



Home Care


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Norma Blinkhorn/Agency Director

Northside Homemaker Service Society

Nova Scotia Health Authority Management Zones





Norma Blinkhorn/Agency Director

- Graduated from Dalhousie University Maritime School of Social Work with a Bachelor of Social Work
- Agency Director of Northside Homemaker Agency
- One of the first employees hired in 1980 when the Agency was established- I have 38 years of experiences
- I am married to Harry and we have one daughter Kayla and a son-in-law DJ
- I enjoy walking, shopping and serving in my Community with non-profit groups such as Community Cares and Bereaved Families
- I am actively involved in my parish and diocese working with young people and I am presently involved in working on a model to address the spiritual needs of our elderly in Nursing Homes and Hospitals



WHO WE SERVE

Home Care is available to all Nova Scotians who require assistance with care and support in their homes to enable them to live independently in their homes as long as possible.

Our zone includes individuals from all areas of (All of Cape Breton up to Sherbrook)

We serve the elderly, those with dementia, palliative care clients, individuals with physical and mental limitations who require assistant with activities of daily living and those recovering post hospitalization and individuals requiring support with chronic conditions (e.g. Pediatric clients)



Who we serve



KEY Contacts

Intake

1-800-225-7225



Myth: Agencies authorize the services clients receive

Reality

NSHA Continuing Care Coordinators authorize the home support hours client receive.

Agencies have little if any involvement in the discharge/transition process.



Myth: Home support workers are clinical nurses and provide medical treatment.

Reality

The majority of home support services are provided by CCA's who do not provide clinical or nursing services, however CCA's do provide support with personal care (e.g. bathing, toileting, respite, meal prep, and light housekeeping).



Myth: That home support agencies are a government department (DHW).

Reality

We are individually owned
govern by volunteered Boards of Directors
Home Support Agencies are contracted by
DHW/NSHA with a signed service agreement.

Some agencies are private/for profit
while others are public not for profit.



Myth: That agencies have the funds/ability and should provide standardized services to manage the increase in client complexity.

Reality

Each agency does their best to provide the authorized services,
however not every agency has the funds/staff required to
provide all the potentially necessary services when authorized.

Agencies must balance the funding/resources provided with
various factors

- including rural/urban geography,
- HR recruitment and retention challenges, and
- the requirements of 19 collective agreements
 - Peek vacation time



Our Realities

- Increasing client complexity of care
- Fiscal restraint/budgetary restrictions
- HR Recruitment & retention challenges
- Isolating work environment
- Significant travel in the rural areas
- Different collective agreements
- Safe work practices

The Challenges -to seamless transition/Access and Flow (Gaps)

- Communication between sector partners regarding the client's needs/desires and the coordination of their care and support (e.g. discharge planning, in take/out take) etc.
- Recognition of the expertise that HC Agencies have regarding their client's needs/desires and care coordination in relation to increasing complexity of care.
- Home Support agencies are managing the conflicting information & expectations from family/clients/continuing care coordinators



The Opportunities

The strengths and assets in transitioning along continuum

- A more formalized mechanism is needed for NSHAs, DHW, H/S Agencies to come together for growth for all parts of the sector to acknowledge, share & discuss system issues



The Opportunities

- Greater resources required for client assessments to ensure supports are implemented in a timely manner (e.g. Care coordinators, OT/PT, Adult Protection)



The Opportunities

- Concise & frequent communication
- Mutual awareness of how decisions impact other program areas
- understanding each program areas scope of practice



The Opportunities


Engaging all stakeholders
using a systematic and collaborative
process.





Our Offer

- Relevant information and expertise regarding the issues affecting clients in home
- Information about the challenges that occur as it relates to the coordination of care
- Information regarding the complexity of care that is required



What we need from other health care providers/partners/program areas?

- Greater recognition of agency expertise & client's assessment of needs
- Include Home Support Agencies at higher decision making level (assessments etc.) & ensure it meets clients needs
- Avoidance of making assumptions about HS and the services provided



What we need from other program areas

- To be engaged in transition/discharge planning process
- Greater coordination & communication between hospital & community based care coordinators
- Cross collaboration between program



What We Need from Other Program Areas

- 1) A more formalized mechanism is needed for DHAs, DHW, H/S Agencies to come together for knowledge sharing and discussion on broader system issues, including projections of growth/supply and demand & issues other sectors are managing that have the potential to impact the H/S sector
- 2) Increase integration with acute/primary & emergency care including as well as others in the system (DCS, Dept. of Education etc.). Increase communication efficiencies and effective networking





Where We Can Help Other Program Areas

1. By providing relevant information and expertise regarding the issues affecting clients in home
2. By providing information about the challenges that occur as it relates to the coordination of care
3. By providing information regarding the true complexity of care that is required



Top Priority for Collaboration & Change

- Recognition & respect of sector partners
- Improving the process or collaboration with sector partners
- Management of supply & demand
- Solutions to human resource challenges
- Willingness to take risks & try innovative ways to change & improve



Final Comments

Change has a bad reputation in our society.

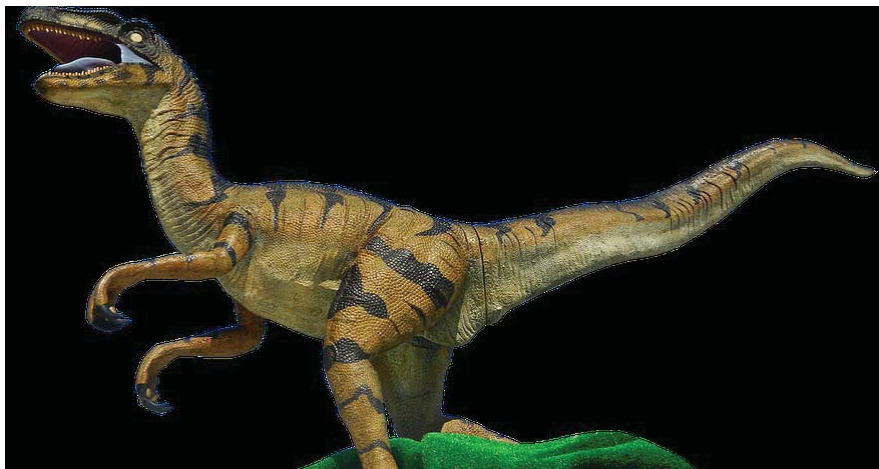
But change isn't all bad-not by any means.

In fact, change is necessary in life to keep us moving
to keep us growing to keep us interested.

Imagine life without change.



We would be still living with the Dinausurs





*We may have
all come on
different ships,
but we're in the
same boat now.*

Martin Luther King, Jr.



**Great things are never done by one
person**

Coming together is a beginning

Keeping together is progress

Working together is success



