



Withdrawal of Services Procedure Home Based Support Services

Procedure Number

CHC-PSW-0013

Version Nos:

2

1. Purpose

This Procedure is to be performed by the West Coast District Health Board (WCDHB) Social Work Department as a means of ensuring the safety of all clients and Home Based Support Staff when it is no longer safe or appropriate to provide home based support services to existing clients.

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:

Provider Seniors is taken to mean Social Work Department Manager and Senior Managers.

4. Responsibility

For the purposes of this Procedure:

- Provider Seniors are required to oversee all aspects 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 no specific resources

6. Process

1.00 Introduction

1.01 Withdrawal of Home Based Support Services and Home Support Services may from time to time be withdrawn due to client choice and/or safety or risk factor for both the client and the home based support worker.

2.00 Criteria

2.01 The following criteria must be met before consideration can be given to the withdrawal of services:

- i. The clients support needs are or cannot be safely provided for; or
- ii. The client has requested the services cease; or
- iii. The client has decided to access an alternative provider; or
- iv. There is an identified risk to the home support worker due to the clients behaviour or because of their environment; or
- v. The client's condition has deteriorated to an extent where they can no longer be maintained safely in their home environment;
- vi. The client has been in receipt of Home Support Services (short term) for a period exceeding 12 weeks.



Withdrawal of Services Procedure Home Based Support Services

Procedure Number
CHC-PSW-0013

Version Nos:
2

3.00 Procedure

3.01 In situations where the services provided are

- a) requested to be ceased by the client; or
- b) requested by the client or representative to be delivered by an alternative service provider; or
- c) are no longer meeting the clients needs; or
- d) over the 12 week period of time for short term services;

then written advice shall be forwarded to the appropriate services coordinator or GP (in the case of short term services) within 24 hours.

3.02 In cases where the client has requested an alternate provider or the client's needs are no longer being met then services are continued for up to 72 hours while alternate care arrangements are made or an urgent reassessment of support needs are undertaken via the appropriate NASC agency.

3.03 In situations where

- a) there is an identified risk to the caregiver because of the clients behaviour and/or their living environment; or
- b) the clients condition means they can no longer be safely maintained in their home environment;

then the appropriate services coordinator or G.P. shall be notified immediately. Services may be continued if possible for a further 72 hours to allow for an alternative care solution to be initiated.

7. Precautions And Considerations

- The Social Work Department will follow a transparent and fair process for the withdrawal of services

8. References

There are no references associated with this Procedure.

9. Related Documents

There are no other documents associated with this Procedure.

Revision History	Version:	2
	Developed By:	Supervising Social Worker
	Authorised By:	Supervising Social Worker
	Date Authorised:	March 2006
	Date Last Reviewed:	March 2009
	Date Of Next Review:	March 2011