

A decorative graphic on the left side of the cover features a grid of overlapping squares. The top-left square is light green. The middle-left square is red, overlapping the top-left one. The middle-right square is light green, overlapping the middle-left one. The bottom-left square is light green, overlapping the middle-left one. The bottom-right square is light green, overlapping the middle-right one.

# HSE Home Support Service for Older People

## Information Booklet

2018

# HSE Home Support Service

## Home Support Service Information Booklet and Application Form

### 1. What is the Home Support Service?

The Home Support Service (previously known as Home Help Service or Home Care Package Scheme) provides help and support with every day tasks to older people living at home. These tasks may include help with:

- getting in and out of bed
- dressing and undressing
- personal care such as showering and shaving

The HSE wishes to support you to remain in your own home for as long as possible. As part of the Home Support Service, HSE staff will consider what kind of support you might need. These supports will then be provided by HSE staff or by external service providers who have agreements with the HSE to provide this type of service on its behalf. If your home support is being delivered by an external provider, you will be asked to choose from a list of Approved Providers, which will be given to you by the HSE.

The HSE and its Approved Providers aim to minimise the number of home support staff involved in providing your home support. However, there may be times when a number of home support staff are involved particularly due to leave arrangements and other service demands. All providers, including the HSE, also endeavour to deliver the Home Support Service at times preferred by you. It may not always be possible to facilitate all clients' preferred times when developing the agreed Schedule of Services due to the number of staff available at any one time and the care needs of their clients.

Consumer Directed Home Support (CDHS) is an approach to delivering home support in your home. It offers you more choice in how the service is delivered. Please indicate on the application form if you wish to avail of this approach to the delivery of your home support. (Information on CDHS can be found from Question 15 of this booklet)

### 2. Who can apply for the Home Support Service?

The service is for people aged over 65 who need help to continue living at home. Sometimes exceptions are made for those younger than 65 who may need support.

### 3. Where do I apply for the Home Support Service?

The HSE has 32 local Home Support Offices nationwide where you can send your completed application form. The address for your local office is on the last page of this booklet.

### 4. How do I apply for the Home Support Service?

You must fill in an application form and send it to your local HSE Home Support Office. Staff in your local office will be glad to assist you with filling in the form or answering any further questions you may have.

### 5. Who should fill in the application form?

You can complete the form yourself or you can ask someone to complete it for you. It is important however, that you, as ***the person who needs the service, signs the Declaration and Consent section on Part 1 of the application form.*** This is because we need to confirm that you want the support, that you have decided this for yourself and that your wishes are being respected in this regard. The only other person who can sign Part 1 is a person who has legal authority in relation to the applicant (e.g. Enduring Power of Attorney or Committee if the applicant is a Ward of Court). A healthcare professional or relative cannot sign this section unless they have one of these legal powers.

If you are unable to apply yourself, someone can apply on your behalf. This could be your relative, family carer, GP or public health nurse. There is a part on the application form (Part 2) where this person explains why they are making the application on your behalf.

### 6. What do I need to include with my application form?

No documents are required with your application form.

### 7. Do I need to consent to the sharing of my information?

To comply with Data Protection legislation, the HSE wishes to advise that information supplied in the application form will be recorded on a computer system. The HSE Privacy Notice for Patients and Service Users is available from your local Home Support Office or on [www.hse.ie/eng/gdpr/hse-data-protection-policy/hse-privacynotice-service-users.pdf](http://www.hse.ie/eng/gdpr/hse-data-protection-policy/hse-privacynotice-service-users.pdf)

Signing the Declaration and Consent section on Part 1 of the application form confirms your consent to a Care Needs Assessment and to the provision and sharing of your Care Needs Assessment and other relevant Home Support documentation with relevant health professionals which may include external providers.

## **8. Can I apply for the Home Support Service while I am in a hospital or a nursing home?**

Yes. If you are in hospital, you (or your family) should ask the person dealing with your Discharge Plan for a Home Support Application Form. This person might be a nurse, a discharge coordinator or a social worker. They will assist you in completing the application form and send it to your local HSE Home Support Office. Submitting the application form as soon as possible during your hospital stay may help avoid delays in your discharge home from hospital.

## **9. What happens after I submit the application form?**

After the HSE receives your completed application form, the HSE will arrange to assess what kind of support you might need. This is called a Care Needs Assessment (see Question 10).

