



Help at Home



**Services palette of
Helsinki Home Care
Services**



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Appendix

Customer fees for Home Care Services
as of 1 Jan 2012

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1 Home Care Services of the Helsinki Health Centre

The Home Care Services (domestic services and home nursing) Unit of the Helsinki Health Centre organises the nursing, care, follow-up and rehabilitation as well as the necessary support services in order to maintain the health and functionality of, and offer care in cases of illness or disorders to, the elderly, convalescents, patients suffering from chronic illnesses and disabled people over the age of 18. The objective is to secure the customer's active and safe living at home.

A person is entitled to home care services and related support services, if he/she needs help in daily activities, such as eating, washing, dressing and getting out of bed/chair.

Home nursing entails nursing and rehabilitation services prescribed by a doctor, taking place at home. A doctor's referral is required in order to receive home nursing services. Customers of the Home Care Services receive the health care and nursing services they need at home, if it is not possible to organise these services in another fashion.

On 1 January 2012, the Home Care Services Department will be divided into seven service districts: southern, eastern, southeastern, central, southwestern, western and northern. These districts are further divided into approximately 73 local service areas, each with two to three teams taking care of the clients.

If a customer needs home care services, he/she or a close relative can call the Home Care Services team leader of the area during the call-in hours, Monday to Friday 9–11 a.m.

You can get the contact information for the Home Care Services by phone, calling the Telephone Health Service **(09) 10023** or the Health Centre exchange, **(09) 310 5015**. On the Internet, you can find contact information on **www.hel.fi > Health care services -> Home care -> By service district -> Contact information by district**.

The first step is to complete a preliminary assessment, which can be conducted as a telephone interview. If it is assessed, based on this interview, that the customer is in need of extensive support, a home appointment for a further assessment is arranged with the customer.

During the assessment appointment, the need for home care services and possible support services (shopping, meal, personal alarm phone services, etc.) is assessed together with the customer and relatives.

An individual service and care plan is prepared for each customer of the Home Care Services, recording the services provided by the Home Care Services team. The plan is prepared together with the customer and his/her relative/other trusted person.

The plan also includes looking into the possibilities of using private services and services offered by the Social Services Department and the Sports Department. In addition, the support and help resources of relatives and friends of the customer are examined. The service and care plan is evaluated regularly and if and as needed.



Home care services are subject to charge, and the fees are determined by the income of the customer, the range of services used and the size of the family. Examples of fees charged for the home care services are given in the appendix to this guide.

- *The objective of this services palette is to introduce, in detail, the services available for Home Care Services' customers in Helsinki. The services palette includes both the services produced by Helsinki's Home Care Services and the services produced by other service providers.*

The services palette may be used in situations such as the preparation of a service and care plan or as an independent tool in contributing to the customer's health, well-being and functionality.

1.1 Statutory service need assessments

All residents of Helsinki aged 75 years or over, as well as everyone granted Kela's special care benefit, have a statutory right to a need assessment for social services within seven days of the submission of the request. The scope of the social services need assessment contains the services determined in the Social Welfare Act, which in Helsinki are produced both by the Home Care Services Unit of the Health Centre and the Social Services Department. The need for health care services will also be determined.

The need assessment pertains to domestic services and support services and, in addition, to the services arranged by the Social Services Department, such as

carer benefits, day-time activities, housing services, 24-hour institutional care, transportation services, home modifications required and income support.



- *For more information, call the Senior Info at (09) 310 44556 or contact the Home Care Services team leader in your own district.*

1.2 What to do if home care services no longer suffice?

Should the customer's functional status for living at home deteriorate to the extent that the care needs to be reassessed extensively, a member of the Home Care Services staff reviews, together with a Home Care Services doctor and a social worker from the services for the elderly, the customer's health, functionality and overall life situation. Based on this assessment, the required examinations, rehabilitation activities and support services are organised, and control procedures are confirmed. Once home care services no longer suffice, other alternatives for care are examined. As a result of this assessment, the customer may be placed in a more suitable form of accommodation, such as sheltered housing with 24-hour service or institutional care.

