

Capacity Building Initiative

Central Community Support Services Network

Overall Self-Assessment Agency Results:

Homemaking Service Delivery Best Practice Guidelines

Self-Assessment Completed By the Following Agencies:

- Better Living Health and Community Services
- Carefirst Seniors
- Community Home Assistance to Seniors (CHATS)
- Circle of Care
- Downsview Services to Seniors
- Etobicoke Services for Seniors
- Friuli Benevolent Corp.
- North York Seniors Centre
- St. Clair West Services for Seniors
- Villa Colombo Services for Seniors

Assessment Completed March 1 – 25, 2009

Homemaking Services

Definition:

Pertaining to the activities that assist service recipients living at home with shopping, light housekeeping, meal preparation, paying bills, caring for children, and laundry, as well as training a person to perform these activities. The funding is for both the administration/coordination costs of providing the service to eligible SRs as well as the labour and transportation costs of providing the service. The SR is responsible for the direct cost of service, i.e. shopping items, food, etc. For services under the Homemaking Nurses Services Act, the services will be provided by hired employees or contracted resource through a claims based program, on a monthly basis (MIS, 2008).

NOTE: Homemaking Services are generally delivered by Home Support Workers or Personal Support Workers

Sources Cited:

AC	Accreditation Canada
BPAG	Best Practice Advisory Group
CARF	Commission on Accreditation of Rehabilitation Facilities
DSHS	Washington State Department of Social & Health Services
DWTC	Doorways to Care
VDA	Department for Aging, Virginia [US]
MOHLTC	Ministry of Health Long-Term Care
NADSA	National Adult Day Services Association
OACCAC	Ontario Association of Community Care Access Centres <ul style="list-style-type: none">• Personal Support & Homemaking Services Schedule 2007
OCSA	Ontario Community Support Association
PSNO	Personal Support Network of Ontario

Quality: related to values and client expectations. It requires consistent performance of a uniform product and denotes achievement or excellence in the eyes of the beholder. Operationally, it is an ongoing process of building and sustaining relationships by assessing, anticipating, and fulfilling stated and implied needs. Implementation of a quality culture requires up-front identification and definition of stakeholders' needs (CLHIN: Making a Difference, 2008).

Practice	Criteria	Met	Source
The provider will assess the Personal Home Support and Homemaking Services delivered to the client	Documented assessment completed to CCAC standard no later than one week after initial service call	100%	OACCAC
	Documented service reassessment every six months or as needed	100%	
Agency develops a written detailed <u>person-centred care plan</u> on each new participant within 15 days at start of service that addresses the clients goals	<p>Client Care plan includes:</p> <ul style="list-style-type: none"> • Referral including: <ul style="list-style-type: none"> ✓ personal information ✓ service information ✓ overall status of individual ✓ billing information ✓ priority for admission: level of urgency • expected outcomes in accordance with the client care plan goals • personal information • Service Documentation • Service Reassessment • Service Termination policy • service specific training required to deliver service if applicable • client preferences relating to service delivery • list of Controlled Acts that are delegated to a regulated health professional (See Best Practice) • http://www.dlgroup.ca/DelgatedAct.pdf <p>A Service Agreement which includes:</p> <ul style="list-style-type: none"> • the scope of services provided • the frequency of services provided • the limitations of the program • the limitations of the payer 	90%	OACCAC, CARF, MOHLTC
The provider will assign personnel according to the maximum amount per quarter	Agency meets CCAC standards:	90%	OCSA, OACCAC

	<ul style="list-style-type: none"> No more than 2 different Home or Personal Support Workers for clients receiving 1-12 visits per quarter No more than 3 different Home or Personal Support Workers for clients receiving 13-36 visits per quarter No more than 4 different Home or Personal Support Workers for clients receiving 36+ visits per quarter 		
<i>The provider regularly evaluates the client and caregiver satisfaction with services</i>	<p>Documented client satisfaction every six months</p> <p>Clients are contacted to survey service satisfaction within six weeks of service (see best practice example)</p>	<p>50%</p> <p>70%</p>	OACCAC, Accreditation Canada
<i>Home Support Workers meet minimum qualifications</i>	<ul style="list-style-type: none"> Knowledge: Home Support Workers have an awareness of the biological, psychological, and social aspects of aging; an awareness of the impact disability and illness on aging and an awareness of community resources and consumer rights Skills: Home Support Workers have skills in establishing and sustaining interpersonal relationships and in problem solving Ability: Home Support Workers have the ability to communicate with persons of different socio-economic backgrounds; to work independently and in groups and to perform household cleaning tasks <p>Job Descriptions</p> <ul style="list-style-type: none"> A current and complete job description which will cover the scope of a Home Support Worker's duties and responsibilities A current description of the minimum entry-level standards of performance for each job. <ul style="list-style-type: none"> ❖ First aid/CPR [on hire] ❖ Agency medical report <ul style="list-style-type: none"> ▪ 20 pound lift ability 	<p>100%</p> <p>100%</p>	Department of Aging, Virginia OACCAC, BPAG