## **10. What is a Care Needs Assessment?**

During the Care Needs Assessment, a staff member such as a public health nurse or physiotherapist will find out what support you need. This assessment is undertaken to make sure that you get the right support in the right place - this might be in your home, in a hospital or in some cases, in a nursing home. During the assessment, we will look at your care needs including:

- Your ability to carry out the activities of daily living i.e. bathing, dressing, shopping and moving around
- any medical, health and other support services being provided to you
- your family, social and community supports
- your wishes and preferences
- the areas of your life where you need support

Following your assessment, the HSE will then consider your application for a Home Support Service. You will be informed in writing of the decision on what supports you need at that time and if you are approved for the consumer directed approach (if you have chosen that option). The HSE Home Support Service aims to assist and support people to remain at home and support informal carers. The service does not replace informal care. It is not possible to deliver 24 hour care to individual clients in their own homes, as funding available for the Home Support Service is limited.

If you are approved for a Home Support Service based on an assessment of your needs undertaken while you are in hospital, the support provided will be on an interim basis to enable you to return home. Your needs will be re-assessed within a short period of you returning home and the level of Home Support may be adjusted to support your re-assessed needs.

## **11. What can I do if I am not satisfied with the decision about my Home Support Service application?**

If you are not satisfied with the HSE's decision on your home support following your Care Needs Assessment, you can write to the Home Support Office in your area within 20 days of receiving the decision. Please include the reasons why you are not satisfied with the decision. An impartial review of the decision will be undertaken and you will be informed of the outcome of this review.

## **12. Will my income be assessed?**

No. Your application for the Home Support Service is assessed on your care needs as identified by health professionals.

## **13. Do I have to pay for the Home Support Service?**

No. HSE funded home support is free under existing government policy. However, if you arrange other home supports, above the levels funded by the HSE, you will have to pay for these extra supports.

## **14. What happens if my circumstances change while I am receiving the Home Support Service?**

If your circumstances change in any way that affects your need for home support, you must notify the local HSE Home Support Office by phone, email or letter. Examples of changed circumstances include:

- improved independence as you recuperate after a time of being unwell
- admission to hospital
- availing of respite care in a hospital or nursing home
- temporary stay with your family or relatives in their home

From time to time, the HSE will review the Home Support Service you are receiving and, depending on your care needs, may increase or decrease the supports you are receiving or the supports may remain the same.

## **15. What is Consumer Directed Home Support (CDHS)?**

If you are approved for a Home Support Service and HSE staff are not available to deliver the service, then an external provider, who has been approved by the HSE, will deliver the home support to you. The HSE can arrange this service with an Approved Provider on your behalf. Alternatively, you can apply to be considered for CDHS. The CDHS approach will facilitate you to deal directly with the HSE Approved Provider(s) of your choice and to arrange days and times of service delivery. If you apply for, and are approved for this approach, the HSE will give you a letter approving a weekly amount of funding which you can use to arrange home support from your choice of provider(s) approved by the HSE.

The number of hours of home support delivered by your chosen provider depends on the rates charged by the provider and the days and times you choose to have your care delivered. Your provider will advise you of their rates when you are agreeing your care plan with them. Providers are not permitted to charge rates for services, or any other fees or charges, that are higher than (or in addition to) what they have agreed with the HSE.

## 16. How do I apply for Consumer Directed Home Support?

See Question 2 to Question 9 as this information applies to all applications for home support. The standard application form must be completed and returned to the local HSE Home Support Office. If you would like to be considered for CDHS, you need to indicate your wish on the application form. A Care Needs Assessment will be completed (see Question 10).

You will be informed in writing of any supports being approved based on your care needs assessment and if you are approved for the consumer directed approach.

## 17. What are my (and my family carer) responsibilities if I am approved for Consumer Directed Home Support?

**Your responsibilities**, if you are approved for Consumer Directed Home Support, are:

- To utilise the funding approved by the HSE for home support for personal care and essential household duties, respite care, companionship or other specific services which are essential to you remaining at home and maximising your ability to live as independently as possible
- To prioritise specific requirements, identified by the HSE care needs assessment, in the arrangements with your chosen service provider so that the HSE and you are satisfied you are receiving these important personal or time specific requirements
- To use only home support providers approved by the HSE - payment will not be made to providers who are not HSE approved (the HSE will provide you with a list of Approved Providers)
- To make arrangements directly with your chosen provider to agree a schedule of services, care plan and days and times of service delivery. Before you decide which provider to use, you may wish to discuss your requirements (days and times of service delivery) with a number of providers so that you can compare the services that they are able to provide
- To agree with your provider how any changes to the agreed arrangements are to be managed e.g. how much notice does the provider need if you want to rearrange days and times of service delivery
- To assure yourself, prior to signing any schedule of services, that you are satisfied with the service being offered by your chosen provider. If you subsequently become dissatisfied with the service being delivered, you

should discuss your concerns with your provider. In the event that you are not satisfied with their response, you can submit a complaint to the HSE (see Question 21)

