

Introduction

Throughout the province of Ontario, there exists a significant gap in services for high risk seniors with complex needs who face physical limitations in carrying out essential activities of daily living, but who have the capacity to remain living in their own homes with the appropriate personal supports. The frequency and intensity of personal support services required by these seniors over a 24-hour period, however, moves them beyond the level of personal support services offered through a visitation model of care. Some examples of frequency and intensity include:

- 1. frequent contact on a daily basis,**
- 2. the provision of personal care,**
- 3. proper nutritional support,**
- 4. help with medications, and**
- 5. assessment of physical and functional status/wellbeing.**

All too often, many high risk seniors with complex needs find themselves in hospital and designated “ALC” (meaning their acute phase of care/treatment is finished and they need to go to a more appropriate setting to be cared for). Still other seniors make repeated visits to emergency departments and can end up in hospital. Many of these high risk seniors are prematurely referred to long-term care homes because another alternative does not appear to be available to them. Perhaps the need is for assistance and/or monitoring, or perhaps the need is for a new home and some assistance to be provided. Whatever the reason(s), their desire and that of their families, is that as seniors, they are able to continue living in their own homes or within a home environment, for as long as possible.

Supports for Daily Living service addresses and fills the gap in the above situations, and does so with impressive results – reducing emergency room visits, decreasing ALC pressures and diverting premature admissions to long-term care. The service also successfully repatriates seniors from long-term care homes, back into the community, and provides significant cost savings/return on investment for the local health system.

This resource manual has been prepared to provide Local Health Integration Networks and health service providers with an understanding of how the Supports for Daily Living model works, evidence of the positive impact the service can have on health system performance, and the background knowledge and guidelines to help you develop a Supports for Daily Living service in your respective communities. We believe that the manual can help to understand the thinking and background considerations to implementing a challenging new program design, transferring the new design into a project and moving forward towards project completion.

This resource manual has a companion document, “the **Standards Manual**”, which provides the practical “how to” of complying with the MOH-LTCs Assisted Living for High Risk Seniors policy and implementing an SDL Model. A Video Resource is also available on the SDL service. The link to the video can be found at Mississauga Halton LHIN website; <http://www.mississaugahaltonlhin.on.ca/>

The Mississauga Halton Local Health Integration Network (MH LHIN)

Supports for Daily Living is innovative thinking that is producing impressive results . . . in dollars saved . . . in stretching resources . . . and in providing the kind of care seniors need to keep them within their communities for as long as possible

To begin your information journey about the Mississauga Halton LHIN's Supports for Daily Living service, here is a brief overview to get you started:

An innovative regional service delivery model that targets high risk seniors with complex needs who are able to continue living in their own homes as long as there is access to frequent, urgent and intense personal supports throughout a 24-hour period. Applying a non-medical approach, it bridges a gap between a community visitation model of care (often a block of 1-2 hours occasionally during the week or every day) and the model of care provided in long-term care homes.

As you move down the path of considering whether an SDL model of service is appropriate for you, we hope that you will find the information contained in this resource manual, as well as the standards manual and video, helpful and educational.

We wish you the very best on your SDL journey!