	<ul style="list-style-type: none"> ▪ TB pass ❖ Minimum, 2, reference checks ❖ Experience with relevant client group ❖ Valid SIN# ❖ Agency proficiency testing/test <p>Agency conducts and files Criminal Background Checks for staff providing any service where they go to or into a client's home</p>	100%	
<i>Home Support supervisor meets the minimum qualifications</i>	<p>Qualifications:</p> <ul style="list-style-type: none"> • First Aid [at least one year licensed] • CPR [at least 2 years licensed] • Criminal Background Check • 2-4 years experience in a supervisory role • Gerontology / Aging Social Services /Health College or University Degree [diploma] • Or, equivalent work experience (minimum 4 years) • Valid driver's license and access to a vehicle 	70%	BPAG
<i>Agency provides initial and ongoing staff training</i>	<ul style="list-style-type: none"> • At hiring, Home Support Workers receive orientation on agency policies and procedures, community characteristics and resources, and procedures for conducting the allowable activities under this service • All Home Support Workers have a minimum of 16 hours basic training within the first year of employment; training topics include, but are not limited to ethics and confidentiality in patient care, home safety precautions, working with diverse populations, and home management • Workers receive a minimum of 8 hours per year of in-service training based on the need for professional growth and upgrading of knowledge, skills, and abilities 	70%	Department of Aging, Virginia, NASDA, OCSA OACCAC Schedule 2007

	<ul style="list-style-type: none"> • All Home Support Workers have level 1 Home Support Worker training: <ul style="list-style-type: none"> ❖ Food safety <ul style="list-style-type: none"> ▪ Dietary issues / diabetes mgmt ▪ Handling/prep/storage ▪ Nutrition/allergies/religious ❖ First Aid/CPR <ul style="list-style-type: none"> ▪ Fall prevention ▪ Mobility/transfer ▪ Non-ambulatory, MS, Parkinson's ▪ All levels of dementia; palliative – end of life care/aphasia ▪ Infection control ❖ Community Worker Training <ul style="list-style-type: none"> ▪ Communication – ethno-cultural sensitivity (see standard practice); personal space; ▪ Conflict of interest – gift policy ▪ Documentation / reporting ▪ Time management ▪ Professional boundaries ▪ Confidentiality ▪ Customer service focused 	70%	
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Coordination: defined as “the provision of harmonized services and service policies at the organization/system level and at the client/caregiver level” (CLHIN: Making a Difference, 2008).

Practice	Criteria	Met	Source
<i>Homemaking staff are able to refer to relevant prevention services</i>	Resources can include: <ul style="list-style-type: none"> dementia related support caregiver support Primary health health promotion community services 	80%	Department of Aging, Virginia, DWTC
<i>Agency communicates with client, families and carers during transition or discharge</i>	Documented notes on: <ul style="list-style-type: none"> referrals and contact information for community health services what to expect during transition information on when to contact the agency referrals to support networks discharge notes to other services 	100%	Accreditation Canada, BoC
	Agency follows up with client/caregiver within 30 days of discharge, if appropriate	80%	

Efficiency: a measure of the value derived from a set of resources to produce a specific result. From an economics perspective, efficiency is a relative measure of the ratio of inputs (resources) to outputs (results) (CLHIN: Making a Difference, 2008).

Practice	Criteria	Met	Source
<i>The Service Provider’s clients receive services in a timely, cost-effective, well-planned manner</i>	Clients receive service at the mutually agreed time	100%	OCSA, OACCAC Schedule 2007
	Home Support Workers complete assigned tasks in the allotted time		
	Clients plans of care and service indicate the service that is to be provided on given days of the week to prevent duplication	100%	

Access: defined as “the opportunity a consumer has to fully benefit from a necessary specified service, as well as necessary concurrent and follow-up services in a timely way” (CLHIN: Making a Difference, 2008).

Practice	Criteria	Met	Source
<i>Service Provider services are accessible and responsive to client needs</i>	The Service Provider provides service seven days per week including holidays	100%	Accreditation Canada, OCSA
	The Service Provider has the ability to respond to urgent requests for service	90%	
<i>Service Provider processes facilitate timely access to services and response to service requests or inquiries</i>	All clients who do not qualify for CCAC services are assessed for eligibility and service requirements prior to commencing services	100%	OCSA, VDA, OACCAC
	The Service Provider negotiates a service schedule with client that is mutually acceptable		
	The Service Provider responds to requests for changes to service schedule or provider in compliance with agency protocol		
<i>Agency has a written policy regarding fee for service</i>	Clients are informed verbally and in writing of fee policy and collection procedure before service begins	100%	OCSA
	Current schedule of the agency’s fee for service is readily available		