



Support for informal care

Helsinki

What is support for informal care?

Informal care is the daily care and nursing that a family member or another close person provides to an elderly, handicapped, or ill person, whose functional capacity has been reduced.

Support for informal care consists of the remuneration paid to the carer of an elderly, handicapped, or ill person, whose functional capacity has been reduced, statutory leave and other services to support informal care.

Prerequisites for support

A prerequisite for informal care support is that the care receiver requires continuous, daily care and assistance with personal activities, in order to be able to live at home.

The decision to grant support for informal care is always based on an individual evaluation of the comprehensive situation, taking into consideration the complexity and level of commitment required in the care, as well as the need for monitoring and guidance provided by the informal carer. Household chores and the family's errands outside the home are not considered in the evaluation of the care group.

When assessing the overall situation, the amount, complexity and level of commitment required in the daily care given by the carer to the informal care receiver are considered in terms of the following: washing, eating, exercise, medication, getting dressed, going to the toilet and other health and medical care procedures. For children, the need for daily assistance must consist of extensive physical assistance, guidance and monitoring relative to the child's age.

In addition to the above, the overall situation is assessed with regard to the other support required by the informal care receiver.

Who can be a carer?

A carer may be a member of the family, a relative, or some other person close to the care receiver, who is capable and healthy enough to manage the tasks involved.

The carer makes an informal care agreement with the municipality. However, the carer is not under an employment contract with the municipality, the care receiver, or the guardian of the care receiver. It is primarily required that the carer and the care receiver live in the same household.

Assessing the need for care

The need for care is always assessed on a case-by-case basis while observing the overall situation of the family.

The assessment for those over the age of 65 is conducted by the client guidance worker in the area. The assessment of those under the age of 65 is conducted by the employee in charge of informal care support at the social work

unit for the disabled. The assessment is based on the application, home visit and doctor's statement and any other evaluations by those involved in the care. A care and service plan is jointly prepared for the receiver by all those involved in the care.

In the evaluation of the need for and level of commitment of the care for children under the age of 18, the needs of the child or young person for assistance, guidance and monitoring are compared to those of a healthy peer.

Care allowance and its payment

The decision regarding informal care for those over the age of 65 is made by the client guidance worker in the area. The decision for those under the age of 65 is made by the employee in charge of informal care support at the social work unit for the disabled.

The amount of the care allowance depends on the demands of the care, the commitment required as well as the need for monitoring and guidance of the care receiver. Other regularly used services may reduce the allowance.

The allowance is not reduced, however, on grounds of participation in work or day activities or going to school. Statutory days of leave do not reduce the informal care allowance, either.

The allowance is paid to the carer on a monthly basis, and it is taxable income. The carer should investigate the possible effect of the care allowance on other benefits received in advance. The allowance is payable from the beginning of the month in which the application arrives or the care receiver was discharged.

Informal care allowance in 2022

1) First care group, maximum care allowance of EUR 1,833.41/month

The treatment situation of the recipient requires 24-hour work from the informal carer. The care recipient needs and receives a great deal of care and treatment in almost all of their daily activities, including at night. They cannot be left alone for more than a very short period of time. The informal carer cannot primarily work outside the home.

2) Second care group, maximum care allowance of EUR 846.02/month

Recipients in this group are either physically hard to take care of or their care situation is mentally taxing. The recipient needs care several nights a week, and they cannot be left alone for more than 2–3 hours at a time. The recipient needs constant supervision for justified reasons and the carer has to be able to anticipate situations. The need for care of the recipient may be such that they endanger their own safety or that of others if left without supervision or guidance. In the case of recipients under the age of 18, this is care that is not normally associated with their age group.

3) Third care group, maximum care allowance of EUR 466.17/month

The recipient requires and receives physical or guidance-like care and treatment several times every day when

- the recipient only needs assistance occasionally or not at all at night.
- the recipient may spend 3–5 hours alone during the day.
- the recipient does not live in the same household as the carer, the carer visits the recipient daily and at night, when necessary, to provide help.
- the carer is primarily responsible for the recipient's care, even if the recipient is visited daily by home care staff, for example.

