

Provincial Clinical Policy



Title: Home Care - Personal Care Services

Level: Provincial

Service Area: Home Care

Applicable to: All healthcare providers, organizations, and facilities across Manitoba involved in delivering health services provided or funded by the government or a health authority.

Approved by: Shared Health Executive Team

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Category: 630 – Provincial Primary, Home/Community & Palliative Care Program

Subcategory: 630.105 – Home Care

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Notice: *This document has been transitioned from Manitoba Health, Seniors, and Long-Term Care to Shared Health. Shared Health is planning to complete an in-depth review of the material and post an updated version once available.*

1.0. Purpose

1.1. To outline a consistent approach to Personal Care Service delivery.

1.2. Background

1.2.1 In 1997 the regional health authorities (RHAs) assumed responsibility for home care service delivery and funding. Each RHA has developed its own resource pool and maintains internal policies based on financial resources and best practices.

1.2.2 Personal Care Services are an important component of home care service. The primary impact of the availability of safe and adequate personal care services is that it enables earlier discharge from hospital, prevents or delays long term care placement in some situations and may prevent hospitalization.

2.0. Scope

- 2.1. Applies to all regional health authorities (RHA) in Manitoba, responsible for administering and coordinating Home Care services.
- 2.2. Applies to all Home Care staff within an RHA, involved in assessing and delivering Home Care services.

3.0. Definitions

3.1. Defined Terms

- 3.1.1 Caregiver: A person who is providing care because of a prior relationship with a client. A caregiver may be a biological family member or “family by choice” (e.g., friends, partners, neighbors).
- 3.1.2 Home Care: The coordinated delivery of a broad range of health and social services to meet the needs of the persons who require assistance or support in order to remain at home or whose functioning without Home Care is likely to deteriorate making it impossible for the person to stay at home in the community.
- 3.1.3 Personal Care Services: Assistance with activities of daily living that may include help with dressing, bathing, grooming, feeding, toileting, mobilization and transferring.

3.2. Abbreviations

- 3.2.1 Regional Health Authorities (RHA): refers to regional health authorities established or continued under the Government of Manitoba, Health System Governance and Accountability Act.

3.3. Professional Groupings

- 3.3.1 Home Care Case Coordinators (HCCC): A professional hired by the RHA to complete client assessments to determine eligibility, to develop the Care Plan with the client and/or family/designated other and refer exceptional case decisions to the Home Care Manager.

4.0. Policy

- 4.1. Personal Care Services are provided to eligible home care clients who have been assessed with health and personal care needs that cannot be met by themselves, their families, caregivers, or community resources, and can be delivered within a community setting.

4.2. Clients should be taught new ways to manage their own personal care needs where appropriate.

4.3. Eligibility Criteria

4.3.1 Personal Care Services shall be provided to meet assessed client needs when clients:

4.3.1(a) are unable to perform personal care tasks;

4.3.1(b) are unable to arrange for services to be provided through independent community resources; or

4.3.1(c) have no family or others who can assume responsibility for providing or arranging for the provision of services.

4.4. Care Provided

4.4.1 Personal Care Services may include the following:

4.4.1(a) assistance with mobility, such as walking or transferring to a wheelchair;

4.4.1(b) assistance with toileting;

4.4.1(c) assistance with feeding, meeting nutritional needs;

4.4.1(d) assistance getting dressed; and

4.4.1(e) assistance with personal hygiene.

4.5. The family and caregiver(s) must be assessed to see if they are able and available to provide for and arrange for the service.

4.6. The client and caregiver(s) shall be involved in the care planning process.

4.7. The minimum amount, type and frequency of Personal Care Service required to maintain health status will be assigned as assessed by the Home Care Case Coordinator or designated professional RHA staff and based on best practices and available resources.

5.0. Procedure

5.1. Not Applicable

6.0. Resources

6.1. Not Applicable

Disclaimer: Please note that printed versions or versions posted on external web pages may not be current, as these documents are regularly reviewed and updated. Always refer to the Shared Health website for the most current version.

7.0. References

7.1. Related Policy Documents

- 7.1.1 Government of Manitoba (2017). *HCS 207.1 Role of Family/Informal Support Network*. Home Care Policy Manual.
- 7.1.2 Government of Manitoba (2017). *HCS 207.2 General Eligibility*. Home Care Policy Manual.
- 7.1.3 Government of Manitoba (2017). *HCS 207.3 Service Level Policy*. Home Care Policy Manual.

8.0. Contact(s)

- 8.1. Provincial Director Health Services, Primary, Home/Community and Palliative Care Program - Shared Health

For questions about the implementation and application of this controlled document, please contact your immediate manager. Management may consult with the Provincial Clinical Service Lead, Home & Community Care – Shared Health for support.