

Date: 10/10/2012
Review Date: 10/10/2013

Policy on Withdrawal of Services

It is the policy of myhomecare.ie that we do not withdraw homecare services unless;

- The client states that they no longer wish to receive services from my homecare.ie. In such cases, notification will be given to the HSE and a consultation with the service user will be arranged to discuss reasons for withdrawal and to inform the organization of any problems, dissatisfaction with services or recommendations for improvement
- Where, in its opinion, the pattern and/or type of care requested is inappropriate to, or conflicts with the needs of the service user or where my homecare.ie believes that it is not competent to deliver the care to the standards required
- The health and safety of the care worker is seriously at risk
- The care worker has received threats of violence
- The care worker has received any form of abuse

Procedure for withdrawing services

In such cases, where there is an issue raised, myhomecare.ie would immediately take the following action

- Contact the HSE, Case Manager, multi-disciplinary team and all involved with the individuals case
- Arrange a case conference if required and discuss and implement an action plan
- This will be reviewed on a monthly basis
- If unresolved within the specific timeframe and if the client, the HSE, or my homecare.ie wish to withdraw services, a four week notice shall be given to all relevant bodies.