Statutory leave

The carer's right to statutory leave is determined by the commitment required by the care. By law, anyone who has signed an informal care agreement has the right to at least two days of statutory leave per each calendar month during which they are entitled to care allowance.

During statutory leave for informal carers, the care of the recipient may be organised in a municipal around-the-clock care unit or with a service voucher in private care institutions approved by the city.

Care can also be organised as a service at home with a service voucher, whereby one day of statutory leave is 12 hours, which can be divided into shorter periods if necessary. Two statutory leave days can be used to acquire 24 hours of service at home and three statutory leave days for 36 hours.

The client fee/excess for realised statutory leave days is confirmed annually.

► **In 2022, the fee is EUR 11.60/day.**

A carer who is entitled to statutory days off can also use the services of a substitute carer. In such a case, the municipality makes a commission agreement with the substitute carer.

The informal carer may propose an appropriate family member or friend as a substitute carer. The eligibility of the proposed substitute carer is assessed based on the same requirements as the primary carer. The substitute informal care must be in the interest of the care receiver.

The care allowance for substitute care depends on the care group of the care receiver and includes a possible reimbursement for expenses. The substitute carer cannot be a business. No client fee is charged for the use of a substitute carer.

► **In 2022, the remuneration for substitute care is EUR 120.34/day or EUR 60.16/day.**

For those under the age of 65, hourly informal care leave remuneration may be an option for the statutory leave of informal carers. A maximum remuneration of 3 x 12 hours or 2 x 12 hours a month

may be awarded for the wages of the substitute carer, depending on the number of statutory leave days the carer has. Hours may be used individually, but you cannot collect the hours and you must use them within one month of earning the right to statutory leave. The informal care family shall organise substitute care themselves.

Other services supporting the caretaker's coping

Day activities

Day activities for the elderly are intended for persons over the age of 65. Their primary purpose is to support customers with memory disorders and/or who are in informal care in order to enable them to live at home, to maintain their independence and independent or supported functionality, and to contribute to the well-being of relatives and carers.

The statutory leave for informal carers who care for patients over the age of 65 can be organised as day activities.

People under 65 years of age with severe disabilities may participate in day activities for those with

severe disabilities. The activities are organised outside the home on weekdays. The activities are goal-oriented, promoting independent living, participation and social interaction.

In the context of organising day activities for people under 65 years of age, a person with a severe disability refers to a person who is not able to take part in the work activities specified in section 27 e of the Social Welfare Act due to a severe physical handicap caused by a disability or an illness, and whose income is based primarily on benefits granted on the basis of an illness or incapacity to work.

Services of activity centres for informal care

The services of activity centres for informal care are intended for all older residents of Helsinki who are in informal care and their loved ones.

Most of the clients are over the age of 65, but under-65-year-olds with memory disorders are also welcome. The activity centres are places where client families can meet each other and receive peer support. The centres organise peer groups and café services for and provide service guidance to

informal care families, for example. You do not need to have an agreement on support for informal care to participate in the activities.

Home-help service for informal care

Carers are also eligible for support from home-help services. Client families receiving support for informal care can receive home-help services for, at maximum, eight hours per month, approx. 1–4 hours at a time.

The need for service is assessed by the client guidance worker. The home-help service is intended for clients over the age of 65.

Electronic health check-up

With the help of the electronic wellbeing and health check-up, an informal carer can receive targeted information on wellbeing and health. After the check-ups, the carer can take part in electronic coaching programmes on themes such as weight control, a healthy diet, quitting smoking, reducing alcohol consumption, sleep coaching and stress management.

In addition, training related to being an informal carer is organised for new informal carers. Workers from support for informal care will provide further information on the training.

Training for new informal carers

New informal carers are provided with training related to informal care. The municipality's obligation to arrange training concerns informal carers who have made an informal care agreement, and the training is primarily targeted towards new informal carers.

The training course provides information on different forms of support available to informal care families and factors that affect well-being.

For more information on the training, please contact your designated worker/case manager. More information on training for older people is also provided by course organisers at activity centres for informal care.

