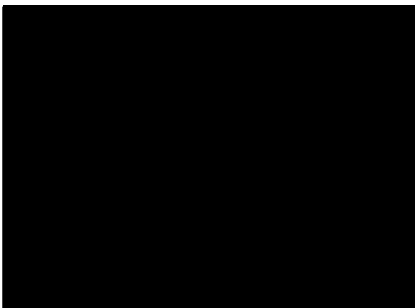


28 May 2020



Re Official Information Act Request – Home and Community Support Services (HCSS)

Thank you for your Official Information Act request dated 24 February 2020 to the Ministry of Health and transferred from the Ministry of Health to Auckland DHB on the 18 March 2020 requesting the following information. The MoH has requested that Auckland DHB respond to questions 1 and 4 of your request.

1. The NASC Manual for older person's health

The NASC manual is currently under review; the review will be completed in early August 2020 and the DHB will be able to provide you with the final manual at this time.

4. The number of over 65s receiving long-term HCSS in each region (please record personal care and household management separately)

- a) 1-10 hours
- b) 11-20 hours
- c) 21-30 hours
- d) 31-40 hours
- e) 40+ hours

The number of people over 65 receiving long-term HCSS in Auckland DHB is 3,483 clients.

Auckland DHB contracts with HCSS providers for packages of care rather than hours of service and does not distinguish between household management and personal care. Under this contract the DHB does not collect data on hours of care delivered.

The exception is a register that the DHB maintains for clients receiving a high number of hours. This is to ensure that HCSS providers and the NASC closely manage these clients who are potentially more complex and less stable. Clients on the register are recorded in two groups: those who receive over 21 hours per week; and those who receive over 40 hours per week. Below are the numbers of clients on the register in each of the groups:

- number of clients receiving over 21 hours per week - 49
- number of clients receiving over 35 hours per week - 10

While I am aware we are unable to answer your question in total, I trust this information is helpful.

You are entitled to seek a review of the response by the Ombudsman under section 28(3) of the Official Information Act. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Please note that this response, or an edited version of this response, may be published on the Auckland DHB website.

Yours faithfully



Ailsa Claire, OBE
Chief Executive