of hours allocated for support as per the assessed need. The maximum hours of home support that a client falling within the 'substantial support' category can receive is 24 ½ hours per week.

If the client requiring substantial home support lives with someone who is independent, then support can only be provided to the client for personal care, as the person belongs to a household and there is someone else in the household to complete domestic tasks. The maximum number of hour's support that a client can receive in this case is 12 ½ hours per week.

If a couple living together both require personal and domestic home support, personal support can be given to both persons as required and domestic support will only be given for one of the couple to cover the household's domestic needs



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### **Critical Support Category**

If the comprehensive assessment reveals that the above level of support does not meet the client's needs then the client will be further assessed to see if she/he meets the criteria for the 'critical support' category.

To be considered eligible for 'critical support', the client must have significant health problems or a disability, which impairs his/her ability to live independently and/or the client would be at high risk of coming to harm if someone was not living in the same house with her/him full time. This client would be highly dependent on others providing even the most basic care needs for them. When a client is assessed as being in the critical support category, it is not possible to quantify support needs in terms of hours.

The following criteria will be considered:

- Not being able to be left alone due to physical and/or mental incapacity.
- Bed bound, needing bed baths daily, turning regularly.
- Frequent and persistent incontinence that cannot be managed with a toileting regime and/or incontinence pads and/or catheter.
- Requiring assistance overnight on a regular basis.
- Acute illness which causes increased physical and or mental impairment requiring continual observation, unpredictable medication administration and. Once the client is no longer acutely ill then the situation will be reassessed.

If a client is assessed as being in the critical support category the outcome of the meeting with family, friends and carers together with the assessment findings will determine whether and how much paid home support is required.

There is recognition that there will be increased personal care needs under the critical support category but there will still be an expectation that the primary carer, (parent, spouse or civil partner) will attend to domestic chores. The type of personal support that they would be expected to provide would be detailed in the Home Support Agreement.

If a family member or friend (other than a parent, spouse or civil partner) moves in with a client (or currently lives with a client), who needs support, assistance for the care of that client can be assessed. It is recognised that this caring relationship differs from that of a parent, spouse or civil partner and consequently assistance for personal care of a client can be given.

All those providing full time care in this category are able to access levels of assistance for Personal Care of a client. It is expected that the Carer will attend to domestic chores.

If a Carer is also in need of support in either category this will be included in a separate Home Support Assessment. The type of personal and domestic support provided to a carer would be included in their Home Support Agreement. The type of personal and domestic support that the carer would be expected to provide to the client would be detailed in the clients Home Support Agreement.



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If a client is admitted to the Pitcairn Island Medical Clinic, family and close friends will be expected to attend to and care for the patient. However, under exceptional circumstances a Home Support Worker could be assigned hours under the Personal Support Category to provide ongoing supervision. The maximum number of hours that the Home Support Worker could work under these conditions would be 8 hrs per day. This care would be considered exceptional and time limited and would only apply in the case of sudden illness, accident or injury that cannot be treated in the home.

### **Respite Care**

Available for a carer (spouse or civil partner, parent, family member, or friend ) who is managing the personal and domestic tasks of a client. It is acknowledged that this carer would need some respite due to the demands of caring. Factors such as other client family support availability would be factored into the assessment of respite care needs. If other family are unable or unwilling to provide support then the maximum numbers of hours would be available.

The home support worker contracted for respite care would attend to the personal needs of the client only) during respite hours (in the absence of the caregiver). The personal needs will be clearly set out in the Home Support Agreement.

### **Level of Respite care required:**

The maximum hours that can be provided for respite to a carer are per week:

Respite care for carer	Max	10 hrs
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### **Provision of home support worker**

Following the decision of the multi-disciplinary team the responsible service (elder care or carer for people <65 years) will endeavour to secure the appropriate level of home support, as soon as possible. However, budgetary and/or human resource constraints may mean that it is not possible to provide home support immediately.

### **Definitions**

**Assessment:** this comprises a Comprehensive Assessment of Need; Needs Assessment Tool, as well as any other relevant assessment tools such as risk assessment, Functional Independence Measure (FIM) and Rowland's Universal Dementia Assessment Scale (RUDAS) may be required to provide an indication of the client's capabilities and needs. A Medical assessment will be part of the assessment process and a Medical Certificate will be prepared. The assessment findings will be discussed within a multidisciplinary team.