- To sign the schedule of services/home support care plan to confirm agreement with provider
- To certify that the home support service has been provided as agreed or to identify any gaps in service delivery to enable the HSE to pay the provider's invoice correctly. The HSE will check that the invoiced rates are not in excess of the rates agreed with the individual provider
- To advise the HSE of any delays in the commencement of your home support once approved
- To advise the HSE local Home Support Office if any concerns arise in relation to delivery or quality of home support
- To advise the HSE immediately if the full value of services approved are not being utilised/not needed/not provided each week. Any hours unused by you cannot be banked or held over for use at another time. The HSE does not pay the provider for hours that are not delivered to you
- If you stop the service for any reason, you must advise the HSE so the HSE can assist you in re-arranging services if you need such assistance
- To advise the HSE local Home Support Office immediately if your circumstances change such as admission to residential or acute care or where the home support service is ceased/suspended
- To notify the HSE immediately if your home support service is no longer required

## **18. What are my Home Support Provider's responsibilities if I am approved for Consumer Directed Home Support?**

**Your Provider** has the following responsibilities when home support is approved under a consumer directed approach:

- To advise the HSE immediately of the following:
  - If there appears to be a lack of full understanding of the choices you make with regard to services to be provided and/or days and times of service delivery
  - If care is refused or episodes of care are regularly curtailed
  - If there is a change in your circumstances such as admission to residential or acute care or where the home support service is ceased/suspended or care is stopped unexpectedly

- If a serious complaint is made regarding the consumer directed approach and it cannot be resolved between you and your provider
- If there is an unreasonable delay to the commencement of the home support service once the service has been approved
- If the full value of services approved are not being utilised or not needed each week or if the service is no longer required
- To provide you and your family carer with documentation explaining how the monetary value of the HSE's approval for a service is converted to hours of service. This is having regard to the rates agreed with the HSE or such lower rates as the provider may determine with you. The provider is responsible for ensuring that the rates charged do not exceed HSE agreed rates, and the provider must not charge fees or other charges for HSE funded services
- To invoice the HSE only for the actual service delivered to, and certified by you, and within the monetary value approved by the HSE
- To provide you with services that fall within the scope of the tendered services i.e. personal care and essential household duties relating to you, respite care, companionship or other specific services that are essential to maintaining you at home and maximising your ability to live as independently as possible. The delivery of the service should support you to undertake tasks where possible rather than to do the tasks on your behalf
- To prioritise specific requirements, identified by the HSE assessment, in the arrangements with you and your family carer
- To agree days and times of service delivery with you and your family carer
- To agree with you and your family carer how changes to the agreed arrangements are to be managed (any such changes must comply with HSE Service Arrangements)
- To sign a schedule of services/home support care plan to confirm agreement and provide a copy to the HSE clearly showing your name, address and date of birth, date agreement was made with you, hours of service you will receive and cost of the service within HSE approved monetary value per week
- To certify that the home support service has been provided as agreed and/or to identify any gaps in service delivery in order to enable the HSE to pay the provider invoice correctly
- To be aware that you may opt out of the consumer directed approach or may become unsuitable for consumer directed approach over time as your circumstances change



- To not engage in direct marketing of their services (including soliciting, junk mail, cold calling or door stepping) to those in receipt of a home support service. This is to ensure the protection of vulnerable adults
- To ensure that the implementation of the consumer directed approach does not lead to adverse medical, physical or social risks for you
- To identify to the HSE if any concerns arise in relation to the delivery of HSE funded home support

## **19. What are the responsibilities of the HSE if I wish to avail of/am approved for Consumer Directed Home Support?**

