

## QICSA FACT SHEET NUMBER 9

# HOME BASED CARE SERVICES MODULE

### Introduction

The Home Based Care Services (HBCS) Module is a service specific set of standards. These standards explore in more depth the unique service and program specifications for HBCS. For QIC accreditation, organisations review their home based care services against the Core Module and the HBCS Module.

- The importance of linkages between and within services to facilitate continuity of care for consumers and carers.
- Organisational structures that promote collaboration and multidisciplinary teamwork among workers to maximise quality outcomes for clients and carers.
- Accountability to the communities served through efficient and effective management practices.

### Main concepts for home based care services

The following concepts broadly reflect the principles of the home based care sector and its communities of interest, and are consistent with the HACC National Service Standards.

- Comprehensive care, promoting an understanding of independence and quality of life in terms of both physical, social, cultural and emotional wellbeing, and physical and environmental safety and confidence within the home.
- The participation of people and communities in debate and decision-making about their needs and concerns, and about broader service and operational issues affecting them.
- Service provision that respects the rights and dignity of consumers, carers and care workers.
- Population approach to service planning, so that a service understands the main health, care and support needs of its community of interest, and to work with the community to plan appropriate services and programs.
- Equity and accessibility, providing services to those most in need, with attention to overcoming physical, emotional, financial, geographic, cultural or other barriers; providing services in a confidential and respectful manner, maximising consumers' choice and control over the services offered.
- A comprehensive and collaborative approach to service planning and provision, arranged by working with consumers, informal carers and other services to maintain the health, independence and quality of life of people and carers.
- Intersectoral collaboration in order to address the social and environmental factors that inhibit the promotion of wellbeing and quality of life.

### HBCS standards

There are three standards in the service specific standards.

- 2.1 Assessment Care & Support
- 2.2 Promoting Wellbeing & Quality of Life
- 2.3 Client & Program Record System

### HBCS quality journal

The document you complete when you self-assess against the HBCS standards is called a quality journal and it is organised into sections following the service specific standards. An organisation must collect evidence about its systems and quality improvement activities in order to determine whether or not it meets a standard. As in the core module there are evidence questions to prompt your thinking about your systems. A QIC standards guide is available to support your self assessment.