**Client:** a person who is being assessed or who is receiving home support.

**Critical support:** the client requires someone to live with him/her to provide ongoing support to ensure the client's safety and well being. The home support worker who lives with the client is paid a fixed weekly payment to provide this support.



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**Disabled person:** someone who has a physical or mental impairment that has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities

**Family & Community Advisor, Community Division Manager:** members of staff working in the community who conduct assessments and coordinate home support packages for persons aged 0 > 65.

**Family & Community Advisor, Elder Care Workers:** staff working with the Elder Persons in the community who conduct assessments and coordinate home support packages for persons aged 65 years and over.

**Family/Home Care Support Worker:** a person engaged to provide home support to a client. This person can be a family member, friend, neighbour or someone who is employed by the Community Division to work in the client's home.

**Home Support Agreement:** agreement between the home support worker, the client, family and/or carer and the Community Division detailing all tasks to be carried out by the home support worker

**Home support:** assistance required to remain living safely at home. This can be domestic support (cooking, cleaning, shopping), personal support (bathing, toileting, dressing, grooming) or supervision of a person who is at high risk of coming to harm as a result of mental and/or physical incapacity.

**Referral:** the initial contact with the relevant person that starts the process towards assessing the need for and, if required, provision of home support. Anyone can make a referral including the client.

**Respite Care:** Assistance for a sole carer (spouse or civil partner, parent, child) who is managing the personal and domestic tasks of the client but needs respite due to the demands of caring.

**Substantial support:** the client requires assistance with one or more activities of daily living for which a home support worker is paid at an hourly rate to a maximum of 24 ½ hours per week.



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**Appeals process:**

If there is a grievance with the implementation of this policy the person should raise this with the Community Division Manager in the first instance.

If the concerns are in regard to a Home Support Worker this should be raised with the Family and Community Advisor and/or the Community Division Manager and will be managed as per existing Employee Complaints Policy on Pitcairn Island.

If the concerns are in regard to the outcome of the Home Support Package provided then this should be raised with the Community Division Manager in the first instance, in writing. The concerns will be referred back to the Multi-Disciplinary Team for consideration.

If this does not resolve the issue then the matter will be referred to the Council appointed Port Folio Holder for Community\* for further discussion. The Port Folio Holder will meet with the Multi-Disciplinary Team and a final decision will come from this meeting.

\*or an alternative council member if a conflict of interest arises i.e. Port folio Holder is an immediate family member.

**Care Plan Reviews**

All new home support packages will be reviewed after one month.

If the home support package is meeting the needs of the client then it will be reviewed after three months and subsequently every six months thereafter unless the package is only provided for short term assistance. A Medical Certificate will accompany each review.

An agreement will be made with the client regarding the frequency of visits by the Family and Community Advisor and either the Elder Care workers or the Community Division Manager (dependent on the category the client falls under) in between formal reviews.

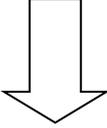
If the assessed needs of the client cannot be met by the relevant service then the case will be reviewed and alternative options to meet support requirements explored. It is the responsibility of the client or those providing the direct care to inform the relevant service of any changes in the client's care needs and or family / carers circumstances. This will initiate a review and may lead to an increase or decrease in the care provided.



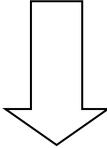
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**Home Support Pathway:**

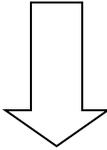
Referral



Family & Community Advisor & Division Manager for Community Services,



Comprehensive assessment with client and family/carer  
Doctor's Certificate

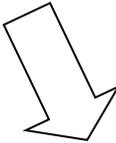


Home adaptations and/or support required?

Yes

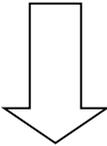


No



Review of identified needs with family / carers

Assessment remains on file



Meeting of multidisciplinary team to finalise care plan and agree on number of hours paid home support required

FCA monitors and reviews package, ongoing Doctor's Certificate for each review.

Rehabilitation and/or employment options to be explored as part of a return to work plan where applicable i.e. where the disability is temporary due to mental health reasons, accident or injury.

If circumstances change then client is reassessed.