**The HSE** has the following responsibilities in arranging Consumer Directed Home Support:

- To consider the consumer directed approach to home support service delivery as part of your overall assessment where HSE direct services are not available and where you indicate a wish to avail of this option
- To provide information on the consumer directed approach to you and/or your family carer
- To make contact promptly with you in any of the following circumstances:
  - If there appears to be a lack of full understanding of the choices you make and responsibilities being assumed
  - If home support is not arranged by you with your chosen provider within a reasonable time following HSE approval (you are to advise the HSE of any delays). The HSE will contact you if they have not received the home support documentation showing the schedule of services agreed between you and your chosen provider. This documentation is to be submitted by your provider within 2 weeks of HSE approval
  - If you refuse care or regularly curtail episodes of care, the HSE will need to understand why and to consider if other arrangements are more suitable for delivering your home support or if alternative care arrangements need to be considered
- To implement HSE complaints procedures if a serious complaint is made regarding consumer directed approach and it cannot be resolved between you and your provider
- To pay the provider for the services delivered as invoiced by the provider and certified by you, and within the terms of the HSE's arrangements with the provider
- To implement the processes set out in relation to the consumer directed approach to home support delivery

## 20. Can I choose to move from CDHS and avail of the traditional model of Home Support if I wish or if my circumstances change?

Yes. You will be facilitated to move from CDHS and avail of the traditional model of home support if you wish or if your circumstances change. Please advise the HSE and your Home Support Provider of this. A period of notice will be required to ensure continuity of care.

If you decide not to apply for Consumer Directed Home Support in your application, you can ask the HSE at any time to consider you for this approach to the delivery of your service.

## 21. How can I make a comment or complaint about the Home Support Service?

You have the right to complain if you are not satisfied about something we have done. If you have a complaint, a comment or wish to compliment our work, you can use the following options:

- **In Person:** Talk to any member of HSE staff, service manager or complaints officer
- **Online Form:** Send your complaint securely through the online feedback form which is available on [www.hse.ie/eng/services/yourhealthservice/feedback/complaint](http://www.hse.ie/eng/services/yourhealthservice/feedback/complaint)
- **By Email:** Email [yoursay@hse.ie](mailto:yoursay@hse.ie) with your feedback
- **By Letter:** Send a letter or fax to your local Home Support Office. Staff can help you put your complaint in writing, if you require assistance
- **By Feedback form:** Complete a Feedback form, available at most HSE reception areas, and leave it in the identified areas provided by the local service you are using or visiting. You may also give it to a member of staff or ask a staff member for an address. The form is also available online in 9 languages on [www.hse.ie/eng/services/yourhealthservice/feedback/complaint](http://www.hse.ie/eng/services/yourhealthservice/feedback/complaint)
- **Ring us:** LoCall 1890 424 555: Your call will be answered by a staff member from the National Complaints Governance and Learning Team

If some, or all, of your home support services are being provided by an external service provider and you are not satisfied with the service, please contact the service provider first. If you wish, you may then make your complaint to the HSE using any one of the options outlined above.

Local Health Office	Home Support Office Address
Cavan	Home Support Service, Services for Older People, HSE, Community Care, Lisdarn Community Services Building, Cavan Hospital Complex, Cavan Tel: 049-4373131/4373141/4373142/4373197
Carlow / Kilkenny	Home Support Service, Services for Older People, HSE, Community Services, James' Green, Kilkenny Telephone: 056-7784735
Clare	Home Support Service, Services for Older People, HSE, St. Joseph's Hospital, Lifford Road, Ennis, Co. Clare Telephone: 065-6863858/6863859/6863812
Cork – North Cork	Home Support Service, Services for Older People, HSE, Room 52, Floor 1, Block 8, St. Finbarr's Hospital, Douglas Road, Cork Telephone: 021-4923959
Cork – North Lee	Home Support Service, Services for Older People, HSE, Room 52, Floor 1, Block 8, St. Finbarr's Hospital, Douglas Road, Cork Telephone: 021-4923959
Cork – South Lee	Home Support Service, Services for Older People, HSE, Room 52, Floor 1, Block 8, St. Finbarr's Hospital, Douglas Road, Cork Telephone: 021-4923864
Cork – West Cork	Home Support Service, Services for Older People, HSE, Room 52, Floor 1, Block 8, St. Finbarr's Hospital, Douglas Road, Cork Telephone: 021-4923864
Donegal	Home Support Service, Services for Older People, HSE, Donegal PCCC, St. Joseph's Hospital, Stranorlar, Lifford P.O., Co. Donegal Telephone: 074-9191736/9191735/9191739
Dublin North	Home Support Service, Services for Older People, HSE, Fujitsu House, Unit 100, 1st Floor, Lakeshore Drive, Airside Business Park, Swords, Co. Dublin Telephone: 01-8953760
Dublin North Central	Home Support Service, Services for Older People, HSE, 1st Floor, Ballymun Health Care Facility, Ballymun Road, Dublin 9 Telephone: 01-8467126/8467132/8467336
Dublin North West	Home Support Service, Services for Older People, HSE, Ground Floor, Unit 4 & 5, Nexus Building, Block 6A, Blanchardstown Corporate Park, Dublin 15 Telephone: 01-8975170
Dublin South City	Home Support Service, Services for Older People, HSE, Junction House, Kilnamanagh-Tymon Primary Care Centre, Airton Road, Tallaght, Dublin 24 Tel: 01-9214719/9214720/9214721/9214722
Dublin South East	Home Support Service, Services for Older People, HSE, Vergemount Hall, Clonskeagh, Dublin 6 Telephone: 01-2680570
Dublin South West	Home Support Service, Services for Older People, HSE, Junction House, Kilnamanagh-Tymon Primary Care Centre, Airton Road, Tallaght, Dublin 24 Tel: 01-9214719/9214720/9214721/9214722
Dublin West	Home Support Service, Services for Older People, HSE, Junction House, Kilnamanagh-Tymon Primary Care Centre, Airton Road, Tallaght, Dublin 24 Tel: 01-9214719/9214720/9214721/9214722
Dun Laoghaire	Home Support Service, Services for Older People, HSE, Dun Laoghaire Local Health Office, Tivoli Road, Dun Laoghaire, Co. Dublin Telephone: 01-2365200

