Pediatric Home Care
Family Guide
 Regina Qu’Appelle Health Region Pediatric Home Care Program

Your child is receiving services from the RQHR Home Care Pediatric Program and we recognize that they are many people who provide support to your child. Our goal is to maximize the support available to your family to live as independently as possible in your home.

This booklet was developed as a resource for the child’s care team members. Please read it over and keep it for future reference.

Our Pediatric Team

We provide care to children up to the age of 18 years with complex medical needs and offers support to their families.

The information lets you know what you can expect from our team and what we require from you as the caregiver of your child.

Team Members

Pediatric Team Manager: ________________ (306) 766- _____

Pediatric Case Coordinator: ________________ (306) 766- _____
- If you wish to request changes or have questions about the services you receive, if your child has been hospitalized, or if you need to report changes in your child’s home care needs.

Pediatric Primary Nurse: ________________ (306) 766- _____
- If you have questions or concerns about the care home care employees are providing or if there have been changes in the medical treatment (medications, feeding, equipment) your child requires.

Pediatric Scheduler: ________________ (306) 766- _____
- To cancel services in advance or during office hours.

Day/Evening/Weekend Coordinators: (306) 766-7251
- For urgent matters that need attention before the return of the pediatric staff or to cancel service when the pediatric scheduler is unavailable.

Occupational Therapist (OT): ____________ (306) 766-_____ 
- For concerns/changes with transferring, lifting, repositioning, or issues with mobility equipment.
Assessments

- When your child is accepted onto the pediatric home care case load, an initial needs assessment is completed by the pediatric coordinator or primary nurse. This information determines the amount of service your child receives and the type of staffing required.
- Reassessments are performed every 6 to 12 months, depending on your child’s needs. This helps us to keep up with the changes that occur in your child’s care.
- The information you provide helps us create a care plan for your child. The coordinator works with the family and other care providers to develop this plan. The care plan is used by the whole team as a guide to your child’s care.

Types of Services

Respite Services

- Respite services allow families to have a caregiver present so they can leave the home.
- Respite services are based on the assessed needs of your child and family. Most families qualify for 4 hours per week; however some may qualify for more. Respite services are not provided on statutory holidays.
- Depending on the needs of your child, a continuing care aide (CCA) or licensed practical nurse (LPN), or registered nurse (RN) care for your child.

Night Care

- Only children with very special needs qualify for night services. An example of these needs include tracheostomy tubes and/or those on ventilators.
- Eligibility for home care night services requires that you continue to assume primary responsibility for your child during the time the care provider is in your home. This includes taking over care for your child if they are sick or needing to go to the hospital, or when home care night care providers are not available.

Nursing Care

- Nursing care may be provided by a LPN or RN. A nurse may see a child at home for IV therapy, dressing changes, catheterization, to obtain blood work, provide parent education, administer medications, complete ongoing assessments, update care plans, or to delegate a CCA in a particular competence (tube feeds, tracheostomy care.)
Back-up Plan

- You must have a back-up plan before RQHR Home Care services can be put in place. Just as you would have a back up plan if your child was unable to go to daycare or school, a back up plan is required in case home care services cannot be provided as expected. This ensures that your child is always cared for.
- Your back up plan is to include a description of what you do if RQHR Home Care Services are not available. Plans include calling a family member to assist or calling another friend/caregiver/babysitter to help.

Cancellation of Services

- RQHR Home Care provides valuable relief to caregivers of children with complex needs. Respites and other services are to be cancelled with as much notice as is possible so that another family can use the service.
- Although some cancellations such as hospitalization are unavoidable, frequent cancellations with little or no notice are reviewed, with the possibility of home care services being discontinued.
- Call the pediatric scheduler during regular business hours to give notice of cancellation. After hours call the home care day/evening coordinator.

Home Care Programs and Policies

The RQHR is committed to a safe working environment and compliance with the Provincial Occupational Health and Safety Regulations. These policies and programs are to protect the health and welfare of you and the care providers working with you. Some examples are:

**No Lift Policy** - A completed TLR (transfer, lift, and reposition) form must be completed by an occupational therapist (OT) for those children close, equal to, or greater than 30 pounds before service can begin. The OT visits your home and performs an assessment that assists him/her in completing the form. This TLR forms stays in the in-home chart and informs staff how to safely move your child. Please note that if your child requires reassessment, parts of service may be on hold while an updated TLR is completed. If equipment is necessary for home care to safely move your child, the OT guides you in obtaining the equipment.

**Height Adjustable Bed Policy** - If your child requires care in bed, the bed must be height adjustable. The OT guides you in obtaining a height adjustable bed.

**Policy on Abuse and Harassment** - The RQHR is committed to providing a safe, abuse/harassment free environment for all employees. Any acts of abuse/harassment are not tolerated. All formal complaints are investigated and if confirmed, appropriate action is taken.
Community Rights and Responsibilities Agreement - Your nurse reviews this policy with you and upon completion you sign a form indicating that you understand it. Your home provides a work environment for RQHR Home Care employees, therefore, this agreement ensures you provide:

- A safe work environment for care providers. Pets must be in a separate room or in a secure place for the duration of the visit (e.g. a kennel), walkways are to be kept clean of snow and ice, and entrance areas well lit.
- A smoke free work environment for care providers. No smoking in the home immediately before and for the duration of each visit.
- Service providers must be treated with courtesy and respect. For example return home at the assigned time; understand that care providers are entitled to breaks from work as per the province’s Labour Standards Act.
- A clean surface/space for the care provider to work with your child. For example remove excess clutter from workspace/hallways, and provide soap and paper towel for care providers to wash their hands.
- Complete the activities of daily living that you are functionally capable of performing for your child. Care providers complement the care provided by the families. Consider your in-home care provider as part of your child’s care ‘team.’

Additional Information

Duration of Service
- RQHR Home Care services are based on the assessed needs of your child. Your child may remain on service as long as required, up until the age of 18 years. Your child begins transition to the Community Home Care Program before their 18th birthday. Some children may extend their Pediatric Home Care services until the age of 22 years if they meet the guidelines established by the Saskatchewan Ministry of Health.
- If your child’s needs change and he/she no longer requires RQHR Home Care services, your child is discharged.
- The services implemented into your household are determined by the level of care that your child requires. The pediatric coordinator makes this decision in consultation with the family.

Cost
- Nursing care, occupational therapy, and other professional services are not billed to the family.
- There is a cost for home services provided by CCAs. This fee is based on your income. A subsidy application form is given to you and questions about the form can be answered by the pediatric coordinator. Subsidy application forms must be renewed every year.
- The costs of some supplies are covered, while others are not.
Other Children in the Home During a Respite

- Home care providers are **not** responsible for any other family members or children during respite.

Selection of Service Providers

- Your child may be cared for by a variety of Home Care Team members. No one staff member is strictly assigned for your child’s care. It is beneficial for clients to work with a variety of team members. This ensures that if a certain staff member is away, your child will be comfortable being cared for by another care provider.
- Our palliative clients are an exception. We do our best to limit the variety of care providers in the home.

Professional Relationships

- Although it is very easy to develop friendships with your care providers, it is recommended that personal relationships not be formed.
- Difficulties may occur if there is a concern with the care your child is receiving when you have developed a personal relationship with the care provider.
- The care providers are bound by privacy laws that could easily be broken if a personal friendship develops. The RQHR takes any breach of confidentiality seriously. Please do not exchange personal phone numbers or participate in social media sites with the care providers visiting your home.