

Hemtjänst

# Home help service

## Who can receive home help service?

Functional impairment or illness can mean that one needs support and care from others to be able to lead a good day-to-day life, and this is where the home help service comes in. To be entitled to home help service, the applicant must be assessed to need this form of care by the municipality's aid officer.

## Having home help service

Help from the home help service should make it possible for you to remain living in your own home as long as possible. Home help service shall provide good support for an independent life, preserving quality of life and security at home.

### You are involved in planning

The home help service you receive is based on your life situation and your various needs. It is planned together with you and designed so that you can play an active part. So that you receive the best possible care and service, you will have your own *contact person* in the personnel group. You and your contact person will together reach an agreement on your home help service. This agreement will be written down in an *implementation plan*.

### Dignity guarantee – our quality assurance for you

The dignity guarantee states what quality you have the right to expect with regard to how you are treated, your safety and your scope for influence.

Read more in the “dignity guarantee” booklet.



### Your home is also the personnel's working environment

Bear in mind that sometimes aids are needed for the personnel working in your home, for example, an adjustable bed.

It is your responsibility to ensure that there is functioning equipment in your home so that the personnel can carry out the service you have been granted. For cleaning the necessary cleaning materials must be available, such as a vacuum cleaner, bucket, mop and cleaning fluids. For doing laundry there must be access to a washing machine.

## What is included in home help service?

Support from the home help service can include personal care, service, spending time outdoors and escorts.

### 1. Care

Personal care can entail, for instance, help getting ready for the day or the night, eating and managing your personal hygiene. A person who needs care 24 hours a day can receive help or monitoring from the home help service at night. A person who has difficulty getting around can receive help in getting in and out of a wheelchair, for instance.

#### Health and medical care, self care

If you have home help service and need health and medical care, you should as usual turn to the health centre you are registered with. Simple medical tasks, such as help with medication or ointments can be carried out by the home help service if you have been awarded other home help services at the same time.

#### Rehabilitation and training

The county council's primary care or the municipality's home care service is responsible for rehabilitation. Some rehabilitation and training measures can be carried out by the home help service on the instructions of a physiotherapist or occupational therapist.

#### Relief

The home help service can give family members the opportunity for short periods of relief in the home.

### 2. Service

Service is the support that is needed to look after your home. This could involve cleaning, laundry, meals, shopping and running errands.

**Cleaning and laundry.** Cleaning is normally done every third week for an area that covers two rooms and a kitchen. Cleaning includes, for instance, dusting, vacuum cleaning, mopping floors and cleaning the bathroom, but can also entail other tasks that help keep the home in order, such as watering plants and emptying waste-paper bins. If necessary, home help service personnel can also carry out tasks such as defrosting the freezer, cleaning the extractor hood and dusting out cupboards. Cleaning also includes washing windows once a year for a maximum area of two rooms and a kitchen.

Laundry is normally carried out every other week. Home help service personnel wash clothes, bed linens and towels and you can receive help with sorting laundry and ironing.

**Shopping and running errands.** Shopping is normally done once or twice a week in the closest supermarket. Errands at the pharmacist are normally run every second week and post office and bank errands once a month.

**Food and meals.** Home help service personnel can help prepare breakfast and evening meals. At lunch/the main meal they can help to heat up ready-cooked food. You can also receive help with setting the table, washing up and cleaning up after the meal.

A refrigerated lunchbox can be delivered home to you, either one box a day (food subscription) or individual portions per week (food distribution).

### **Examples of service measures not included in the home help service**

- Chopping wood, clearing snow, gardening and recycling rubbish.
- Looking after pets and taking them for walks.
- Heavy-duty cleaning, such as scrubbing on one's knees, reorganizing and removing large carpets.
- Final cleaning before moving house, moving furniture, cleaning out cellars and attics.
- Polishing copper and silver, cleaning crystal chandeliers.
- Changing curtains, airing out wardrobes, hand-washing clothes and mangling laundry.

### **3. Spending time outdoors and escorts**

You can receive help in, for instance, going out for a walk or visiting your health centre or dentist.

#### **Meeting points and volunteers**

The home help service can assist you in making contact with meeting points or volunteers to have an active daily life, social contacts and activities.

### **You choose the service provider**

You can choose which service provider you want to carry out your home help service. You can choose either the municipality or one of the external providers the municipality has approved. You can change provider whenever you want. Read more in the booklet “Choosing and changing home help service provider”.



#### **Employing family members**

A person who has been granted home help service can apply to have a family member as the person carrying out the home help measures (not only service).

## What does it cost?

The charge for home help service is based on income and you pay a certain amount according to the maximum rate. You are always guaranteed to be able to keep a certain amount of money per month. There is no price difference between the different service providers, you always pay the same amount, regardless of who carries out your home help service.

**Read more in the booklet “Maximum rate for home help service”.**



## Further information and application

To receive home help service, you need an aid decision. An application must be made to Omvårdnad Gävle's aid unit, 026-17 80 00. The aid officers will help you if you have any questions.

### Other support that can make it easier to remain living in your home

- Personal security alarm – an aid for emergencies in the home.
- Day-to-day activities – activities and social contacts with others.
- Home care – if necessary, health and medical care in the home for a longer period of time.
- Short-term or relief stays – if there is a need for additional care or as relief for family members.
- Support to family members – for those who care for a family member, no application needed.