

# Home Support Review

“We Need To Do Better”



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**SENIORS** ADVOCATE

# Home Support . . .

## A needed lifeline to independence



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# What did we review?

## 1. Feedback from clients and families

- 2016 Home Support Survey
- Patient Quality Care Office
- Office of the Seniors Advocate

## 2. Data

- Statistics Canada
- B.C. Stats
- Home and Community Care  
Minimum Reporting Requirements MoH
- Home and Community Care Client Counts  
and Service Volume MoH
- Home and Community Care  
Age Standardized Rates
- Health System Matrix
- CIHI, eReports



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# Overview

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- ◆ 40,000 seniors each year receive some home support
- ◆ 11.7 million total hours (8.7 million without CSIL)
- ◆ \$500 million total expenditures
- ◆ Average age 81 with 46% age 85+
- ◆ 46% co-reside with primary caregiver
- ◆ 51% at high/very high risk of placement (MAPLe 4/5)
- ◆ 30% have a diagnosis of Alzheimer's or dementia



# What did the data tell us?

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- ❖ 61% admitted to long-term care received no home support 90 days prior
- ❖ 15 – 17% of people in long-term care have care needs that could be met at home (4,200 care beds = \$234 million annually)
- ❖ 72% of seniors age 85+ living in the community have chronic conditions of medium (32.5%) or high (40%) complexity but only 16% receive home support
- ❖ Over the past 5 years, for the population 85+:
  - the rate of HS clients is down 4.3%
  - the rate of HS hours is down 10.3%
  - Hours/client is down 5.7% with an increase in complexity

# Home support costs too much

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## DAILY RATE EXAMPLES

### **Single with income of \$26,000**

Daily rate: \$20

**Annual cost for daily home support: \$7,300**

(30% of after-tax income)

### **Single with income of \$50,000**

Daily rate: \$45

**Annual cost for daily home support (2+ hours/day): \$16,425**

(39% of after-tax income)

**Annual cost for daily home support (1 hour/day): \$13,870**

(32% of after-tax income)

### **Couple with combined income of \$65,000**

Daily rate: \$60

**Annual cost for daily home support (2+ hours/day): \$21,900**

(37% of after-tax income)

**Annual cost for daily home support (1 hour/day): \$13,870**

(23% of after-tax income)

SINGLE SENIOR	\$27,800		\$56,000		\$80,000	
	AT HOME	LONG-TERM CARE	AT HOME	LONG-TERM CARE	AT HOME	LONG-TERM CARE
GROSS INCOME	\$27,800	\$27,800	\$56,000	\$56,000	\$80,000	\$80,000
EXPENSES						
HOUSING <sup>1</sup>	\$15,000	\$21,200	\$15,000	\$40,525	\$15,000	\$40,525
Food <sup>2</sup>	\$2,920	\$0	\$2,920	\$0	\$2,920	\$0
Health Care						
Fair Pharmacare <sup>3</sup>	\$700		\$2,275		\$3,350	
Over-the-counter medication	\$1,000		\$1,000		\$1,000	
Supplies (Incontinence)	\$600		\$600		\$600	
Dental/Vision/PT/ Hearing Aids	\$2,000	\$2,000	\$2,000	\$2,000	\$2,000	\$2,000
Personal Alarm System	\$480		\$480		\$480	
Home Support <sup>4</sup>	\$8,800	\$0	\$20,911	\$0	\$29,987	\$0
Clothing/Personal Care	\$1,200	\$1,200	\$1,200	\$1,200	\$1,200	\$1,200
Telecommunications <sup>5</sup>	\$1,760	\$360	\$1,760	\$360	\$1,760	\$360
TOTAL EXPENSES	\$34,540	\$24,760	\$48,146	\$44,085	\$58,297	\$44,085
ANNUAL COST SAVINGS OF LONG-TERM CARE VS. HOME		\$9,780		\$4,061		\$14,212

# Not enough service for high need clients

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- ❖ 51% of clients at high or very high risk for placement in LTC (MAPLe 4/5)
- ❖ 41% receive daily service (24 days or more/month)
- ❖ Overall:
  - 63% of clients receive < 1 hr/day
  - 23% receive 1 – 1.5 hr/day
- ❖ High risk clients receive an average of just over 1 hr/day
  - 1.1 hours MAPLe 4
  - 1.2 hours MAPLe 5





