

# OUR CARE IN HOME SERVICES LLC



## STANDARDS OF PRACTICE/SCOPE OF SERVICE

---

### **Policy:**

Agency will provide services that are in compliance with acceptable standards for the Home Care industry as well as all state and federal laws and identified agency performance improvement standards. Services will be made available to consumers 24 hours a day, 7 days a week without regard to holidays.

It is the policy of the agency to admit and care for all consumers without regard to race, color, ancestry, national origin, or religious creed. The By-Laws of the agency comply fully with Section 601 of Title VI of the Civil Rights Act of 1964 and with state human relations legislation. The agency agrees to comply with the provision of the Civil Rights Act of 1964 and all requirements imposed pursuant thereto. To that end, no person shall, on grounds of race, sex, age, color, ancestry, national origin, sexual orientation, religious creed, ability to pay or DNR status or disability, be excluded from participation in, be denied benefits of, or otherwise, be subjected to discrimination in the provision of any services.

### **Purpose:**

To identify and define the accepted standards of practice, the agency is committed to following in the providing home care services to our consumers.

To ensure that services are rendered based on need without regard to national origin, creed, sex, marital status, or lifestyle choice.

### **Special Instructions:**

1. The agency provides non-medical home care services. Including but not limited to:
  - a. Grooming
    - i. Bathing
    - ii. Shaving with an electric or safety razor.
    - iii. Hair care
    - iv. Skin care
    - v. Mouth care.
    - vi. Nail maintenance.
  - b. Dressing (in clean, weather appropriate clothing)
  - c. Assistance with ambulation/transferring

## OUR CARE IN HOME SERVICES LLC

- d. Assistance in the kitchen
  - i. Prepare meals/ feed clients.
  - ii. Wash, dry, and put away dishes.
  - iii. Wipe exterior of appliances
  - iv. Take garbage out.
- e. Changing bed linen
- f. Toileting/incontinence care
- g. Assisting with light housekeeping
- h. Dusting of consumer's bedroom and bathroom
  - i. Vacuuming of consumer's bedroom and bathroom
  - ii. Assistance with laundry
  - iii. Wet and dry mop of bedroom and bathroom
- i. Grocery shopping
- j. Providing companionship and socialization
- k. Transporting consumer per service plan
- e. Assistance with medications. Per MA Code, Direct care workers can assist with self-administration of medication for clients who are competent to direct the care. Hand-over-Hand method will be used to assist client who need assistance with taking their medication.