



<p>Team Name: Regional Home Care Leadership Team</p> <p>Team Lead: Regional Director, Home Care</p> <p>Approved by: Executive Director - East</p>	<p>Reference Number: CLI.5411.SG.001</p> <p>Program Area: Home Care</p> <p>Policy Section: Service Delivery</p>
<p>Issue Date: September 29, 2018</p> <p>Review Date:</p> <p>Revision Date:</p>	<p>Subject: Home Care Services: Household Maintenance and Laundry</p>

STANDARD GUIDELINE SUBJECT:

Home Care Services: Household Maintenance and Laundry

PURPOSE:

To maintain a safe, clean environment and optimal level of functioning. Home Care clients who meet eligibility requirements may receive household maintenance and laundry service when other options are exhausted.

To define eligibility criteria and frequency of service for household maintenance and laundry.

DEFINITIONS:

Optimal level of functioning – When a client has achieved their highest level of functioning which enables them to perform activities of daily living without negatively impacting their physical, social, intellectual, emotional, occupational and spiritual wellbeing.

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.

Laundry Services – Tasks required to maintain a client’s clothing and bed linens in a clean state.

Stand Alone Service – When household maintenance and/or laundry are the only services provided.

Unable to arrange – There are no alternative services available. Client is physically and/or mentally unable to contact and manage the community services.

Unable to afford – A client does not have enough money to purchase needed service. Home Care does not conduct a formal means test to identify a client's available financial resources. To assist in determining the client's ability to purchase services without a formal means assessment, the Case Coordinator will respectfully explore with the client how the purchase of services would impact their ability to:

- Pay rent, hydro, telephone
- Purchase medications
- Cause financial burden

The Case Coordinator will accept the clients accounting of their financial status and ability to pay in good faith. Home Care will not deny services where the client has indicated an inability to pay.

IMPORTANT POINTS TO CONSIDER:

- **Eligibility Requirements**
 - The person must be eligible for Home Care (Eligibility for Home Care CLI.5410.PL.004).
 - The environment is assessed as safe for client and staff for this activity.
 - Household maintenance and laundry services shall be provided to meet client's assessed needs when **all** of the following criteria are met:
 1. Client is so frail, has various physical limitations that all energy is consumed in other daily living requirements;
 2. Client is unable to perform these tasks and/or is at risk of injury to self or others if the task is attempted or adequately completed;
 3. Client lacks the capacity to access or is unable to afford services through community resources; and
 4. Client has no client/family/caregiver or others who can assume responsibility for providing and/or arranging for the provision of services.

Exception: Where criteria 1 – 3 are met, but criteria #4 is not, the Case Coordinator may initiate Household Maintenance and Laundry services based on their clinical assessment, judgement and consultation with the Regional Manager Case Coordination.

- **Guideline(s) for Frequency**
 - The minimum amount, type and frequency of service required to meet the client's household maintenance and laundry plan shall be:
 - Vacuuming the floor of immediate living area – up to a maximum of one (1) time every two (2) weeks.

- Mopping floors of immediate living area – up to a maximum of one time every two (2) weeks.
 - Dusting of immediate living area – up to a maximum of one (1) time every two (2) weeks.
 - Disinfecting of bathroom sink, toilet, raised toilet seat, and tub – up to a maximum of 1 time every 2 weeks. Toilet and other bathroom surfaces soiled with body fluids e.g. feces, blood should be disinfected at each visit. Disinfect tub after each use.
 - Disinfection of commode, urinal, bedpan when emptied.
 - Cleaning of kitchen, including wiping out oven and fridge – up to a maximum of once every two (2) weeks. Spoiled food to be disposed of at each visit with permission from client.
 - Cleaning of the oven, defrosting and/or cleaning fridge – up to a maximum of once every four (4) weeks.
 - Cleaning of spills/spot washing – at each visit.
 - Laundry – up to a maximum of one (1) time every two (2) weeks unless incontinence exists. Soiled laundry due to incontinence may be done to a maximum of two (2) times per week.
 - Changing of Bed Linen – up to a maximum of 1 time every 2 weeks.
 - Change soiled bed linen at each visit.
 - Garbage Disposal – up to a maximum of each visit if required. Only done in conjunction with another service provided by the direct service worker.
- Home Care does not routinely provide household maintenance and laundry services as “stand alone” services. To be considered for “stand alone” cleaning or laundry services, “Special Approval” may be granted under exceptional circumstances when all other options have been exhausted.
 - The Case Coordinator will review with client/family/caregiver their responsibilities to ensure that adequate and appropriate supplies and appliances/equipment are available, safe and operational. Where supplies are unavailable and appliances/equipment are unsafe and/or not operational, cleaning and laundry services are placed on hold until the situation is resolved by the client/family/caregiver.
 - Wherever possible, in order to enhance and promote health and independence, clients/family/caregiver shall be taught new ways of performing the required cleaning and laundry activities prior to provision of services.
 - Prior to the provision of household maintenance and laundry, the Case Coordinator:
 - Confirms clients eligibility for Home Care
 - Assesses client’s available support system (client/family/caregiver)
 - Assesses other community resources (i.e. Services to Seniors, non-profit/profit organizations/ agencies, third party funders) available to the client.

PROCEDURE:

1. The Case Coordinator is responsible to:
 - 1.1 Complete a comprehensive assessment, Case Coordinator Service considerations: Household Maintenance and Laundry (CLI.5411.SG.001.SD.02)
 - 1.2 Assess the availability and capability of family/caregiver supports to assist with housekeeping maintenance and laundry services
2. The Case Coordinator determines if household maintenance and laundry services required are in accordance with stated Eligibility Criteria and Guidelines for Frequency.
3. When household maintenance and laundry services are provided to those Home Care clients assessed as requiring services, the care plan will:
 - 3.1 Be discussed/developed in collaboration with the client/family/caregiver.
 - 3.2 Clearly identify the tasks, Home Care and client/family/caregiver responsibilities.
 - 3.3 Include the frequency of service and supplies/equipment to be provided/required.
4. The Case Coordinator:
 - 4.1 Registers client to **"HCA/HSW"** department in Procura.
 - 4.2 Reviews and signs the Home Care Client Information: Household Maintenance and Laundry (CLI.5411.SG.005.SD.02) with client/family/caregiver (leave with client/family/caregiver).
 - 4.3 Documents on the Manitoba Health & Healthy Living - Care Plan Information MG-1840 form the information sheets reviewed and left with client/family/caregiver and the services provided

SUPPORTING DOCUMENTS:

[CLI.5411.SG.001.SD.01](#)

Case Coordinator Service Considerations: Household Maintenance and Laundry

[CLI.5411.SG.001.SD.02](#)

Home Care Client Information: Household Maintenance and Laundry

REFERENCES:

Home Care Special Approval Over Service Over Protocol Request Form

[\(CLI.5411.PL.001.FORM.02\)](#)

Eligibility for Home Care [\(CLI.5410.PL.004\)](#)

Manitoba Health & Healthy Living - [Care Plan Information MG-1840 form](#)

Manitoba Health, Seniors and Active Living - *Household Maintenance and Laundry Service Policy HCS 207.16*

Home Care Direct Service Protocols (WRHA) based on *Manitoba Health Direct Service Protocols, September 2009*