

## Provincial Clinical Policy



**Title:** Home Care - Household Maintenance and Laundry Service

**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

**Document Number:** 630.105.105

**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 the eligibility criteria for receiving household maintenance and laundry services.

#### 1.2. Background

1.2.1 In 1997, the regional health authorities (RHA) assumed responsibility for the management and funding of home care services. Each RHA developed its own resource pool and maintains internal policies based on available resources and best practices.

1.2.2 Due to various physical and/or mental limitations, clients may experience diminished ability to complete instrumental activities of daily living such as household maintenance and laundry activities. Some home care clients may be at risk if they perform certain household maintenance and laundry activities or if these tasks are not adequately completed.

## 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 Family: A spouse or common law partner of the eligible home care client; a biological or adoptive family member (parent, son, daughter, sibling, grandparent, grandchild, great grandparent, great grandchild, aunt, uncle, niece, nephew, cousin, step-parent); guardian; a spouse or a common law partner of any of those persons.
- 3.1.3 Household Maintenance: Tasks required to maintain a safe, clean environment in the client’s immediate living area. Examples of tasks: vacuuming, sweeping/mopping floors, cleaning both sink and toilet, cleaning refrigerator/oven, changing/making up bed, laundry, and disposing of household garbage/recyclables.
- 3.1.4 Instrumental Activities of Daily Living: Activities often performed by a person who is living independently in a community setting during the course of a normal day, such as housekeeping and preparing meals.
- 3.1.5 Laundry Services: Tasks required to maintain a client’s clothing and bed linens in a clean state.
- 3.1.6 Service: A specific type of health care related service episode. In the context of home care services, examples of a service are personal care assistance, home support, and health care provided in the home by non-professional and professional RHA staff such as health care attendants, nurses, occupational therapists, and physiotherapists.

### 3.2. Abbreviations

**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.

- 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. Household maintenance and laundry services may be provided to eligible home care clients, based on assessed need in order to maintain a safe and clean environment.
- 4.2. The client and caregiver(s) are involved in the care planning process, which includes an assessment to determine those services that can be arranged utilizing available family/community resources.
- 4.3. Clients and caregivers shall be taught new ways of performing household maintenance and laundry activities where appropriate and within their capacity, to promote independence.

### 4.4. Eligibility Criteria

- 4.4.1 Household maintenance and laundry services shall be provided to meet client's assessed needs when all of the following criteria are met:
- 4.4.1(a) Client is so frail that all energy is consumed in other daily living requirements.
  - 4.4.1(b) Client is unable to perform these tasks and/or is at risk of injury to self or others if the task is attempted.
  - 4.4.1(c) Client lacks the capacity to access services through community resources.
  - 4.4.1(d) Client has no family or others who can assume responsibility for providing and/or arranging for the provision of services.
- 4.5. The task, type, and frequency of service required for health and safety is assigned as assessed by the Case Coordinator or designated professional RHA staff based on best practices and available regional resources.

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## 5.0. Procedure

- 5.1. Not Applicable

## 6.0. Resources

- 6.1. Not Applicable

## 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.