Applying for support for informal care

Applications for support for informal care are submitted orally or, preferably, in writing. The form is available online at: www.hel.fi/sote/en.

A medical opinion of type C (no more than six months old) must be attached to the application. It must include a doctor's assessment of the client's health and ability to function. When necessary, a medical opinion addressing the state of health of the person applying to be a carer will also be requested.

Support for informal care for those under the age of 65

In applications for people under the age of 65, all matters related to support for informal care are handled in the social work units for the disabled. Informal care matters concerning Swedish-language residents under the age of 65 are handled at the Kallio Family Centre (all areas) tel. 310 44857.

PEOPLE UNDER THE AGE OF 18

Itäkatu Family Centre

Itäkatu 11 (entrance Tallinnanaukio 1),
PO Box 6730, 00099 City of Helsinki

Eastern and northern area

Postal codes:

- 77, 78, 90, 92, 98
tel. 09 310 58266
- 80, 91, 93–95, 97
tel. 09 310 62557
- 57, 59, 80–89, 96, 99
tel. 09 310 62386
- 56 (part), 70–73, 79
tel. 09 310 50258
- 62–69, 74–76
tel. 09 310 69579

Kallio Family Centre

Toinen Linja 4 C
PO Box 6450, 00099 City of Helsinki

Southern and western area

Postal codes:

- 10, 11, 20–34, 43
tel. 09 310 33761
- 12–19
tel. 09 310 44695
- 35–42, 44
tel. 09 310 41234
- 50–55, 56 (part), 58, 60, 61
tel. 09 310 45293

PEOPLE AGED 18 AND OVER

Vuosaari Health and Well-being Centre

Kahvikuja 3
PO Box 6250, 00099 City of Helsinki

Eastern and southern area

Postal codes:

- 10–24, 26, 48, 50–55,
56 (part), 58, 60, 61
tel. 09 310 44699
- 57, 59, 81–89, 96–99
tel. 09 310 61779
- 80, 90–95
tel. 09 310 62254

Social work for the disabled, western and northern service unit

Ala-Malmin tori 2, 7th floor
PO Box 7980, 00099 City of Helsinki
Postal codes:

- 25 (part), 27–44, 62, 64, 67–69,
tel. 09 310 41233
- 56 (part), 63, 65, 66, 70–79
tel. 09 310 58351

Support for informal care for those over the age of 65

New customers are provided with application forms by the Senior Info unit, Mon–Fri 9–15, tel. 09 310 44556. The form should be returned to the client counselling unit of customer's residential area.

Eteläinen asiakasohjaus

(Client counselling South)

PO Box 7160, 00099 City of Helsinki

Postal codes:

- 10, 12–22, 24–26, 50–56, 60, 61

Itäinen asiakasohjaus

(Client counselling East)

PO Box 6220, 00099 City of Helsinki

Postal codes:

- 57, 80–99

Läntinen asiakasohjaus

(Client counselling West)

PO Box 8665, 00099 City of Helsinki

Postal codes:

- 25–44

Pohjoinen asiakasohjaus

(Client counselling North)

PO Box 70763, 00099 City of Helsinki

Postal codes:

- 62–79

Ruotsinkielinen asiakasohjaus

(Client counselling in Swedish)

PO Box 7160, 00099 City of Helsinki

- All areas

Activity centres for informal care

Activity centre for the Southern area

Töölönkatu 33

tel. 09 310 74208, 040 3340 245

Activity centre for the Western area

Hopeatie 14

tel. 09 310 24213

Activity centre for the Northern area

Takaniitynkuja 3

tel. 09 310 46818

Activity centre for the Eastern area

Myllymatkantie 4

tel. 09 310 73995, 050 3633 290

24/7 telephone health advice

tel. 09 310 10023

24/7 social emergency services

tel. 020 696 006

24/7 crisis emergency services

tel. 09 310 44222

The logo for Helsinki, featuring the word "Helsinki" in a white, sans-serif font inside a white outline of a speech bubble or rounded rectangle with a pointed bottom.

Helsinki

www.hel.fi/sote/en