2 Health Care and Nursing Services

2.1 Medical examinations and care and control required by illnesses

The objective is to examine the health of the Home Care Services customer, to learn about any possible disorders or illnesses and see to that they are properly treated in order to maintain or improve the customer's well-being and functionality.

The care consists of:

- A clinical examination and a care and rehabilitation plan by a doctor.
- The required laboratory tests and other necessary examinations.
- Monitoring deemed necessary by a doctor, a nurse or a public health nurse, relevant to such matters as overall condition, pains, memory issues and general mood.
- Conducting necessary nursing procedures, such as blood pressure or blood glucose level measurements.
- Monitoring medical treatment.
- Communication with other care units, if necessary.
- Doctor's certificates as needed.



Services are provided by the doctors of the Home Care Services and the Health Centre, Home Care Services staff and public health nurses at the local health centre.

These services are granted for customers of the Home Care Services on the grounds of the medical assessment.



- *A Home Care Services doctor pays home visits to customers who experience substantial difficulties in going to the health centre due to reasons such as poor mobility. Doctor's appointments for other Home Care Services customers are organised at the local health centre.*

2.2 Medical care

Support for medical care is given to all those customers of the Home Care Services who require assistance in achieving safe, efficient medical care.

Components of the service:

- Need assessment for medical care.
- Assistance in the implementation of medical care.
- Managing prescriptions.
- Cooperation with pharmacies.
- Assistance in the arrangements of pharmacy dosage deliveries or, when necessary, placing medication in dispenser.
- Giving injections.
- Provision of information and guidance in medical care and monitoring the effects and side effects of medication.



The services are provided by the Home Care Services and Health Centre doctors and nurses, Home Care Services staff with appropriate qualifications and pharmacies.



- *The Home Care Services Unit manages the customer's overall medical care in connection to the dosage deliveries by the pharmacy.*

2.3 Night-time home care, home hospital services and palliative care

Should the care of an illness or disorder so require, it is possible to organise night-time visits by the home nursing services staff, from 10 p.m. to 7.30 a.m. The care primarily consists of acute medical care and position shifting care conducted in order to prevent bedsores. The home hospital offers intensive, short term nursing services to seriously ill customers living at home. The care primarily consists of acute medical care, various interventions and position shifting care conducted in order to prevent bedsores.

The cooperation of the home hospital and home care services ensures the required palliative care at the later stage of life. The customers are offered symptomatic alleviation, medical procedures and non-acute care. The objective is to guarantee customers safe and respectful care at home through the later stage of life.

2.4 Prevention and management of health risks

The objective is to control and prevent the most serious health risks.

The services include guidance regarding the most significant risks to health and, if necessary, care referrals: nutrition issues, overweight, lack of exercise, smoking, intoxicants, etc.

The services are provided by members of the Home Care Services and Health Centre staff. If intoxicant abuse occurs, the Home Care Services can also refer the customer to the services of the Social Services Department.

2.5 Care for patients with memory disorders

The objective is to recognise and treat memory-related problems at an early stage.

Components of the service:

- Interview with the patient and a close relative.
- Memory assessment and follow-up examinations.
- Comprehensive treatment and rehabilitation of the patient.
- Monitoring cognition and functionality.
- Monitoring medical treatment.
- Supporting the well-being of relatives.

The service is provided by the Home Care Services and Health Centre doctors, nurses and memory coordinators in cooperation with geriatric specialists and memory clinics.

2.6 Convalescent care

The objective is to regain the normal health status of the customer after an illness, for example when returning to home care from the hospital.

During the convalescent period, the customer is assisted in activities he/she is unable to complete due to the illness or deteriorated overall health status. Special emphasis is placed on the treatment of the illness and the care procedures required, monitoring the patient's condition and different exercises that contribute to the functionality and mobility of the patient. The patient is given support in taking care of errands, for example visits to the doctor, and relatives and others close to the customer are offered support.

The service is provided by the staff and a doctor from the Home Care Services, in cooperation with the hospital and the patient's relatives and others close to him/her.



2.7 Oral health care

The objective is to maintain oral health and to prevent and treat any illnesses.

