

How to access home support services

Anyone can be referred to the Care Coordination Centre (CCC), if it is thought they could benefit from some additional support in their home.

Once a referral has been received by CCC for DHB-funded home support services – perhaps via a GP, or C&C DHB inpatient services, a hospital specialist, a family member or concerned neighbour, or even the person themselves – the person will be assessed so the CCC can work out what their specific needs are.

Assessments are done by a trained assessor from the CCC, who deals with all referrals requiring access to community services in Kapiti, Porirua, Wellington and the Hutt Valley.

For those people who, for example, are living relatively independently and not in need of daily assistance with personal care; or may have difficulty with heavier household tasks or shopping; or those who need someone to help with showering up to 3 times per week; a Contact Assessment is carried out. This is a brief assessment designed for people with short term or non complex needs. The Contact Assessment is also used for discharge planning from Wellington and Kenepuru Hospitals.

The Contact Assessment may be used as a way to see if assistance is really needed, or if the person has in fact more complex needs than may have been apparent from the referral. It can be carried out face to face, or by telephone, and takes about 20 minutes. Doing assessments for non-complex needs over the phone means fewer unnecessary home visits and means more time is available to assess people who need to enter the home-based support scheme (so there is little or no waiting list), or carry out reassessments of current clients who we need to adjust care for when their circumstances change. It also means assessors are available to ensure those with the greatest need receive an essential face to face assessment in a timely way.

If a person has a hearing or speech impairment, English is their second language, or they wish to have a support person present, they can be visited at home for the assessment.

The results of the assessment provide information on the complexity of the person's needs, the urgency for having the services in place and the potential for rehabilitation. Anyone whose assessment shows they have a higher level of need than non-complex support – e.g. those with Activities of Daily Living (ADL) decline, low mood, or carer stress issues – will receive a full, more detailed and comprehensive assessment.

The CCC continually reassesses current clients to make sure they are receiving the care they need if or when their circumstances change.

What you can expect:

1. You will be informed that an assessment or reassessment is planned, either by a phone call to confirm an appointment time or by letter.

2. At the beginning of the assessment, the assessor will advise you of the purpose of the call, outline what you can expect and inform you that you can seek a review of the assessment findings if you wish – a contact number will be provided for any questions.
3. The assessor will ask you for the name and contact details of a family or whanau member that the assessor could also contact to discuss the assessment if required, or if you want to. Alternatively, a person such as a neighbour, or someone from a support group such as Grey Power or Age Concern, may be nominated to support you during the assessment process.

The results will be discussed with you following the assessment, and you will also receive a letter explaining this. If services are to be provided, the information will be shared with a Support Service provider of your choice. This provider will then come and visit you and discuss the plan for how they will deliver this service to you. The Service Plan will be provided to you and remain in your home so that you, your family/whanau and the Support Workers are all clear on the services are to be provided.

At each stage of the process, you should receive copies of pamphlets and information that explains the steps and provides a reference and contact details for any questions.