

Home Care Package Scheme

Information Booklet

Health Tips for Older People

Keep active – Regular physical activity reduces your risk of chronic diseases, such as coronary heart disease, type 2 diabetes, stroke, cancer, osteoporosis and depression. For older people regular physical activity reduces the risk of falls and resulting injuries.

Stay warm – It's important for older people to keep warm. A free booklet *Keep Well and Warm* containing advice and information and support schemes to help you keep warm is available by calling 1850 376666 or log on to www.wellandwarm.ie.

Eat well – Food is fuel. It helps you keep warm. Have a least one hot meal a day. Have hot drinks throughout the day and one before bedtime. As you grow older, it's still important to eat well. You still need the same vitamins and minerals as you did when you were younger even if you do not eat as much food. The right diet can help you feel better and stay more active. If you have a specific health condition, then your doctor or dietitian will advise you on the diet that's best for you.

Take your medication as prescribed – Always make sure you take medication as prescribed by your doctor. Ask your pharmacist to put large print labels on your medication to make them easier to read. If you are taking a lot of tablets consider using a daily tablet box which makes it easier to organise your tablets. These are available from your local pharmacist

Keep safe – Protect against fire. Never smoke in bed. Make sure you fit smoke alarms where you can clearly hear them. Get a friend or family member to test the alarm battery regularly. Be safe and be seen on the road and always ensure you wear road safety vests. Never let strangers into your home. Ask for identification first. Consider getting a personal alarm and make sure to wear it at all times. Prevent falls by ensuring your way is clear of objects and that rugs are taped down. Choose non-slip footwear. Ensure there are grab rails in the shower/bath. Put rubber mats in the bath/shower to prevent slipping. Keep emergency numbers close at hand.

We want to hear from you – if you, or a family member, have a comment, compliment or complaint about a home care service (provided directly by the HSE, voluntary providers operating on behalf of the HSE, or by private care providers that the HSE are funding to provide your care) we want to hear from you. Please look at the options available to you for making a comment, compliment or complaint on page 4 of this booklet.

What is a Home Care Package?

A Home Care Package is a set of services provided by the HSE to help an older person to be cared for in their own home. The services, for example additional home help hours, nursing services, therapy services, might be needed due to illness, disability or after a stay in hospital or following rehabilitation in a nursing home. A Home Care Package includes extra services and supports that are over and above the normal community services that the HSE provides directly or through a HSE funded service. Community services, provided by the HSE, and HSE funded providers, include home help, nursing, physiotherapy, occupational therapy, speech & language therapy, day care services, respite care, etc.

What does a Home Care Package include?

Services provided through a home care package are flexible, but might include additional home help hours, nursing care, physiotherapy, respite care etc to support the clients' needs. Services may be provided directly by the HSE by its own staff, for example, home help workers and nurses, by voluntary providers operating on behalf of the HSE or by private care providers.

Who can apply for a Home Care Package?

The Home Care Package Scheme has been established to support older people to return home following a hospital stay or to remain at home longer rather than be admitted to hospital or a nursing home. Therefore the vast majority of people who apply will be aged over 65 and already using some HSE community services and the vast majority of applications approved will be from older people. If a younger person's assessed needs, e.g. early onset dementia, can be best met by services designed for older people then occasionally such an application may be considered. People who have no current community services may also apply for a Home Care Package, if they have increased care needs as a result of a significant episode of illness.

Who should fill in the application form?

Where possible the person who needs care should complete the form themselves. If this is not possible, a spouse, relative, friend or health care professional can complete the form with agreement from the older person where possible. They will need to explain on the application form why they are applying on behalf of someone else.

Is there a means or income test?

You do not need to have a medical card in order to apply for a Home Care Package. There will be no means test - there will be no assessment of your income. The supports you receive, if any, will be based on your assessed care needs subject to the limit of the resources available for the scheme in the local health office area.

What does a Home Care Package cost?

Home Care Packages are provided to eligible clients at no cost, as part of the public health service. However, if you arrange services or supports above the levels provided by the HSE you will have to pay for the cost of those services yourself.

What happens when I apply for a Home Care Package?