The service includes an oral and dental health assessment. Members of Home Care Services staff assist the customer, in daily oral care and assist him/her in seeking dental health care when necessary.

The services are provided by the responsible nurses and oral health care coordinators in cooperation with dental hygienists at local dental clinics and private service providers.



2.8 Self-care equipment

The Helsinki Health Centre provides, as stipulated by Section 14 of the Primary Health Care Act, the residents of the city with treatment equipment and self-care equipment, by referral from a nurse or a doctor. The duration of the illness must exceed three months. Exceptions are made in cases of the need arising from a chronic illness, for example patients with diabetes or a stoma, who can be provided with self-care equipment immediately after the diagnosis. Self-care equipment include blood glucose level meters with test strips and the needles needed for the injection of insulin, stoma equipment and incontinence products for severe incontinence problems.



The self-care equipment is free of charge to the patient. The equipment and quantities needed by the patient in the care of his/her disorder are assessed by a public health nurse, diabetes nurse or responsible nurse, in co-operation with a doctor.

The patient is provided with self-care equipment in quantities corresponding to the need of four (4) months. If the customer has been using the equipment for over a year and the needed quantities are both stable and permanent, the customer may obtain equipment in the amount corresponding to six month's use. Your local health centre or members of the Home Care Services staff can provide more information about the service points where equipment is distributed.

3 Nursing and Domestic Services

3.1 Cleanliness and clothes care

The objective is to guarantee the personal hygiene and clothes care of the Home Care Services customers.

Personal hygiene includes help with washing (morning and night), showering and organising sauna visits. Help with washing also includes skin condition inspections, applying lotion, shaving, washing the hair and putting in rollers, clipping nails and assessing the need for foot care. Assessing the need for incontinence products and other personal hygiene products and placing orders for them are also a part of this service.



- *The customer is assisted in dressing and undressing, if needed. Clothes care contains cleaning and care for clothing.*

The service is offered to customers who have problems in dealing with tasks related to cleanliness and clothes care. It is possible to arrange sauna visits for customers who have poor or inadequate washing facilities at home. Laundry services can be arranged for disabled veterans of war according to the criteria determined by the Health Committee and valid at each time.

3.2 Nutrition

The objective is to ensure and enable nourishing and adequate intake of nutrition and liquids, suitable for the customer's health. A suitable, healthy diet maintains health, well-being, functionality and mobility and contributes to the customer's prospects of living at home.

Services related to nutrition include meal services, shopping services and ensuring appropriate snacks. With meal services, it is possible to receive warm or cold ready-made meals at home either every day or in longer intervals, according to the needs of the customer. Also available is the MENUMAT, an automatic home-use meal machine with a freezer compartment for 18 meals and a convection oven for heating the meals. If necessary, a member of the Home Care Services staff sees to breakfast and snacks and heating the meal in the afternoon.

Shopping is primarily conducted as a shopping service. The customer and a member of the Home Care Services staff prepare a shopping list together. The staff member then passes the list on to the service provider, selected in a tendering process, and the service provider delivers the items directly to the customer's home.

The meal and shopping services are provided by private service providers, who have been selected in a tendering process.

Home Care Services or relatives are responsible for other food services. Home Care Services employees only pay visits to the neighbourhood shop in exceptional cases and, mostly, observing the details recorded in the service and care agreement.

Meal and shopping services are intended for people who have difficulties in organising these things independently. The meal services for disabled veterans of war are organised using lunch vouchers. Lunch vouchers allow the eligible customers to eat out at a location of their choice or to choose a home delivery of meals from the private service provider, selected in a tender process.



3.3 Domestic cleanliness

The cleaning services aim at ensuring a clean and healthy domestic environment. The customers in need of daily home care services may be entitled to help in upkeep cleaning once or twice a month, produced as a part of the Home

Care Services operations. Upkeep cleaning refers to vacuum cleaning and wiping of the floors, if necessary. Cleanliness of the kitchen and toilet facilities is inspected during the home care visits. Private service providers are recommended to provide more thorough cleaning services. Enquiries about private cleaning services can be submitted online, at www.elias.fi and details are also provided by the Home Care Services staff.

