

Funder : Home & Community Support  
Proactive Release: 14 November 2019



01 November 2019

9(2)(a)

E-mail: 9(2)(a)

Dear 9(2)(a)

### **Official Information Act (1982) Request**

I write in response to your Official Information Act request, dated 14 October 2019. You advised us of your interest in the following information:

**The Home and Community Health Association requests details as to the number of persons on the Counties Manukau DHB's Needs Assessment Service Coordination (NASC) waiting list for aged home support. Specifically, the request is for:**

- 1. The total number of people in the Counties Manukau DHB area receiving aged home-based support services, as at 30 September 2019.**
- 2. The total number of people referred to the Counties Manukau DHB NASC for assessment for home-based aged support services, as at 30 September 2019, where the referral/ non-referral to HCSS services is yet to occur.**
- 3. The total number of people, with a completed assessment for home-based services, referred for service to a HCSS provider during the month of September 2019.**
- 4. The total number of people, with a completed assessment for home-based services during the month of September 2019, where no referral is to be made for such services.**

*And noted : We are happy to receive these details in electronic form.*

For context, CM Health funds and provides health and support services to the community of Counties Manukau, currently more than 569,400 people; of whom, more than 67,000 are aged over 65 years.

We have used information available from our NASC (Needs Assessment/ Service Coordination) services databases to answer your questions. This has required some interpretation and a one-off analysis, as we do not collate data in a way to directly respond to all of your questions. Once you have reviewed this information, please contact us if there is further information that you can provide to us to enable us to better respond.

We have identified clients referred to NASC in September 2019, for a Needs Assessment/ Service Co-ordination process. Only a proportion of these will result in new access to aged-related home-based support service (HBSS) following assessment. We note that the process of referral, triage, assessment and service coordination, and then commencement can take a number of weeks to fully complete.

**Question 1: 1. The total number of people in the Counties Manukau DHB area receiving aged home-based support services, as at 30 September 2019.**

On 30 Sept 2019, there were 3,618 individuals receiving funded age-related Home or Community support services (HCSS) in Counties Manukau.

**Question 2: The total number of people referred to the Counties Manukau DHB NASC for assessment for home-based aged support services, as at 30 September 2019, where the referral/ non-referral to HCSS services is yet to occur.**

During September 2019, 215 referrals were received for an assessment by NASC. This will include referrals assessment / coordination of a range of support services.

As at 30 September 2019,

- 68 of the 215 had an InterRAI assessment completed in the month.
- 191 were not currently receiving HCSS support services, and were not in an Aged-related Residential Care (ARRC) facility.
- 305 InterRAI assessments were completed in September. Note that due to data timing and capacity issues, these InterRAI assessments will have included patients referred prior to September 2019.
- Of those 305 with an InterRAI completed in September 2019, 147 also received HCSS support services in September 2019.

**Question 3: The total number of people, with a completed assessment for home-based services, referred for service to a HCSS provider during the month of September 2019.**

As above, of the (305) individuals with a completed InterRAI assessment process in September, there are 158 that were not receiving HCSS support services in September. This will occur for a variety of reasons, including the date of the referral receipt, priority and confirmation of a needs assessment, and time needed for the referral to, and arrangement of an agreed package of care with home-based support service providers.

Of these 158 cases, 87 individuals were assessed after 16<sup>th</sup> September, so may have been referred for, and started receiving assessed HBSS services in early October.

**Question 4: The total number of people, with a completed assessment for home-based services during the month of September 2019, where no referral is to be made for such services**

As above, there were 305 completed InterRAI assessments in September.

There will be a range of contributing factors for these cases to have no further referral to HCSS made following this assessment process. Without a manual review of individual files, we are unable to quantify the number of individuals who have completed an assessment process, and to distinguish those that

were yet to commence services from those that then had no further referral generated. Individuals may now be receiving alternative support arrangements (e.g. non-funded/ family support), or who have declined referral for suggested services. Extracting this detail from available data would require significant collation and research by a small team focussed on completion of NASC processes.

At this time, we do not believe that it would be feasible to create this information for your request. We are there declining this part of your request under S18(f) of the Act – *significant collation and research*. We would need to better understand your particular requirements, and interest in the information to consider how we could respond further.

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**