

SUSTAINABILITY

The following are important to sustain HC and CC as an integral part of the continuum of care, as part of the existing PHC system.

- Be realistic
- Effective coordination and collaboration between services and sectors
- Interactions between formal services, non-formal, private sector and informal sector.
- Capacity building of both consumers and service providers
- Ensure availability of appropriate resources, equipment, drugs and supplies.
- Continuous support
- Sense of ownership by the community
- Individual and collective leadership
- Dependency not created
- Relevance to local needs
- Integration into existing systems
- Periodic reviews of programme
- Updating programme with new scientific knowledge
- Recognition of responsibility to share information with colleagues within the ethical framework.

STANDARDS FOR HOME-BASED CARE / COMMUNITY- BASED CARE PROGRAMME

STANDARDS OF PROFESSIONAL CONDUCT (GOVERNANCE)

The following standards to be in place:

- A written management plan outlining:
 - mission and objectives of services
 - accountability
 - responsibility
 - lines of communication
- Role clarification (job description) in written form, revised yearly
 - Duty sheet in written form, revised yearly or 6-monthly
 - Staff appraisal done yearly.
- Adequate caregivers (staffing levels) available (planned and unplanned)
- Access to all relevant acts and regulations
- Written contract between roleplayers (current year)
 - admission/discharge/refusal criteria and procedures
 - options of care
 - scope of service to be provided
- Written policy and procedures for:
 - recruitment of caregivers and service providers
 - selection and appointment/hiring
 - staff records, leave, sick leave, injury on duty
 - complaints/grievances procedures for both caregivers and clients
 - code of ethics
 - accidental infection of caregiver
 - confidential information management
- Appropriate records
 - minutes of meetings (at least one per month)
 - all written communication
 - copies of prescriptions for clients
 - case management plans (individualised)
 - procedures of dealing with money/goods

- belonging to clients
- injuries, accidents, disciplinary action, complaints, etc.
- equipment utilisation, back-up and maintenance
- Training coordinator appointed
- Written training plan
- Written training status report
- Training needs assessment (yearly)
- Standards for training of care providers
 - caregivers shall be orientated and demonstrate their knowledge during the week immediately following employment
 - first aid should be compulsory
- Coverage for transportation of clients in caregivers vehicles or waiving thereof
- Timely and appropriate written budget (resource allocation) available and communicated
- Internal controls of all resources

STANDARDS: PROVISION OF CARE TO THE CLIENT

The following standards to be in place:

- Minimum response time for emergency care
 - Client safety protocol
 - Waste management protocol
- “Do not resuscitate” and “right to refuse” care policy (Ethics policy)
- Informed consent to treatment or refusal thereof
- A written case management plan activity forms:
 - response to changed need/unmet need.
 - based on best practice treatment protocols.

- cultural sensitive
- agreed on by client/legal guardian/carer.
- Proof of client interaction or interaction with a moral agent (advocate) of choice.
- Infection control procedures
- Written document on the rights of the client
 - proof of communication of rights to client and carer
 - proof of communication of responsibilities of client
- Intermittent service, 24 hours a day, 7 days a week plan for those that need such treatment.
- Written referral system with direct contact numbers available to client and carer
- A local home-based care coordinator appointed
- Protocol regarding smoking in client's homes
- Indicators and procedures to measure (monitoring and evaluation)
 - appropriateness of care
 - acceptability of care
 - provider competence
 - cost effectiveness
 - continuity of care
 - access to health professionals
 - access to drugs, supplies, assistive devices, medical devices
 - access to information/communication
 - consumer satisfaction
 - standards of practice met as per protocol

STANDARDS: SUPPORT SERVICES TO CARE GIVERS

- Supervisor appointed
- Safety protocol for:

- equipment, supplies and environment
- potential hazardous occurrences
- service delivery during disasters
- high risk situations and clients
- management of hazardous waste
- Written performance, review procedures and records
 - service delivery during disasters
 - high risk situations and clients
- Emergency plans
 - at home of client
 - within the system
 - staff recall system
- Accessibility lines to information, communication
- Clinical consultants or mentors appointed/identified.
- Written disciplinary procedures/aid.
- Caregiver relief plan. (Respite care)
- Caregiver support plan e.g. social assistance, counselling services and bereavement plan.