

Quick Reference Guide

Client Not Home for a Scheduled Home Care Visit: Factors to Consider in Decision Making

Purpose:

To describe factors to be considered in decision making regarding intervention or non intervention when A Client is Not Home for a Scheduled Home Care (HC) Visit.

Determine Risk

- Has a client or family previously cancelled but information was not communicated to all staff/departments?
Regular Work Hours: Consult regular Resource Coordinator (RC) and/or Case Coordinator (CC) re: possible known information not communicated/documented.
Afterhours: Consult On call to ensure no new reports received that has not been communicated/documented.
- Check Procura [all departments] including:
 - RC/CC Tasks
 - Client Schedule
- Check HC documents (as accessible) for the suggestion of potential risks factors (e.g. falls, unstable health, frequent hospitalizations, wandering, dementia) including :
 - Risk Assessment Tool
 - Procura HC Assessment and Care Plan
 - Habitually Not at Home Plan
 - Plan for Home Access if Client Does Not Appear to be at Home
 - Interdisciplinary Progress Notes
 - Safe Home Registry
- Is this an unusual pattern for this specific client? Is this a common occurrence for this client?
- Does client live with someone else or alone?

What has been done to locate client?

- Have hospital units/Emergencies been checked?
- Is client at a medical or other appointment?
- Have attempts been made to phone all known contacts?
- Have Direct Service Staff (DSS) checked common areas in the block?
- If the client is living in a block:
 - Is there a caretaker, neighbor or someone else who might be able to help/understand the issue?
 - Is there another block worker or DSS who may be aware of where to look for the client?
- RCMP contacted? e.g. Safe Home Registry, Emergency access into home.

Other factors to consider

- Was time or day of call/visit recently changed?
- Did the DSS go at a different time than assigned?
- What was the scheduled visit for?
- Does the client have other scheduled HC visits for the same day? Was client home for other visits?
- Does client regularly attend outside activities? e.g. Adult Day Program, Day Hospital, regular appointments.

Adapted from: Winnipeg Regional Health Authority. Quick Reference Guide: Client Not Home for Scheduled Visit - Factors to Consider in Decision Making, July 2009.