Home Care Services can also direct the customer toward independent acquisition of cleaning services (with the help of relatives or outside service providers, for example) and to utilise the possibility of deductions for domestic services in taxation. The deductions on domestic services in taxation refer to the possibility of deducting a part (45%) of the expenses of work in taxation. The relatives of the customer are allowed to use their own tax deductions for the organisation of cleaning services for the customer.

Cleaning services are also organised, with a cleaning voucher or as a purchase service, to those customers with a low income who are no longer able to take care of the general cleanliness of the home independently or with the help of relatives or friends. The services are organised, on grounds of the criteria approved by the Health Committee and valid at each time, within the limits of the resources and on grounds of the income limits. For disabled veterans of war, cleaning services are organised as a purchase service.

3.4 Financial matters and social welfare benefits

The objective is to control the management of the customer's financial matters and, if required, to initiate the process of appointing guardianship. Another objective is to ensure that the customer applies for the social welfare benefits he/she is entitled to (for example, care allowance for pensioners, housing allowance or front veteran's supplement issued by Kela, services intended for disabled veterans of war, social assistance, transportation allowance determined in the Social Welfare Act and carer allowance).

- *Home Care Services staff and social workers assist in preparing the applications for benefits and allowances, if needed.*



3.5 Safety and security



The objective is to guarantee the customer's safe living at home and moving about safely in the surrounding areas. Safety risks of the home and the surroundings are assessed as a part of the service and care agreement preparation process.

It is possible to include a personal alarm phone in the service. This device enables calling out for help to the customer's home at all hours. Home Care Services offer customers personal alarm phones through a private service provider. For customers with low income, personal alarm phones are provided according to the customer fees determined by the Health Committee.

Safety also entails an inspection of home safety and a report on the required aid equipment. Employees of the Home Care Services arrange home visits by a physiotherapist and an occupational therapist or a visit by Social Services Department personnel. The customer is, if necessary, advised to seek support for alteration work in the flat from the Social Services Department.

Services are also provided by private service providers and employees of the Home Care Services, in cooperation with the physiotherapists and occupational therapists of the local health centre.

3.6 Errand and accompanying services

The objective is to guarantee the customer a possibility to run errands such as visits to the bank, the post office and different agencies and offices. This service contributes to the customer's independency and the ability to manage self-sufficiently.

Help in running errands is provided by relatives, support groups of the Home Care Services, friendship volunteers and other volunteer activities as well as the staff of the Home Care Services.

The service is offered to those customers of the Home Care Services who are unable to manage running errands independently.



4 Functionality and Mobility

Safe mobility is a prerequisite for the quality of living and management of daily tasks in the life of the elderly customer. Preferred forms of exercise contribute to vigour, improve the mood and maintain muscle strength and mobility. The Home Care Services will investigate the mobility of the customer, his/her need for recreation and ensure that the required care equipment are available for the use of the customer.

4.1 Mobility agreement

A mobility agreement refers to a plan prepared by the customer and a Home Care Services staff member, with the objective of promoting day-to-day exercise.

The mobility agreement can include the following, for example:

- Home exercise programme (including exercises such as stand-ups from a chair and balance exercises).
- Taking the stairs.
- Chores at home, watering the plants for example.
- Recreation, for example with a volunteer.
- Help and information about group exercises.

The objective of muscle exercises and home chores is to improve muscle strength, balance and functionality. Home care employees provide assistance in selecting and monitoring the exercises. If necessary, the services of a physiotherapist or an occupational therapist can be used.

4.2 Outdoor recreation

Recreation contributes to mobility and vigour. Assistance in recreation is offered by the collaboration partners of the Home Care Services, for example volunteer

organisations, parishes, support group of the Home Care Services and, within resources, the Home Care Services staff.

4.3 Other exercise services

Helsinki offers seniors a number of different possibilities for exercise. The City of Helsinki's Sports Department offers senior citizens hydrobics, muscle strength work-outs and instructed gym sessions (www.hel.fi/liikuntavirasto_en). There are also plenty of services available in the private sector. In addition to private service providers, exercise opportunities are organised by sports clubs, patient organisations and parishes, among others.



