

Supporting healthy and active ageing

How do Home and Community Care (HACC) services support healthy and active ageing?

HACC services support frail older people and people with disabilities to live in the community. Our work aims to help people to be as active and independent as possible in their own home. We also support carers in their caring role.



Supporting good health and independence

Wellbeing at any age is best supported by a combination of:

- Good physical health
- Good mental health
- Healthy, supportive social networks

Our organisation promotes good health to the people we work with by:

- Encouraging them to be as physically active as they can.
- Encouraging them to be as mentally active and involved as they can.
- Encouraging them to be as socially involved and active as they can.

In practical terms, this means:

- We won't step in to do something for someone if they can do it themselves.
- We will wait a little longer if needed for the person to complete the task themselves.

We say it's about 'doing with' people not 'doing for' them.

Making a plan – a care plan

When a new client starts with our organisation, we work through some very important steps to find out how we can best assist them to live independently at home.

- An assessor meets with the person, to find out what they would like to do – or to be able to do. Assessors encourage new people to talk about what is important to them. This allows us to help the person set 'goals' they can work towards.
- We talk to the person's close family or carers at the same time.
- We encourage people to set goals to work towards that will assist them to gain as much independence as possible.
- We check with the person that we have documented their goals correctly.
- We put all this information in the client's 'care plan'. The care plan gives everyone – staff, volunteers, our organisation – direction for how we work with every person.

Working together

When we work with our clients, we are working in partnership with:

- Their family and carer
- Other health or community services working with the same person, such as a General Practitioner or a Community Health Centre.

Staff and volunteers are a vital part of our partnership with clients. We want to build our relationships with our clients. We get to know them over time. We take our lead from the person – some people might be chatty, others are a bit more reserved.

Throughout this relationship, staff record changes or developments on the client's care plan. Care plans and goals can change or someone's personal situation can change. Sometimes people might just have a bad day, and might need a break. However, it is important that we document any changes so that we can keep an accurate record of the client's health and wellbeing.

For further discussion

- Would you like to see one of our care plans (anonymous of course)?
- What are some goals you have to support your own health and wellbeing?
- How do you see volunteering fitting into your goals for health and wellbeing, if at all?