



## FIT FOR THE FUTURE FACT SHEET NO 2

### WHAT'S THE DIFFERENCE BETWEEN CARE AND SUPPORT SERVICES?

#### Introduction

Fact Sheet No 1 explained the differences between supported/sheltered housing and extra care housing, and how the decision where someone is accommodated is dependent upon the level of care and support they require. This fact sheet examines care and support needs in more detail.

#### Care and support services

Care services and support services are generally understood to fall within two very specific areas described below. These are referred to as the **Activities of Daily Living (ADLs)** and the **Instrumental Activities of Daily Living (IADLs)**.

#### Activities of Daily Living (ADLs) – the focus of Care Services

There are six basic categories of ADLs:

- hygiene (bathing, grooming, shaving and mouth/teeth care);
- continence;
- dressing ;
- eating (the ability to feed oneself);
- toileting (the ability to use a toilet);
- transferring (actions such as going from a seated to standing position, and getting in and out of bed).

**The amount of help an individual needs with ADLs determines a person's level of care needs.**

#### Instrumental Activities of Daily Living (IADLs) – the focus of Support Services

IADLs are more complex social activities than ADLs. IADLs can include, but are not limited to:

- finding and using information, services, basic household equipment, etc (looking up phone numbers, using a telephone, making and keeping doctors' appointments);
- driving or arranging travel (either by public transport or private car);
- preparing meals (opening containers, using kitchen equipment) ;
- shopping (getting to shops and purchasing necessities like food or clothing);
- doing housework (doing laundry, cleaning up spills and maintaining a clean living space);
- managing medication (taking prescribed dosages at correct times and keeping track of medications);
- managing finances (basic budgeting, paying bills and writing cheques).

Many older people who live independently can perform most or all IADLs sufficiently. Difficulty in performing some IADLs can indicate that more help is needed. In this situation, it is common for family carers to lend assistance with tasks such as managing medications or bill payment. Remaining at home is an option if an individual needs help with just a few IADLs and can be assisted by family carers or a home care service.



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The amount of help an individual needs with IADLs determines the individual's requirement for support services.

### Care and Support Services in Extra Care Housing

The following table of services gives specific examples of the kind of care and support services which can be expected to be delivered within extra care housing by trained domiciliary care<sup>1</sup> staff. The services described below are examples only, and do not constitute the full range of extra care services.

CARE SERVICES
<b>Assisting with personal care needs</b>
• Assisting the service user to get up or go to bed.
• Assisting the service user in moving and transferring as required, eg moving to a sitting position in bed, transferring from bed to wheelchair, transferring from bed to commode/toilet, transferring from chair to bed.
• Trained moving with or without a mechanical hoist and taking into account Health and Safety legislation.
• Washing, bathing, hair care, denture and mouth care, and shaving with an electric shaver.
• Assistance with dressing and undressing.
• Assistance with putting on appliances (eg leg callipers, special boots and artificial limbs) after instruction from Health staff.
• Assisting user in changing catheter bags.
• Assisting user with toileting taking into account Health and Safety legislation.
<b>Assisting with an individual's health needs</b>
• Assisting service user's handling of medication, ear or eye drops.
• Verbal prompting of the service user to take medication which has been prescribed and dispensed appropriately.
• Preventative application of non-prescribed creams/ointments following personal cleaning in accordance with the manufacturer's instructions if asked to do so by the service user.
• Monitoring prescriptions, overseeing collection of medicines.
• Assisting users with dressings, etc.
SUPPORT SERVICES
<b>Food and nutrition</b>
• Assisting with the preparation of food and drinks as required.
• Dealing with dietary needs, including health-related needs (e.g. diabetes).
• Assistance with feeding or drinking.
• Assisting with advance preparation of snacks and drinks.
• Assistance with management of food stores/fridge etc.
• Assistance with menu planning.

<sup>1</sup> Domiciliary care is the term used to describe services provided to help someone with daily living activities like help with bathing, dressing, going to the toilet, etc.



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<ul style="list-style-type: none"> <li>• Assisting with kitchen cleaning and hygiene.</li> </ul>
<b>Money and shopping</b>
<ul style="list-style-type: none"> <li>• Assisting with preparation of shopping lists.</li> <li>• Shopping/accompanying user to shops.</li> </ul>
<ul style="list-style-type: none"> <li>• Assisting with handling money, pension collecting, bill paying, banking money. (Handling service user money will be undertaken only in accordance with existing policies and risk assessments.)</li> </ul>
<ul style="list-style-type: none"> <li>• Assistance to claim benefits.</li> </ul>
<b>Domestic services</b>
<ul style="list-style-type: none"> <li>• Bed making including cleaning up after incontinence.</li> <li>• Emptying and cleaning commode.</li> <li>• General internal domestic cleaning, depending on individual's abilities.</li> <li>• Washing up.</li> <li>• Laundry.</li> <li>• Managing central and other heating systems.</li> <li>• Dealing with household refuse.</li> </ul>
<b>Social and recreational activities</b>
<ul style="list-style-type: none"> <li>• Supporting the service user in maintaining and strengthening links and networks with family and people in the surrounding community.</li> <li>• Assisting the service user to pursue opportunities for leisure activities, intellectual stimulus and to access mainstream services such as library, learning and leisure services.</li> <li>• Assisting the service user to access professional day care services and/or daytime activities and opportunities (e.g. luncheon clubs, social clubs.)</li> </ul>
<b>Rehabilitation</b>
Assistance in developing the service user's skills in the above areas to re-establish independence.

### Care and Support Planning

Each person living in an extra care scheme will have a care and support plan, which is developed in consultation with the person who will receive the service. The care and support plan will result from an individual assessment of care and support needs

It will include a description of the assessed need, what service will be provided and by whom, as well as outline a plan for reviewing the service to ensure it is meeting the assessed need.

Note: These are examples of the new extra care services which will be available to residents of the proposed extra care schemes planned to replace Longue Rue House and Maison Maritaine.