4.4 Aid equipment

Aid equipment contributes to the customer's better management of living at home. Home Care Services staff assists with the selection, use and maintenance of the equipment. Aid equipment can be borrowed, without a charge, from the physiotherapy aid equipment lending office, tel. (09) 310 5015.

The following items, basic aid equipment, are available for loan:

- Bathtub steps
- Bathtub seats
- Bathtub rails
- Bathtub boards
- Ice tips (for walking sticks and crutches)
- Crutches (underarm)
- Rubber tips for canes
- High walkers
- Raising cushions
- Crutches (elbow)
- Walkers for winter time, wooden
- Walking canes



- Roller boards
- Roller boards with standing frame
- Four-tip canes
- Hoisting and walking belts
- Lifting support (can be attached to bed)
- Basic wheel chairs
- Two-wheel walkers
- Three-wheel walkers
- Four-wheel walkers
- Transfer boards
- Shower stools
- Shower chairs
- Shower chairs (attached to wall)
- Sock aids
- Bed blocks
- Reachers
- Support rails
- Support handles
- Raised toilets
- Commodes



Some of the care equipment available for loan at the health centre in order to provide home nursing:

- Urine bottles
- Bedpans
- Portable toilets
- Urine bag stands (fastened to bed board)
- Washable bed protective covers
- Liquid transfer stands, if prolonged need
- Mobile electric suction devices
- Hospital beds

5 Referrals to Other Well-Being Services



5.1 Other health services

If you need more information about the services of the municipal health centre or dental clinic or services organised by private medical or dental clinics, do not hesitate to ask the employees of the Home Care Services.

5.2 Transportation services

Transportation services are intended for people who have severe disabilities affecting mobility, to such extent that using public transportation causes unacceptable difficulties. The purpose of the service is to enable the mobility and active functionality of the customer.

The applicant's eligibility for this service is assessed based on a doctor's certificate and inspection of the social situation. If necessary, a physiotherapist is requested to submit an evaluation.

You can apply for this service with the social instructor at the area's office of social work for the disabled. The service is organised by the City of Helsinki's Social Services Department (www.hel.fi/sosiaalivirasto -> aikuisten palvelut -> vammaisten palvelut -> vammaispalveluja -> kuljetuspalvelu).

The Jouko district service bus lines were launched at the beginning of 2009. There are a total of 25 Jouko lines, three of which operate on a request basis.

The request routes differ from ordinary bus lines, as they have no set routes or schedules. Instead, the re-

quest lines operate in their set district on basis of the orders passengers place in advance by the phone, i.e. the requests. You can make a request for bus pick-up at any bus stop in the district the bus route operates. Requests are placed at the Traffic Information Centre, tel: (09) 4766 4000. For more information, contact Helsinki City Transport.

5.3 Travel expenses reimbursed by Kela

Kela reimburses travel expenses for journeys made on the grounds of illness, rehabilitation or, for example, collecting aid equipment. Travel expenses are reimbursed for the amount that exceeds copayment. Travel expense reimbursements are claimed from Kela by application. The application must be submitted to Kela within six months of the travel date.

You have to enclose a certificate/statement by the health organisation for the need of using a taxi and the receipts of the costs incurred. The doctor's certificate for the necessity of using a taxi for health-related journeys can apply to a single journey, to a fixed term or indicate permanent use.

For more information, contact the Kela telephone service, tel: 020 692 204 or online, at www.kela.fi.

5.4 Pleasant moments together

The objective of the service is to help the customer of Home Care Services to find activities they enjoy, and in this manner maintain the customer's activity and opportunities for participation in activities that interest them.

The Social Services Department offers various day-time and recreational activities. Activities are also organised by the Helsinki Sports Department and several associations (such as HelsinkiMissio, www.helsinkimissio.fi and Friendship activities, www.ystavapiiri.net) as well as by parishes (see www.helsingingseurakuntayhtyma.fi). The Finnish Red Cross and the Social Services Department host friendship services and they also organise volunteer activities.