Local Health Office	Home Support Office Address
Galway	Home Support Service, Services for Older People, HSE, Lá Nua, Castlepark Road, Ballybane, Galway Telephone: 091-748474/546062/546353
Kerry	Home Support Service, Services for Older People, HSE, Rathass Health Centre, Rathass, Tralee, Co. Kerry Telephone: 066-7184555
Kildare/West Wicklow	Home Support Service, Services for Older People, HSE, Junction House, Kilnamanagh-Tymon Primary Care Centre, Airton Road, Tallaght, Dublin 24 Tel: 01-9214719/9214720/9214721/9214722
Laois / Offaly	Home Support Service, Services for Older People, HSE, Primary Care Centre, Connolly Street, Mountmellick, Co. Laois Telephone: 057-8697515
Limerick	Home Support Service, Services for Older People, HSE, Front Building, St. Camillus' Hospital, Shelbourne Road, Limerick Telephone: 061-483648/483657/483776
Longford / Westmeath	Home Support Service, Services for Older People, HSE, Primary Care Centre, Harbour Road, Mullingar, Co. Westmeath Telephone: 044-9353757
Louth	Home Support Service, Services for Older People, HSE, Market Street, Dundalk, Co. Louth Telephone: 042-9394011/9394012
Mayo	Home Support Service, Services for Older People, HSE, St. Mary's H.Q., Castlebar, Co. Mayo Telephone: 094-9049177
Meath	Home Support Service, Services for Older People, HSE, Floor 1, Beechmount Shopping Centre, Trim Road, Navan, Co. Meath Telephone: 046-9037778/9037781/9037782
Monaghan	Home Support Service, Services for Older People, HSE, Primary Care Services, Rooskey, Monaghan Telephone: 047-39045/39048/30437
Roscommon	Home Support Service, Services for Older People, HSE, Government Buildings, Convent Road, Roscommon Telephone: 090-6637520/6637522
Sligo / Leitrim	Home Support Service, Services for Older People, HSE, Markievicz House, Barrack Street, Sligo Telephone: 071-9155195
Tipperary - North / East Limerick	Home Support Service, Services for Older People, HSE, Health Centre, Tyone, Nenagh, Co. Tipperary Telephone: 067-46440/46452/46462
Tipperary – South	Home Support Service, Services for Older People, HSE, Clonmel Community Care Centre, Western Road, Clonmel, Co. Tipperary Telephone: 052-6187681
Waterford	Home Support Service, Services for Older People, HSE, Community Services, Cork Road, Waterford Telephone: 051-842986/842899
Wexford	Home Support Service, Services for Older People, HSE, Community Services, Upper George's Street, Wexford Telephone: 053-9185746
Wicklow	Home Support Service, Services for Older People, HSE, Block B, Civic Centre, Bray, Co. Wicklow Telephone: 01-2744164