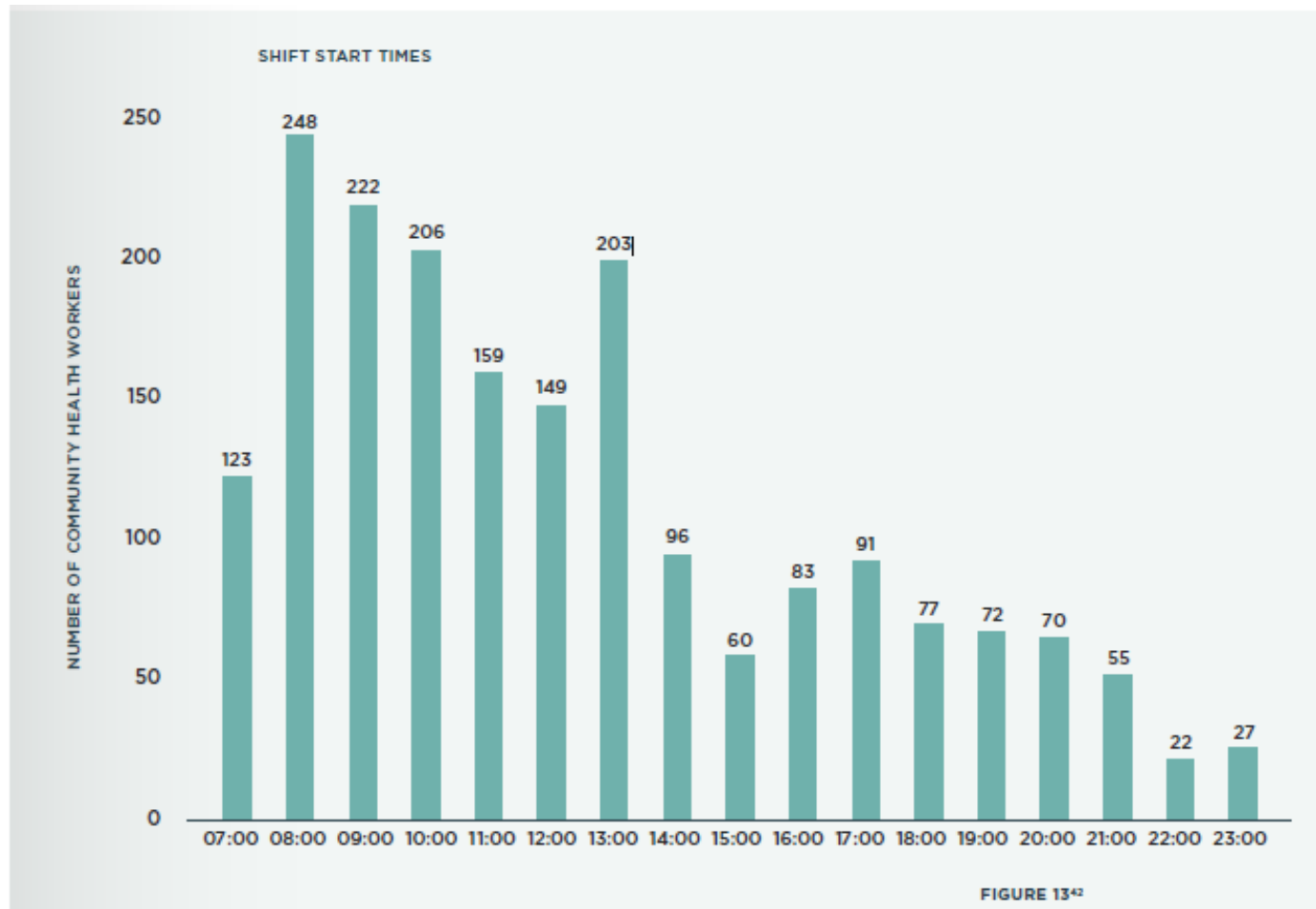
# Family caregivers in desperate need of more help

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- ◆ 31% are in distress
- ◆ Level of family caregiver distress doubles to 62% of those admitted to LTC
- ◆ 31% of distressed family caregivers are caring for a loved one at very high risk (MAPLe 5) for placement
- ◆ 82% of clients with a distressed caregiver are receiving 1 hour or less of home support per day on average



# CHW's - More stable work needed



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# What did we learn?

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- ❖ Cost we are charging seniors for public home support is unaffordable for most
- ❖ Those who are receiving service are not getting nearly enough
- ❖ We are not using home support effectively in deferring or eliminating placement in LTC for those who can be supported in the community
- ❖ We are not using home support effectively to facilitate timely discharge from the hospital
- ❖ We have overburdened family caregivers and we are providing seriously inadequate support for them
- ❖ We have a workforce that is overwhelmingly casual and part-time



# What needs to change

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- ❖ Make public home support affordable for all seniors
- ❖ Increase service to high need clients with a focus on those with distressed caregivers
- ❖ Provide appropriate training, compensation and work schedule stability to make the job of CHW attractive to potential new recruits and retain existing staff
- ❖ Look at the flexibility of client direct funding, particularly in rural and remote areas of B.C.



**Full report available at**  
[www.seniorsadvocatebc.ca](http://www.seniorsadvocatebc.ca)



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