

	<b>Referral Procedure Home Based Support Services</b>	<b>Procedure Number</b> <i>CHC-PSW-0010</i>	<b>Version Nos:</b> <b>2</b>
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## 1. Purpose

This Procedure is performed as a means of promoting and maintaining the independence of people who require support to enable them to continue to live in the community by the West Coast District Health Board (WCDHB) Social Work Department.

## 2. Application/Responsibilities

This Procedure shall be followed by all WCDHB Social Work Department Social Workers & Field Workers.

## 3. Definitions

For the purposes of this Procedure

## 4. Responsibility

For the purposes of this Procedure, all Social Work Department staff shall:

- ensure they abide by the requirements of this Policy and Procedure

## 5. Resources Required

This Procedure requires:

- i). Client's Clinical File

## 6. Process

### 1.00 Eligibility & Referral

- 1.01 Home Based Support Services are accessed by referral from the NASC Agency, for those clients identified with significant unmet support needs.

### 2.00 Access

- 2.01 All clients on entry to the service will receive written information regarding client rights and the Code of Health & Disability Services Rights.
- 2.02 The Fieldworker will make contact with the client within 2 days of receiving the referral.
- 2.03 A Client Care Plan will be set up in consultation with the client and their support person if required/requested and signed off by the client or their representative and the Fieldworker within 2 weeks of receipt of referral. Confirmation of the Plan should be sent to the referring NASC.
- 2.04 The Client Care Plan must include any risks that might face workers.
- 2.05 Services will be provided within 5 working days of receipt of the referral in 95% of cases, unless otherwise stipulated by the NASC Agency.

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- 2.06 Contingency Plans need to be developed for clients whose safety would be at risk if their personal care needs were not met during times of natural disasters i.e major flooding/earthquakes.

### **3.00 Delivery of Service**

- 3.01 Clients must be given a choice of caregiver to ensure compatibility. Maori clients must be offered the choice of a Maori Home Based Support Caregiver.
- 3.02 Household Management Services will be available Monday – Friday 8am – 5pm, and in special circumstances at other times by arrangement. Where a client requires these services during the weekend or public holidays, these arrangements must be negotiated in advance between the client, NASC service co-ordinator and the Fieldworker.
- 3.03 Personal Cares and sleepovers will be available 7 days a week, during specific time and hours negotiated between the NASC Agency, the Fieldworker and the client.
- 3.04 The Client Care Plan will be reviewed annually by the Fieldworker in conjunction with the client and/or their representative and the NASC Agency. Confirmation of any changes to the plan will be forwarded to the NASC Agency. Reviews must include a review of hazards.
- 3.05 If the caregiver believes there are any concerns around the wellbeing of safety of the client, these are to be referred to the Fieldworker, who will after consultation with their supervisor, discuss further with the appropriate NASC Agency. Where possible, this will be done with the client and/or their family/whanau.

### **4.00 Withdrawal of service**

- 4.01 The Fieldworker will refer back to the NASC Agency, with the client's permission, if:
- i) The clients needs can no longer be met and/or
  - ii) The client no longer requires the service; and/or
  - iii) The client decides that they wish to access an alternative service provider.
  - iv) There is risk to the home support worker due to the client behaviour or environment.
- 4.02 Possible scenarios maybe issues around safety of caregiver, or the inability to provide a caregiver appropriate to the client.

### **5.00 Recording and Reporting Requirements**

- 5.01 Client files must contain the referral, copies of the Client Care Plan, a record of all contact between the Service, the client and the caregiver.
- 5.02 All files must meet Social Work Department Recording Policy requirements
- 5.03 Fieldworkers will advise HOD via weekly reporting system the number of new referrals.
- 5.04 Fieldworkers will advise HOD Social Work Department of all cases where services are withdrawn and the reasons why.

## **7. Precautions And Considerations**

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- Clients must be given a choice of caregiver to ensure compatibility. Maori clients must be offered the choice of a Maori Home Based Support Caregiver.
- If the caregiver believes there are any concerns around the wellbeing of safety of the client, these are to be referred to the Fieldworker,
- Fieldworkers will advise HOD Social Work Department of all cases where services are withdrawn and the reasons why.

## 8. References

Service Codes DSS 1009 & DSS 1010

Service Specification: Home Based Support Services

New Zealand Disability Strategy

## 9. Related Documents

WCDHB Clinical Documentation Procedure

<b>Revision History</b>	<b>Version:</b>	2
	<b>Developed By:</b>	Supervising Social Worker
	<b>Authorised By:</b>	Supervising Social Worker
	<b>Date Authorised:</b>	March 2006
	<b>Date Last Reviewed:</b>	March 2009
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