When you apply, the HSE will carry out a Care Needs Assessment for you. This will look at your overall health care needs and your social circumstances, and will identify what level of care you are currently receiving and what other supports you may need. In order to be allocated a Home Care Package, this assessment has to confirm that enhanced levels of service/support are required. If the care needs assessment shows that additional services/supports are not needed, the application for a Home Care Package will be refused.

What does the Care Needs Assessment involve?

A Care Needs Assessment identifies your overall health needs and your level of dependency. This is done to make sure that you get the right kind of care in the right place - in your home, in a hospital, or in some cases in a nursing home. It will be done by a health care worker, like a public health nurse or physiotherapist etc. The assessment will look at your needs, including:

- Your ability to carry out the activities of daily living, e.g. bathing, shopping, dressing and moving around
- Any medical, health and personal social services being provided to you
- Your family, social and community supports
- Your wishes and preferences.

The assessment may include a physical examination by a healthcare professional. A report will be prepared to record your care needs and a copy will be provided to you.

Where do I apply?

The application form (Form HCP1) should be completed and submitted to your Local Health Office. A list of Local Health Offices is provided on the back of this booklet. Your local health professional such as your Public Health Nurse will also be able to advise.

What if I am currently in hospital?

If you are in hospital you should ask a nurse or other relevant person such as a social worker in your ward for an application form. This should be completed and returned to the relevant local office. The nursing staff or the relevant person may be able to assist you with completing the application form.

What do I need to include with my application form?

No documents are required with your application form. However if you would like to ask your Doctor (GP) to write a letter explaining how a Home Care Package might benefit you please feel free to send us a copy so we can take this into account.

What if my circumstances or my care needs change?

When a Home Care Package is provided, we will also make an arrangement for regular reviews of your needs. The review will ensure that you are receiving the level of care that you require. The level of care may be adjusted depending on the outcome of the review. For example if you have recovered following an illness and you no longer require the level of care initially approved as part of the care package, it may be appropriate that your needs be met by routine community services. As part of the regular review you may be asked to complete a short form which we will give you at the time of the review. Your comments will help us to understand what you think of the Home Care Package and will help us to improve the scheme for you and for others. Outside of regular reviews, if your circumstances change in a way that affects your need for a Home Care Package you must notify the HSE local office. Examples of changed circumstances include admission to hospital, availing of respite care, temporary stay with family/relatives in their home.

What if I am not happy with the HSE decisions on my needs?

If you are unhappy with the outcome of your application for a Home Care Package or with the outcome of a review you can appeal the decision. The details of how to appeal will be included in the letter you receive about your application.

If I want to make a comment or complaint about the service what must I do?

We want to give you the best possible service and care. There may be times, however, when you or your family want to make a complaint, comment or compliment about the home care service provided directly by the HSE, voluntary providers operating on behalf of the HSE, or by private care providers that the HSE are funding to provide your care. You should do so as we want to hear from you. You have rights when it comes to your health including:

- the right to have your say and be listened to
- the right to complain if you are not happy about something we have done.

We want you to tell us if you have a comment, compliment or complaint about your health care. In order to help you to do so the following options are available to you:

- Talk to any member of HSE staff, service manager or complaints officer by contacting your local health office
- Complete and submit the HSE's 'Your Service, Your Say' comment card. Staff can help you put your complaint in writing, if you require assistance.
- E-mail yoursay@hse.ie with your feedback. Send a letter or fax to any HSE location. Staff can help you put your complaint in writing, if you require assistance.
- Ring us: LoCall 1890 424 555: Your call will be answered by a staff member from HSE Consumer Affairs.

Where to apply for a Home Care Package

The HSE has 32 local Home Care Package offices nationwide, where you can send your completed application. Staff will be happy to help you with filling in the form, or answering any further questions you may have.

