

HOME SUPPORT CHECKLIST- THINGS TO CONSIDER

INITIAL INVESTIGATIONS

- ☐ Do you need/want assistance with?
 - ☐ personal care (services of a personal nature, e.g., showering, grooming)
 - ☐ domestic care (practical assistance, e.g., housework, meal preparation)
 - ☐ both
- ☐ Have you considered asking your family/whānau and/or friends for help?
- ☐ Have you arranged a needs assessment or spoken with a health professional such as your doctor about your needs? (They will usually recommend having an assessment. This helps identify any underlying, treatable health problems, gives an understanding of what can be done to improve things for you, and determines whether you are eligible for publicly funded/subsidised services).
- ☐ Do you know if you will have to pay for services yourself or if they will be subsidised or part subsidised?
- ☐ Do you know how long you might need these services and support for?

PUBLICLY FUNDED HOME SUPPORT

If you have had an assessment and are eligible for publicly funded or subsidised services, the assessment will have shown what type of assistance you are eligible for, e.g., personal care, domestic assistance, or both. Publicly funded/subsidised services are provided by a limited number of approved Te Whatu Ora/Health NZ contracted agencies.

PRIVATELY FUNDED HOME SUPPORT

If you are not eligible for publicly funded/subsidised services, wish to supplement your allocated services or want to bypass the system, you may choose to engage, and pay for, private home support. Remember, when planning for these services it is usually beneficial for your health and wellbeing if you do as much as you can for yourself, without putting yourself at risk.

NOTE: Te Whatu Ora/Health NZ contracted agencies also provide private services.

DECIDING WHICH HOME SUPPORT AGENCY TO USE

- ☐ Do you have a choice of agency? If you are receiving publicly funded/subsidised services, you may be automatically assigned a home support agency. You do have the right to change to another provider if you're not happy with the service you receive. Your choice may be limited to a small number of contracted agencies.
- ☐ Have you decided which agency you'd like to use? (You may want to consider meeting several agencies to see who offers you the 'best fit').
- ☐ Does the agency have a government contract, e.g., Te Whatu Ora/Health NZ or ACC contract? (Those with contracts are regularly audited and required to meet minimum standards).
- ☐ Is the agency a member of the Home and Community Health Association? (This professional organisation, to which many home support agencies belong, provides leadership and advocacy for the home and community health sector).
- ☐ Can the agency provide you with references? (Not relevant for publicly funded/subsidised services).
- ☐ Are there services you require or would like, that the agency cannot, or will not, perform? (Some Te Whatu Ora/Health NZ contracted agencies have a defined range of tasks they can and cannot do).
- ☐ Does the agency offer a programme that will help you make the most of the skills you have? *
- ☐ Will you have the same caregiver or support worker coming to you, or will this person change?

- ☐ What will happen if your regular caregiver or support worker is ill or on holiday?
- ☐ Does the agency employ qualified, professional staff to put together, monitor, and review your support plan? (If you require or receive personal care, a Registered Nurse should have oversight).
- ☐ Does the agency screen all employees thoroughly, e.g., a police check?
- ☐ Is on-going training provided for staff?
- ☐ Can the agency deliver culturally appropriate care, if required?

YOUR SUPPORT OR CARE PLAN

- ☐ Has the agency worked with you to establish a clear support or care plan (a document outlining your goals/what needs to be done, why, how it will be done, and how success will be measured)?
- ☐ Do you understand and agree with this plan? Has it taken your feelings and skills into consideration?
- ☐ Does this plan make it clear if you need to pay for anything?
- ☐ Do you know what will happen if your health needs change? (An assessment or reassessment is advisable. It will help determine what needs to be done and how your services might need to be restructured).

PRACTICAL THINGS

- ☐ Do you check the ID of a new support worker before you let them into your home?
- ☐ Are you careful about your financial practices (e.g., never giving anyone your bank card and PIN, etc)?
- ☐ Can you easily access all your important documents? You may need to refer to them from time to time.
- ☐ Do you have an emergency plan? If there is an emergency such as an earthquake or flood, do you expect to get help from your home support service? It is unlikely they will be able to respond immediately.

YOUR SUPPORT WORKER

- ☐ Are you comfortable with the person who has been assigned to you?
- ☐ How do others who might live with you or your family feel about them? There should be a comfortable 'fit' between you and your support person.
- ☐ Is your support worker's manner appropriate? They should always be respectful, tell you in advance what they are going to do and, when helping you with your personal care, they should do this in a careful and considerate way.
- ☐ Will you have to do some things for yourself or with the assistance of your support worker? *
- ☐ Are you satisfied with the overall work done by your support worker?
- ☐ If you go into hospital or on holiday, could you get the same worker back when you return?

PAYMENT

- ☐ If you are partially or fully paying for the service, do you have a clear plan of the fees? (Check to see that GST has been included).
- ☐ What is the billing process?
- ☐ Are there minimum charges?
- ☐ If you live rurally or remotely, will you be charged for travel?
- ☐ How often are you billed and how clear is the invoice?
- ☐ If you need to go to hospital or go on holiday, do payments cease?

PROBLEMS

- ☐ Do you know who you can call if you have any questions or complaints about the service? (The agency should give you information about who to contact regarding any questions you might have, their own complaints process, and details of independent organisations you can take your complaint to).
- ☐ If you are not satisfied with your support worker, have you spoken to the agency? If this has not resolved the issue, you may contact the person coordinating your services (if receiving subsidised care), the Nationwide Health and Disability Advocacy Service (ph. 0800 555 050), or Age Concern, etc.
- ☐ If you wish to terminate the service, or change the agency, are you clear about how this should be managed? (If you are receiving any publicly funded/subsidised services, the person coordinating the service should be contacted).

** In some instances, the support offered to you via a funding agency (e.g., Te Whatu Ora/Health NZ or ACC) will be about helping you get back to 'doing things for yourself' (often known as restorative care). This may mean that your support worker is more likely to ask you to do parts of the task with them. They should be able to demonstrate what skills they believe you could regain/retain. If you are unclear about how your service is delivered, speak with the home support agency manager or, if receiving subsidised care, the person coordinating your services.*

NOTES

A list of Home Support agencies can be found on the Eldernet website [Making Life Easier - Home help & personal care](#) or the *Where from Here He Ara Whakamua* handbook.

Visit our website www.eldernet.co.nz or phone the team on 0800 162 706.