

24 June 2020

[REDACTED]

By email

Email: [REDACTED]

Dear [REDACTED],

**Official Information Act (1982) Request**

I write in response to your Official Information Act request, received by us on 18 March 2020. You requested the following information.

1. **The NASC manual for older person’s health**
2. **The number of over 65’s years receiving long term HCSS in each region (please record personal care and household management separately)**
  - o **1-10 hours, 11-20 hours, 21-30 hours, 31-40 hours, 40+ hours**

As context, Counties Manukau Health (CM Health) provides health and support services to people living in the Counties Manukau region (approx. 569,400 people). Our services are delivered via hospital, outpatient/ ambulatory and community-based models of care.

We provided the documents (policy and procedures for NASC) to you on 06 April 2020, and provided a partial response (table below) on the number of people receiving long-term HCSS. In doing so, we noted that responding further at that time would divert staff involved in managing the health system preparations and response to COVID-19, including supporting people living with health and disability support needs in our community.

**Refer below (Table 1)** - This information is based on available funding level data for people living in the Counties Manukau DHB region from December 2019 – February 2020.

Total number of clients as at March 2020	Number of Individuals with Household Management <u>only</u>	Number of individuals with Personal Care <u>only</u>	Number of individuals with Personal Care <u>and</u> Household Management
3,750	1,744	1,108	898

**Table 1**

You contacted us again on 03 June 2020, with a follow-up request for the hourly allocation data, as specified in part four, and the information is now provided below.

1. The number of over 65's years receiving long term HCSS in each region (please record personal care and household management separately)
  - o 1-10 hours, 11-20 hours, 21-30 hours, 31-40 hours, 40+ hours

We have extracted the data from our NASC system in June 2020, noting the total numbers of service users are slightly different to those provided in our earlier response in April. This is likely due to some packages beginning, ending or changing configurations and now reflected in the database.

Average Hours per week	Service Users receiving just HSHM	Service Users receiving just HSPC	Service Users receiving both HSHM and HSPC
1-10 hrs per week	1,733	946	721
11-20 hrs per week	1	111	156
21-30 hrs per week	0	33	11
31-40 hrs per week	0	10	2
41+ hrs per week	0	2	2
<b>Total Service Users</b>	<b>1,734</b>	<b>1,102</b>	<b>892</b>

**Table 2**

**Key**

HSHM – Home Support – Household Management

HSPC – Home Support – Personal Care

**Notes:**

- These numbers only reflect those eligible for *Health of Older People NASC funded services*, and **will not** include people with lifelong disability, Chronic Health-Long Term Condition funding, or ACC and Personal Health funded support services. They may include some individuals aged under 65-years, who are assessed as eligible, under the 'close in age and interest' criteria.
- These numbers are based on utilisation from **December 2019 – February 2020**.
- These numbers describe allocation by hour-bands, based on 'average' hours of package, noting that over the period inclusive, hourly allocations per week can change to best match user requirements.
- Historically, we are mindful that utilisation of these supports is often lower during the Christmas/ New Year period.
- As a result of the national response to COVID 19, in March 2020 a large number of NASC allocations for long term Home and community support services were modified, and in some cases put on hold due to national alert level requirements.

We note your intention to use the data provided by DHBs for national collation. We note that NASC Support Package allocation data is not static, and advise you to use caution in any interpretations made about DHB criteria, especially where data has been extracted at different points in time. Allocations will be affected by a variety of demographic factors, support service capacity and user/whanau preferences as well as NASC assessment processes.

I trust this information satisfactorily answers your query. If you are not satisfied with this response you are entitled to seek a review of the response by the Ombudsman under section 28(3) of the Official Information Act.

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

Yours sincerely,



Fepulea'i Margie Apa  
Chief Executive Officer  
**Counties Manukau Health**