5.5 Service and activity centres



Service and activity centres offer a wide range of interesting activities for senior citizens of Helsinki.

There are various handicraft workshops, courses and exercise services available. Furthermore, friendship clubs and peer support groups are organised and library and IT services are available. Many centres also host a café and meal services.

The services are produced by the City of Helsinki's Social Services Department, see www.hel.fi -> Sosiaali- ja perhepalvelut -> Sosiaaliviraston -> Vanhustenpalvelut -> palvelukeskukset). For more information, contact the Senior Info service, tel: (09) 310 44556.

The service and activity centres of the City of Helsinki, by district:

<i>Southern Helsinki</i>	Kamppi Service Centre Kinapori Service Centre Töölö Service Centre Activity Centre Wirkkula (in summer time)
<i>Eastern Helsinki</i>	Kontula Service Centre Roihuvuori Service Centre
<i>Northern Helsinki</i>	Kustaankartano Service Centre Malmi Activity Centre
<i>Western Helsinki</i>	Meilahti Activity Centre Munkkiniemi Service Centre Riistavuori Service Centre

Services are also organised by private service providers. Home Care Services staff is happy to provide more information. These activities are aimed for all senior citizens of Helsinki.

5.6 Day-time activities for the elderly

Day-time activity services offer activities that are preventive and support the rehabilitation of the customer's individual care according to the care and services agreement. The activities promote the functionality, mental health and social relations of the elderly customers.

The primary purpose of the day-time activities is to support the customers with memory disorders and/or who are nursed by carers in order to continue living at home, to maintain their independence or supported functionality and to contribute to the well-being of relatives and carers.



The day comprises breakfast, lunch, coffee and, usually, return transportation.

The services are produced by the City of Helsinki's Social Services Department. More information is available on the website of the Social Services Department, at www.hel.fi/sosv -> Vanhusten palvelut or by phone from the day-time units.

The day activity centres in Helsinki, by district:

Southern Helsinki

- Day activities at Ilonpilke
- Day activities at Kinaporin kammari
- Day activities at Touhula
- Day activities at Töölö
- Day activities at Solstrålen (in Swedh)

Eastern Helsinki

- Day activities at Päivikki
- Day activities at Ruskopirtti
- Day activities at Pihla
- Day activities at Sireeni
- Day activities at Liina

Northern Helsinki

- Day activities at Eloheinä
- Day activities at Meripihka
- Day activities at Louhi
- Day activities at Näpsäkkä
- Day activities at Svanebå (in Swedish)
- Day activities at Syysunelma (starting 1 February 2012)

Western Helsinki

- Day activities at Sinilintu
- Day activities at Oravanpesä
- Day activities at Urkuri

The Social Services Department has also purchased day-time activities from some private service providers. More information available from the Home Care Services staff.

5.7 Home Library Ilona

The services of Home Library Ilona are intended for all residents of Helsinki unable to visit a library permanently or temporarily, due to various reasons such as high age, disability or illness. The home delivery services are part of the basic service of the library and thus free of charge to the client.

You can register as a customer of Home Library Ilona by phone during the on-call hours from 1–3 pm, tel. (09) 310 85214. The librarian will record your customer information, any special needs and areas of special interest.

Home Library Ilona librarians collect the customer's outgoing loans into bags. A registration form is provided along with the first bag. The Ilona vehicle of the Home Library operates on 22 regular routes across Helsinki during a period of five weeks.

For more information, go to <http://www.lib.hel.fi/kotipalvelu/>.

5.8 Other services related to beauty and well-being

The objective is to maintain the well-being of the customer and, if needed, help the customer to seek services.

Beauty services include the services of a hairdresser, pedicurist, cosmeticians and other services needed by the customer. The services are primarily offered by private service providers.

(09)10023
terveysneuvonta

www.hel.fi/terveyskeskus/english



Senior Info (09) 310 44556

Information centre for the senior residents of Helsinki and their relatives



S-Info (09) 310 44000

A social service information centre intended for all residents of Helsinki



Elias – services at home

www.elias.fi