

We have received a referral to provide you with the following services:

Home Help

Personal Care

This will be provided by a member of the team:

Usually name: _____

Visit pattern: _____

Approximate discharge date: _____

Contacting the Health Care Assistants (HCA):

Wellington Phone: (04) 806 2556

Kapiti Phone: (04) 903 0224

Kenepuru Phone: (04) 918 2011

If we are not available please leave a message on the voice mail; we will return your call.

Our service

The Home Help Service assists people living on their own to perform their basic household tasks.

The service aims to assist the early discharge of clients from hospital and to help clients to remain in their own home.

The service provides **short-term** assistance with household management (once a fortnight) for people who are recuperating from surgery or an acute illness.

This is usually for a maximum period of up to 4-6 weeks, (this starts from your discharge date from hospital) but this will be reviewed at 4 weeks or earlier by the service if your circumstances change.

Your Health Care Assistant (HCA) will make every effort to visit you at an arranged time but can sometimes be late. Your Health Care Assistant will try and phone you to let you know they are going to be late. This is not always possible.

Your Health Care Assistant is an employee of and will be paid by Capital and Coast District Health Board (CCDHB). Under no circumstances should you make any payment to your Health Care Assistant.

If it seems that you need long term assistance, your GP or District Nurse may refer you to the Care Coordination Centre or Capital Support for a Support Needs Assessment.

CCDHB has a no lift policy which means that an HCA cannot lift anything over 5 kg.

Home Help referrals **are not accepted** for:

- Clients needing child care help
- Clients who have able-bodied family members living locally (unless the client is seriously ill and the family member is providing most of the care)
- Clients driving their car or managing their shopping

Our duties

Home Help:

Normal duties you can expect your Health Care Assistant to carry out fortnightly include basic housework within your home:

- Vacuuming
- Mopping all lino and tiled areas
- Cleaning the toilet, washbasin, showers/bath

[continued]

- Cleaning working surfaces if the area is clear
- Bed making if required
- Wiping outside of stove and refrigerators when necessary
- Hanging out personal laundry as needed weather permitting

The Health Care Assistant's duties do not include:

- Spring cleaning or arrears of washing/ironing
- Gardening or lawn mowing
- Cleaning the insides of ovens or refrigerators
- Cleaning of unoccupied areas of your home or areas occupied by others
- Window cleaning – inside and out
- Cleaning skirting boards
- No moving furniture
- No lifting of clients.

Personal care:

The District Nurse will have assessed what personal care you need assistance with and will work closely with your Health Care Assistant while this is being provided.

Please contact your District Nurse or G.P if you have any issues regarding this care or other changes in your health.

Your responsibilities

- To make sure that all the equipment used by our staff is safe and in good working condition
- To provide all cleaning materials
- To stay in your home when your Health Care Assistant is there
- To tell the Health Care Assistant if you are not able to be home, giving as much notice as possible.
- To show courtesy and consideration to our staff

- To provide a smokefree area in which the Health Care Assistant will be providing services to you.

Our responsibilities

- You will be given the leaflet “Your Rights When Receiving a Health or Disability Service”
- You will be given a leaflet called “Tell us what you think... about our services”
- We appreciate receiving feedback from the people who use our services. You may also be asked to complete a survey to help us improve our service
- If you have any questions or would like to give us any feedback we would be pleased to hear from you. Please contact the Charge Nurse Manager who details are in the contact us box below.

Contact us

Charge Nurse Manager:

Kapiti: (04) 903 0224

Kapiti Health Centre, Warrimoo Street,
Paraparaumu

Kenepuru: (04) 918 2011

Community Health Building, Kenepuru
Hospital

Wellington: (04) 806 2556

Ewart Building, 2 Coromandel Street,
Wellington Hospital