

Reviews

General Principle

Reviews are documented follow-up visits for the purpose of re-evaluating the client's health status and care requirements.

The client must be seen in-person by an assessor and the band social development worker, for the review. Telephone contact and third party reports are not considered to be a review.

The circumstances of each client receiving homemaker services must be reviewed at least once every six months.

Procedures

Role of the Assessor

Following the initiation of homemaker services, the assessor will make periodic follow-up visits to the client at least once every six months.

These visits are made for the following reasons:

- A client's health condition and personal circumstances may be unstable at the time services commenced. Follow-up is required to confirm that the recorded health care needs and services authorized following the initial assessment are still valid;
- A client who has received services for some time may undergo changes in their health status, personal circumstances, the family or informal support systems available to the client, etc. These changes must be recorded and reviewed with the client and the service provider so that appropriate alterations in care planning and service delivery may be implemented.

The review is an on-site check of the client which establishes that either a change in care level or service delivery is not warranted or that a change in care level and/or service delivery is warranted.

Reviews consist of:

- a visit to the client in the home;
- discussion of the client's condition and circumstances with the client and/or the client's family members, physician, care providers and other health care professionals as appropriate and necessary;
- an examination of the record of care;
- contact with service providers and/or representatives of other community agencies to amend service delivery plans and/or new services;
- documentation of the contact; and
- updating of the client file.

The assessor provides a recommendation to the administering authority whether a change in the level of service is required by using the *Homemaker Service Evaluation Form* (901-30).

Role of the Band Social Development Worker

The band social development worker:

- determines whether financial arrangements must be modified by using the *Application for Homemaker Service* (901-38); and
- makes the decision to provide, or not provide, homemaker services to the client as per the assessor's recommendation, the client's continued eligibility for the program and available resources.

Request for Reviews

Reviews of the client's needs may be undertaken at any time upon the request of the client or upon the recommendation of the homemaker.