

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

Support for the informal care of children can only be granted after Kela's maternity or parental allowance payments have ended. Prerequisites for support for children may also include a need for monitoring that is atypical of the child's own age group, need for a great deal of guidance and other special support.

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 skills of the child or young person 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 2018

1) First care group, maximum care allowance of EUR 1,699/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 784/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 432/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 for 12–18 hours a month in care periods of 6 hours by using a service voucher. The customer pays a customer's liability share for statutory leave days, which is verified annually.

- In 2018, the customer's liability share is EUR 11.40/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 the carer. The suitability of the proposed person is assessed on the same grounds as that of the actual informal 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.

- In 2018, the remuneration for substitute care is EUR 111.51/day or EUR 55.76/day.

For those under the age of 65, hourly caretaker remuneration may be an option for the statutory leave of informal carers. A maximum remuneration of 3 x 6 hours or 2 x 6 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 meant 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 living at home, to maintain their independence and independent or supported functionality, as well as 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, which are goal-oriented activities outside the home, arranged on weekdays, which promote 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

Activity centres are places where the clients can meet and receive peer support. The centres organise service guidance and group activi-

ties of various types, and they provide the caretakers with opportunities for recreational activities. The home-help service is primarily intended for clients over the age of 65.

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 home-help services is assessed by the client guidance worker in charge of informal care. The home-help service is intended for clients over the age of 65.

Electronic health check-up and training for new informal carers

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.

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 over the age of 65

New customers may request application forms at the Senior Info, Mon–Fri 9–15, tel. **09 3104 4556**.

Client counselling South

PO Box 7160, 00099 City of Helsinki

- Postal codes 00100, 00120, 00130, 00140, 00150, 00160, 00170, 00180, 00190, 00200, 00210, 00220, 00240, 00250, 00260, 00500–00560, 00600 and 00610

Client counselling East

PO Box 6220, 00099 City of Helsinki

- Postal codes 00570, 00800–00880, 00890, 00900, 00910, 00920, 00930, 00940, 00950, 00970 and 00900–00990

Client counselling West

PO Box 6617, 00099 City of Helsinki

- Postal codes 00250–00350, 00320 and 00360–00440

Client counselling North

PO Box 8560, 00099 City of Helsinki

- Postal codes 00620, 00630, 00640, 00650, 00660, 00670, 00680, 00690, 00700, 00710, 00720, 00730, 00740, 00750, 00760, 00770, 00780 and 00790

Client counselling in Swedish

PO Box 7160, 00099 City of Helsinki

- All areas

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 in the Eastern service unit for the disabled.

Southern service unit

Kalasadama Health and Well-being Centre

Työpajankatu 14 A, third floor

PO Box 6420, City of Helsinki

Fax 09 3104 3111

- **Those under the age of 18:** Lauttasaari, Ruoholahti, Jätkäsaari, Etu-Töölö, Taka-Töölö, Kamppi, Kluuvi, Punavuori, Eira, Ullanlinna, Kaivopuisto, Kaartinkaupunki, Kruununhaka, Katajanokka, Suomenlinna tel. **09 3104 4695**
- **Those over the age of 18:** Kallio, Alppiharju, Sörnäinen, Vallila, Hermannin, Itä-Pasila, Länsi-Pasila, Vanhakaupunki, Koskela, Käpylä, Kumpula, Toukola, Kalasadama, Arabianranta
- **Those under the age of 18:** Kalasadama, Hermannin, Arabianranta, Toukola, Vanhakaupunki tel. **09 3104 4699**
- **Those over the age of 18:** Lauttasaari, Ruoholahti, Jätkäsaari, Etu-Töölö, Taka-Töölö, Kamppi, Kluuvi, Punavuori, Eira, Ullanlinna, Kaivopuisto,

Kaartinkaupunki, Kruununhaka, Katajanokka, Suomenlinna

- **Those under the age of 18:** Kallio, Alppiharju, Sörnäinen, Vallila, Itä-Pasila, Länsi-Pasila, Koskela, Käpylä, Kumpula tel. **09 3104 5293**

Eastern service unit

Vuosaari Health and Well-being Centre

PO Box 6250, 00099 City of Helsinki

Fax 09 3106 2669

- Postal codes 57, 59, 81–89, 96–99 tel. **09 3106 1779**
- Postal codes 80, 90–91, 93–95 tel. **09 3106 2254**
- Swedish-speaking clients tel. **09 3104 4857**

Itäkatu Family Centre

Tallinnanaukio 1

PO Box 6730, 00099 City of Helsinki

- Postal codes 80, 90–95 and 97 tel. **09 3106 2557**
- Postal codes 57, 59, 80–89, 96 and 98–99 tel. **09 3106 2386**
- Postal codes 56, 70–74 and 78–79 tel. **09 3105 0258**
- Postal codes 62–69 and 75–77 tel. **09 3106 9579**

Western service unit

Hopeatie 6, fourth floor

PO Box 8160, 00099 City of Helsinki

Fax 09 3104 1228

- Postal codes 30–32, 35 (partially), 40–44 tel. **09 3104 1233**
- Postal codes 25, 27–31, 33–39 tel. **09 3104 1234**

Northern service point

Ala-Malmin tori 2, fifth

and seventh floors

PO Box 7980, 00099 City of Helsinki

Fax 09 3105 8448

- **Those under the age of 18** Postal codes 62–69 and 75–77 tel. **09 3106 9579**
- **Those between the ages of 18–64** Postal codes 57, 59, 81–89, 96–99 tel. **09 3106 1779**
- **Those between the ages of 18–64** Postal codes 62–64, 66, 74–77 and 92 tel. **09 3105 8266** PO Box 65, 67–70, 72, 56 (partially), 70–73, 78–79 tel. **09 3105 8351**

Activity centres for informal care

The centres are open to everyone, but the activities are primarily intended for informal care clients over the age of 65.

Activity centre for the Southern area

Töölönkatu 33

tel. 09 3107 4208, 040 3340 245

Activity centre for the Western area

Hopeatie 14, tel. 09 3102 4213

Activity centre for the Northern area

Takaniitynkuja 3, tel. 09 3104 6818

Activity centre for the Eastern area

Myllymatkantie 4

tel. 09 3107 3995, 050 3633 290



Helsinki

24/7 health advice

tel. 09 310 10023

24/7 social emergency services

tel. 020 696 006

24/7 crisis emergency services

tel. 09 310 44222

www.hel.fi/sote/en