Local Health Office	HCP Manager(s) Name & Address
Dublin South East	HCP Scheme HSE, Vergemount Hall, Clonskeagh, Dublin 6 Telephone 01-2680570
Dublin South City	HCP Scheme HSE, St Mary's Day Centre, Richmond Hill, Rathmines, Dublin 6 Telephone 01-4987111
Dublin South West	HCP Scheme HSE, Brookfield Health Centre, Rossfield Avenue, Tallaght, Dublin 24 Telephone 01-4685809
Dublin West	HCP Scheme HSE, Cherry Orchard Hospital, Ballyfermot, Dublin 10 Telephone 01-6206315
Dun Laoghaire	HCP Scheme Dun Laoghaire Local Health Office, Tivoli Road, Dun Laoghaire, Co. Dublin Telephone 01-2365200
Kildare/West Wicklow	HCP Scheme HSE, Poplar House, Naas, Co. Kildare Telephone 045-531210
Laois/Offaly	HCP Scheme Community Stores, MDA Business Park, Irishtown, Mountmellick, Co. Laois Telephone 057-8697102
Longford/Westmeath	HCP Scheme HSE, Health Centre, Longford Road, Mullingar, Co. Westmeath Telephone 044-9395003
Wicklow	HCP Scheme HSE, Block B, Civic Centre, Bray, Co. Wicklow Telephone 01-2744166

Local Health Office	HCP Manager(s) Contact
Cavan	HCP Scheme Home Support Department, St. Felim's Complex, Cavan Telephone 049-4360448
Monaghan	HCP Scheme Home Support Department, PCCC Building, Rooskey, Monaghan Telephone 047-30434 047-30437
Dublin North Central	HCP Scheme Care Co-ordinator, Ballymun Health Care Facility, Ballymun Road, Dublin 9 Telephone 01-8467151
Dublin North	HCP Scheme Care Co-ordinator, Coolock Health Centre, Cromcastle Road, Dublin 5 Telephone 01-8164200
Dublin North West	HCP Scheme HSE, Rathdown Rd, Dublin 7 Telephone 01-8825190
Louth	HCP Scheme The Home Support office, Market Street, Dundalk Telephone 042-9394011 or 042-9394012
Meath	HCP Scheme Home Support Department Floor 1, Beechmount Shopping Centre, Trim Rd., Navan, Co. Meath Telephone 046-9037782

Local Health Office	HCP Manager(s) Name & Address
Carlow/ Kilkenny	HCP Scheme Assistant Director of Public Health Nursing Community Services James' Green, Kilkenny Telephone 056-7784750
Cork – South Lee	HCP Scheme Acting Senior Executive Officer HSE, Floor 3, Abbeycourt House, George's Quay, Cork Telephone 021-4923930
Cork – North Lee	HCP Scheme, A/ADPHN Floor 4, Abbey court House. Georges Quay Cork Telephone 021-4923891
Cork – North Cork	HCP Scheme Assistant Director of Public Health Nursing, HSE - South, North Cork Rathealy Road, Fermoy, Co. Cork Telephone 022-58739
Cork – West Cork	HCP Scheme Director of Public Health Nursing, West Cork Local Health Office, HSE South, Coolnagarrane, Skibbereen, Co. Cork Telephone 028-40429
Kerry	HCP Scheme Health Centre, Camp, Co. Kerry Telephone 066-7130333, 086-7871440
Tipperary – South	HCP Scheme, South Tipperary LHO, St. Luke's Hospital, Western Road, Clonmel, Co. Tipperary Telephone 052-6177255
Waterford	HCP Scheme HSE – South, Waterford Community Services, Cork Road, Waterford Telephone 051-842875
Wexford	HCP Scheme HSE, George's St, Wexford Telephone 053-9185706

Local Health Office	HCP Scheme Address
Clare	HCP Scheme Co-ordinator, St. Joseph's Hospital, Ennis, Co. Clare Telephone 065-6863858
Donegal	HCP Scheme HSE West, Navenny St., Ballybofey, Co. Donegal Telephone 074-9189171
Mayo	HCP Scheme St. Mary's H.Q., Castlebar, Co. Mayo Telephone 094-9049070
Galway	HCP Scheme Home Care Support Co-ordinator, SEO, Older Persons Services, Galway PCCC, 25 Newcastle Road, Galway Telephone 091-546062
Limerick	HCP Scheme Unit 4, St. Camillus Hospital, Shelbourne Rd., Limerick Telephone 061-483648
Nr. Tipperary/ East Limerick	HCP Scheme HCP Co-Ordinator, Hospital of Assumption, Thurles, Co. Tipperary Telephone 0504-27722
Roscommon	HCP Scheme HSE Offices, Lanesboro Rd., Roscommon Telephone 090-6637806
Sligo/Leitrim	HCP Scheme HCP Scheme, Services for Older People, HSE West, Markievicz House, Sligo Telephone 071-9155193

