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# Information and Guidance for the Home Help/Home Care Services Return (HH1)

For the collection period  
**10<sup>th</sup> to 16<sup>th</sup> September 2007**

Issued: May 2007

FOR HEALTH AND SOCIAL CARE



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## 1 General guidance notes for completion of the HH1 form

### 1.1 *Information Requested*

This form requests information on home help/home care services for households (or clients for Table 3) in their own homes including sheltered accommodation, provided either:

- Directly by local authority  
or
- Under contract to the local authority by the independent sector which includes the voluntary sector

This form requests information for **ADULTS** only i.e. where the client is an adult rather than a child with services provided to their family.

Please provide integer values in the tables.

Information from Table 1 will be used in Performance Indicator **B17**, details from Table 3B will be used in Performance Indicators **B11**, **B12** and **C28**.

### 1.2 *Survey week*

- Information should relate to services provided during the week **10 September to 16 September 2007**.
- If you consider this survey week to be unrepresentative for exceptional reasons outside your control (e.g. due to industrial action) information may be supplied for an appropriate alternative representative week. Please notify the Information Centre for health and social care as soon as possible if this is the case.
- Please record **actual** home care/home help services provided rather than planned.

### 1.3 What to *INCLUDE*

- Traditional home help services, including home help services provided by volunteers.
- Overnight, live-in and 24 hour services.
- *Practical* services which assist the client to function as independently as possible and/or continue to live in their own homes, e.g.
  - Routine household tasks within or outside the home
  - Personal care of the client
  - Shopping
  - Overnight, live-in and 24 hour services
  - Respite care in support of the client's regular carers
- For *practical* services, the three key elements that must be present are:
  1. Provision is in or centred on the clients own home
  2. Some definite manual activity and/or social. emotional support is involved.
  3. The service is funded wholly or partly by Social Services Department.
    - In this context, social/emotional support is a service delivered, normally to a regular schedule, as part of the authority's domiciliary care ordering service. Examples would be of the kind of home care specifically intended for older people with dementia, or for some mental health cases, to ensure that e.g. they eat/take their tablets/ don't walk out of the house. In some authorities this has always been regarded as "traditional" home care but the practice varies. Social and emotional support does NOT include a "casual drop in" type service where a care manager may "drop in" to see how a client is getting on.
    - It also includes Social Services homecare provided in sheltered housing or extra care housing settings. Do NOT include care provided as part of the sheltered housing package (e.g. services provided by the warden or other sheltered housing staff).

## 1.4 What to EXCLUDE

- Services provided to clients in residential and nursing care.
- Services provided totally by the private sector and paid for completely by the client.
- Services such as day care, meals, transport and equipment.
- Home help/home care services purchased with direct payments made to clients.
- Informal drop-ins, conversations etc and counselling unless this is formal and has identifiable output.
- Respite care in support of the client's regular carers should not be included if the client is placed into a care home. This is intended to cover situations where help is provided at the client's home to enable the carer some respite from the tasks involved in caring.
- Activity funded from the Supporting People grant should not be recorded as home care on the HH1 (if the client is also receiving home care provided or commissioned by the Social Services Department and paid for from Social Services expenditure then only include the activity funded by social services).

## 2 Definitions

### 2.1 Services provided by more than one sector

- In Table 1 - information on contact hours should be entered for each sector contributing to the services.
- In Table 2 - where a service is provided to a household by more than one sector, information should be entered under both sectors and the contact time and visits provided separately by each. If this information is not known, then apportion half of the time/visits to each sector.
- In Table 3 - information should show the total number of households (and clients in Table 3A) receiving a service. Please take care not to double count households or clients receiving home care from more than one sector.

## 2.2 *Provision under contract*

- Include any organisation with which the Local Authority has a purchase of service agreement for home help or home care service provision, whether it is called a service contract, service agreement, partnership arrangement or grant arrangement.
- For further guidance see "Purchase of Service: Practice Guidance and Practice Material for Social Services Departments and other Agencies", Social Services Inspectorate, HMSO 1991.

## 2.3 *Services provided jointly with the NHS*

- Where a team provides services jointly (e.g. with NHS) and specified staff within the team are paid for by Social Services, then only the activities of those staff members should be counted on HH1 as council provision. Where the team is jointly funded (e.g. with NHS) but the funding applies to the whole team rather than individual members of it then the home help/care activity should be pro-rated on the proportion of the funding provided irrespective of the personnel involved e.g. if Social Services funds 90% of the cost then 90% of the activity should go on the HH1 even if the total manpower comes from the other parties.

## 2.4 *Optional tables 3B (i) and 4*

It was decided to include these optional tables for 2006 at TWG in June 2006. At SIGASC in March 2007 it was agreed that both tables would be continued for 2007, again on a voluntary basis. For more information please see <http://www.ic.nhs.uk/sigasc/sub/membersandpapers/march07/sub00/changehh1/file>

If you choose not to complete these tables please indicate in the box below each table.

## 2.5 *Authorisation*

Please authorise all tables **including the optional tables 3B (i) and 4** even if you have not filled them in.

## 2.6 *Validation errors*

If you are unable to provide the split of data required please provide the **total only**. The IC will apportion the figure based on national averages. Please note this reasoning in the validation warning you will receive.

Note: We would welcome comments on this return.

Please send any comments to:

**HH1@ic.nhs.uk**

(We are asking for comments via e-mail as this makes it easier to collate them)

The Information Centre for health and social care (2007)