



Home Based Support Services Evaluation

A Summary of the 2020 Enliven Home Based Support Services Survey Results

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Conflict of Interest Declaration

The Home based Support Service is a Presbyterian Support Northern service and this evaluation has been conducted by the Presbyterian Support Northern Research & Evaluation Unit.

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Home Based Support Services

Home Based Support Services (HBSS) are delivered by Enliven, which is one of Presbyterian Support Northern's health and disability services. The service provides older people with restorative, client-centred, responsive support that allows clients to remain in their own homes.

A key focus of HBSS support is household management for tasks such as preparing meals, washing, drying and folding clothes, cleaning, vacuuming and tidying up. HBSS also supports clients with personal care, eating and drinking, showering, dressing getting up in the morning and getting ready for bed.

Clients are able to complete an evaluation survey each year and provide feedback on the services they receive from Enliven. This report summarises some of the key findings from the 2020 evaluation survey. It covers the Auckland, Counties Manukau, Hamilton, Rotorua and Taupo areas.



"As [clients] wife and spokesperson I have found Enliven a great help in enabling me to care for [my partner] at home. The staff are all professionally compassionate and very supportive of him, patient with him as an advanced alzheimer person, non verbal and on occasion aggressive."



"A big thank you to all of you for your continued help and support which makes living in my own home possible. The help and support I receive from them makes independence possible for me"

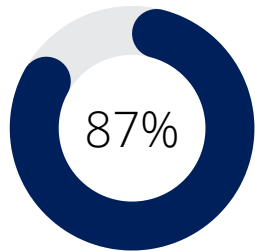


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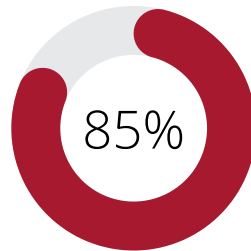
Clients were supported to remain in their homes in 2020

Enliven Service Quadrants - Percentage of Positive Feedback

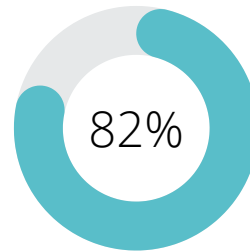
Professionalism



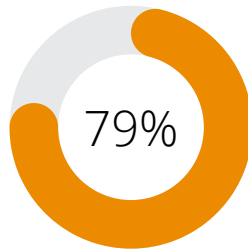
Reliability



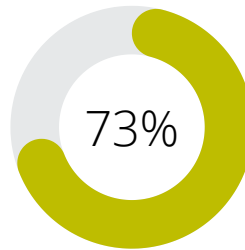
Client Wellbeing



Client Empowerment



Individually Tailored



Key Highlights

The results of the 2020 survey were positive. Respondents feel that staff understand their needs and that their needs are met through the service.

They feel the staff are professional and the support they receive is consistent with their agreed support plan.



Key Improvements

Clients shared some areas where Enliven can improve its Home Based Support Service to better meet their needs.

Enliven have implemented the following based on this feedback:

- A review of a newly developed staff role to improved communication and support plan timeframes
- A review of a newly implemented software solution to help determine if it has improved rostering and communication around roster changes for clients.