

Frequently Asked Questions on the Home Help/Home Care Collection (HH1)

For the collection period
September 2008

Issued: June 2008



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The aim of the HH1 guidance and FAQ document is to ensure consistent recording of data across all CASSRs in England when completing the HH1 return.

Q) Can laundry services be included within the HH1 return?

As laundry services are "practical services which assist the service user to function as independently as possible and/or continue to live in their own home", they may be included within the HH1 and subsequently count towards your indicators.

The guidance says to include:

'practical services which assist the service user 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 service user, shopping, overnight, live-in and 24 hour services or respite care in support of the service user's regular carers.'

As for recording the hours, you will need to record these as the number of staff hours in contact with or **directly serving the service user**, this excludes transport. This is in line with the Guidance on what to exclude, which states transport/travel time should not be included.

Q) How do I count visits from multiple staff?

Each distinct individual staff visit should be counted separately. E.g.:

- i) 1 member of staff visiting twice during the same day = 2 visits
- ii) 2 members of staff visiting at the same time = 2 visits

The only exception is with overnight/live-in/24 hours services, in which each 24 hour period covered, should be counted as 1 visit.

Q) Should home care provided for carer respite be included in the HH1?

The Guidance states

"Respite care in support of the service user's regular carers should not be included if the service user is placed into a care home; this is intended to cover situations where help is provided at the service user's home to enable the carer some respite from the tasks involved in caring."

To confirm: respite care in support of the service user's regular carers is to be included in the HH1, as long as it is provided at the service user's home.

Q) How do we record care delivered in Sheltered Housing or Supported Living Accommodation?

If a service user is living in sheltered housing or supported living accommodation, only the home care provided or commissioned by social services and paid for from social services expenditure can be included in the HH1. This includes 'homecare type services' such as assistance with personal hygiene, meals preparation, assistance with eating, dressing, using the toilet, shopping etc. If the home care is provided by and paid for from the housing expenditure, then it must be excluded from the HH1 return. So do **NOT** include care provided as part of the sheltered

housing package (e.g. services provided by the warden or other sheltered housing staff).

Q) Table 3B(i) Guidance says split by age based on the oldest person in the household. Can you clarify exactly what this means?

Based on the oldest person in the household, this refers to the oldest person receiving care within that household (the oldest service user). For example if 4 service users share a household and the oldest is 56, irrespective of the ages of the other service users, this household will be included in the age group 18-64. If there are 2 service users living with 2 non service users within a household, the age banding would relate to the eldest of the 2 service users, the non service users are irrelevant in this sense.

Q) Where a home care service is partly funded by the Social Services Department but also partly funded by some other agency that is NOT the NHS, how should we record it in our HH1 return?

This care should be counted pro-rata of the proportion of funding by the department, 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 other parties.

Q) In a situation where the activity is to be split pro-rata how exactly should this be done?

E.g. Suppose the CASSR funds 50% of the homecare for 10 users, all of whom receive 12 hours care per week.

Should we:

a) count 5 of them at 12 hours each or b) count 10 of them at 6 hours each.

In this case, use b), i.e. count 10 service users at 6 hours each.

Q) If someone gets say 1 visit per week but the CASSR only partially funds them (say 30%). How would we record that?

Count this as one visit and 30% of the hours.

Q) Where we have X service users living in a shared tenancy house, with 1 carer at any given time, providing 24 hrs support – do we record the contact time, per user as 24 hrs per day, or do we divide the total number of contact hours by the number of service users? (i.e. 24/Xhr contact per user)

The total number of contact hours would be divided by the number of service users. For e.g. if there were 3 service users, this would work out as 8 contact hours per service user.

Q) A visit may be scheduled for an hour, but the carer only stayed for 30m. Should we record 30m or 1 hour?

The HH1 return is designed to record "actual" activity. So in this situation record 30 minutes, even if the carer has been paid for 1hr. Similarly, if a carer has stayed for 1hr30mins but been paid for 1hr then record 1hr30mins on the HH1 return.

Q) We have X service users that reimburse the CASSR in full for their homecare, should we include these in the HH1?

These service users should not be included within the HH1 as no cost has been incurred by the social services department.

Q) In which group are sensory impaired service users included within the HH1?

These homecare users should be included in the physical disability service user group. This mirrors the classifications used in the Referrals, Assessments and Packages of Care return (RAP - Table A1)

Q) Can we change the sample week?

We strongly advise CASSRs to use the correct sample week given if at all possible. This is to ensure comparability of the data supplied between CASSRs and between years; and it may put CASSRs at an unfair advantage to use a different week.

The HH1 guidance (page 3) states:

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 contact the NHS Information Centre at HH1@ic.nhs.uk with any requests for a change of sample week as soon as possible.

Q) Where do I complete the return?

This return is completed via the online Omnibus Survey collection tool, which can be found on:

<http://www.omnibus.nhs.uk/omnibus>

Q) What is my Logon Account and Password?

Your Logon Account and Password can be obtained and reset through your contact at the NHS Information Centre.

If you have any more queries that can not be answered here or using the HH1 Guidance, please do not hesitate to get in touch.

Email: HH1@ic.nhs.uk

Telephone: Trina Cheung – 0113 254 7006