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Conference Abstract

## Approaches to social care provision in integrated home care programs in Canada

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### Abstract

**Introduction:** Integrated care programs work to deliver a comprehensive basket of services to vulnerable elderly persons aging in their homes. Assistance with instrumental activities of daily living (i.e. homemaking help) is an integral component of these baskets. The existence of substantial variation in the current approaches to the delivery of home help services among integrated home care programs in Canada can provide insight into promising practices for the provision of co-ordinated, client-centred care in the home care sector.

**Aims:** Explore three different approaches to the delivery of social care services, in particular home help, in integrated home care programs in Canada and discuss implications for co-ordinated care, accountability, client-centred care and workers' rights.

**Results:** Findings from a comparative research study of five integrated home care programs in Canada show that homemaking services are delivered using a variety of approaches including contracting out, brokering workers and use of direct employees. Drawing on qualitative data from 117 interviews of clients, workers, families and management personnel involved in the programs under review, this paper explores the practical impacts that differing approaches to social care service delivery may have on: continuity of care, client satisfaction, companionship as care work, accountability, team work and workers' rights.

**Conclusions:** This paper offers an innovative analysis of how different approaches to the delivery of homemaking services within integrated care programs are being used in practice to make aging at home a viable, desirable and equitable option for clients, families, workers and governments.

### Keywords

approaches to care, contracting out, service delivery, Canada, home care, elderly

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### Powerpoint presentation:

<http://www.integratedcarefoundation.org/content/integrated-care-practice-integrated-care-older-people>