

## **Changes to eligibility for home-based care for clients in the Capital & Coast district**

Capital & Coast District Health Board (C&C DHB) currently provides support and health care in the home to almost 3000 people in our district – at no cost to the client. The support provided can range from a small amount of housework or assistance with things like doing the shopping or lifting heavy items, right through to providing long-term personal care including daily healthcare and home assistance delivered by a team of people.

In June this year, the Board of C&C DHB made a decision to re-focus the way we target the provision of home-based support, to ensure those with the greatest need and those who will benefit most have access to services.

As part of this new focus, the Board has decided to limit household management support to those in greatest financial hardship and who need services most.

Household management includes the following kind of support:

- Assistance with essential household management – vacuuming and floor cleaning in bathroom, kitchen, main living area and main bedroom; cleaning of main bath/shower and toilet
- Assistance with heavier aspects of laundry management, such as sheets, duvet covers, including hanging heavy, wet laundry on clothes horse
- Assistance with meal management, including referral to Meals on Wheels or advise on purchase of pre-prepared vegetables, etc
- Assistance with shopping – this may include organising assistance, for example, for family members to shop online for the client.

In 2005, C&CDHB removed means testing as part of our integrated approach to home and community support services, and is now making a change to bring it into line with all other DHBs around the country that offer these services to the community.

The new approach will include new criteria that all **newly referred clients as of 6 September 2010 will need to hold a current Community Services Card** in order to be eligible for household management assistance.

Please note: This applies to people who require ONLY household management (i.e. no personal care is required). Those needing any level of personal care or other services will not be subject to this condition.

For existing clients, those undergoing a **reassessment after 1 December 2010**, will also need to hold a current Community Services Card to continue to be eligible for DHB-funded household management. Those clients who do not hold a Community Services Card will continue to receive services until the date of their reassessment.

The Care Coordination Centre Care Managers will tell people if they are eligible for household management support at the time when their first assessment takes place, or when they undergo their usual reassessment. A letter will be sent to all existing clients prior to their reassessment date to outline the new eligibility criteria.

At the time of the assessment or reassessment, the Care Managers will discuss what other options are available to those who do not meet the new criteria, including providing details of private providers who people can employ directly.

If a person's circumstances change after initially not being eligible, they can contact the Care Coordination Centre directly at any time for a reassessment of their eligibility and what services they might need.

For more information about how DHB-funded home-based support works, what packages of care are available, and the assessment, reassessment and complaints process, please visit the C&C DHB website at the following address: <http://www.ccdhb.org.nz/community/home-based-care/>

A copy of this information is also attached for those who do not have easy access to the Internet. Please note, this information has been updated with the new eligibility criteria.

If [your members/stakeholders/new or current household management clients and/or their families] have questions or concerns about the above process and how it may affect them, they can contact the Care Coordination Centre directly. Alternatively, existing clients may wait for their Care Manager to contact them with further information prior to their reassessment date.

We appreciate your assistance in alerting your [members/stakeholders] to this change as soon as possible.

**Contact Details:**

The Care Coordination Centre

Open 7 days a week, 8am – 6pm weekdays, and 8am – 4pm on weekends and holidays. There is also an after hours service for urgent calls and referrals.

**Postal Address:** PO Box 50-544, Porirua

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