



Helsinki

Home care in Helsinki



How to apply for home care?

The application process for home care and support services is initiated by calling

**the City of Helsinki's Senior Info service, tel. 09 310 44556
Mon–Fri 9–15.**

A case manager will then come and see you at home at an agreed time. The purpose of the meeting is to assess your need for services and the possibility of your friends and family providing help. A Client plan is also drafted together after the various service options are discussed.

You can become a home care client even after receiving care at a hospital.

Service and treatment plan

At the start of your home care, we will work together to agree on the necessary home care services, after which you will receive an individual Service and treatment plan. The plan will take into account your resources and the ability of your friends and family to help, as well as your use of other services.

You will also be making a Mobility agreement, which is a plan to maintain and improve your own resources. The Mobility agreement includes systematic encouragement for you to be active in your everyday life during and between home care visits.

Home care

As a home care customer, you will be receiving help with everyday tasks such as feeding and washing yourself, getting dressed, getting to and from the bed and chair, walking and using the toilet.

As a home care customer, you will also be receiving the health care and treatment you need at home, if it is not possible to arrange for it in any other way. Medication and wound care, for example, are covered by home care. Medicine is dispensed with the help of the automated dispensing system at the pharmacy.

If you have difficulty visiting your local health centre, doctor's visits are also included in home care.

Remote care

Some home care visits are conducted as remote care visits, which means communicating with a doctor or nurse through audio and video connections.

The remote connection can be used to remind you to eat and take your medication or instruct you to be more active, for example. Remote care is always related to monitoring your health.

Home care support services

Home care support services include meal and shopping services, safety services (safety phone, door alarm and GPS tracking), cleaning services and sauna services.

Home care primarily organises customer meals as a meals service. As a meals service customer, ready-made pre-packaged meals will be delivered to you at home.

The shopping service will do your grocery shopping, when necessary.

You can have a safety phone installed for 24-hour emergency assistance.

Customers with limited financial means, whose ability to function has deteriorated, may be eligible for cleaning services using a cleaning voucher, or as a purchased service. When necessary, home care visits include help with day-to-day cleaning chores, such as taking the rubbish out.

Fees

The monthly fee for regular home care is determined based on the amount of service you receive, your gross income and the size of your family.

Some of the support service providers will invoice the customer directly. The fees for the safety phone and the cleaning service depend on your income.

When using private services, you should take advantage of the tax credit for household expenses.

Service vouchers can also be used for home care.

Voluntary workers

Call 09 310 46940 or 09 310 64884 to find out more about volunteer work in Helsinki.

Service centres

Service centres are open meeting places providing support for living at home and promoting well-being. Service centres offer advice and guidance. You can also participate in group activity, hobbies, events and day trips as well as have meals there.

More information is available at Senior Info or at www.hel.fi/en (Social services and health care/ Elderly services/ Service and recreation centres/ Service centres).



Important telephone numbers

Further information on home care services

- **Senior Info** Mon–Fri 9–15, tel. 09 310 44556, seniori.info@hel.fi, www.hel.fi/seniorit (in Finnish)

- **Home care instructor or nurse** (Mon–Fri 9–15)

name

telephone number

- **Home care team contact telephone** (Mon–Sun 7.30–22)

telephone number

- **Meal services**

telephone number

- **Safety phone and remote care** (City of Helsinki Service Centre), tel. 09 310 70200

- Around-the-clock **Telephone health services** for residents of Helsinki, tel. 09 310 10023

- **Emergency social services** assess the need for emergency social work and provide support, advice and guidance, tel. 020 696 006 (24 h)

- **Crisis emergency support** provides help in sudden crises, tel. 09 310 44222

- **City of Helsinki general information**, tel. 09 310 11111

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www.hel.fi/seniorit (in Finnish)
www.hel.fi/en (Social services and health care/ Elderly services/ Home care)