



# Home Care and Assistance Service

Here you will learn how to get care and assistance at home



Republic of North Macedonia

Ministry of Labor  
and Social Policy



SUPPORTING MODERNISATION AND DEINSTITUTIONALISATION OF THE SOCIAL SERVICES

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## ❖ Welcome!

In this document you can get information on how you can receive support from a caregiver to help you in your home.



The right to use home care and assistance is defined with the Law on Social Protection.

There is a **Rulebook** for home care and assistance. It explains what home care and assistance is and how to get this support.



It is important to know your rights!



## ❖ Why does this service exist?

The service is used to help a person gain, regain, or maintain the ability to care for themselves.

The goal is to help the person to be able to continue living in his/her home independently.



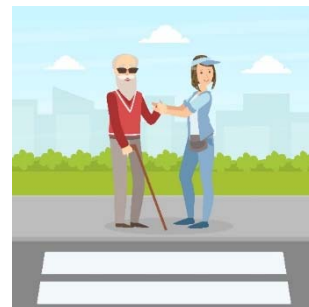
## ❖ For who is the service home care and assistance intended?

Persons with heaviest disabilities.



Persons with the highest degree of combined disabilities.

Persons with total visual impairments.



Persons who are not able to function independently and who are 65 years or older.



All other persons who do not belong in the above categories, but who cannot function independently.





## ❖ Who can receive this support?

Anyone who:

- belongs in one of the categories of persons listed above
- lives alone, or together with one or more persons who cannot provide with full care due to disease, age or work
- has not signed a Lifetime support contract with anybody



**A lifetime support contract** is a formal contract by which one person agrees to take care of another person until the death of that person, and in return for the service, he/she will receive something in ownership. Usually, with the Lifetime support contract, people agree on inheriting real estate (apartment, house, lot, cottage).



## ❖ What does the home care and assistance service include?

Support from a caregiver, who helps the person in performing basic and instrumental activities of daily life.



In the text below this support will be clearly explained.



## ❖ Help from a caregiver with basic activities of daily life

Taking care of personal hygiene (including taking a bath, shaving, cutting nails).



Dressing and undressing.



Going to the toilet and using the toilet.



Moving in and around your home.



Eating.



## ❖ Help from a caregiver with instrumental activities

Supporting you with cleaning the house, small repairs and calling services for bigger issues.



Supporting you with planning, preparing, heating and serving meals and beverages.



Supporting you with washing, drying and ironing clothes and taking care of shoes.



Supporting you with making your bed up and changing sheets.



Supporting you with moving outside of the home, using public transport, taxis and similar.



Supporting you with timely taking of prescribed medicines and correct dosage of medicines.





Supporting you with measuring blood pressure, glucose, temperature .



Supporting you with using the phone and other devices, help in finding and dialling numbers, making phone calls, using the radio, TV, computer and similar.



Supporting you with budget management:

- purchasing groceries
- going to the pharmacy
- paying bills (electricity, water, phone)
- going to the bank.



**Note:** If you need this support from your care giver, please note that the cost will be covered by your personal budget.





## ❖ Important information

**You can receive a maximum of 80 hours of assistance per month.**

The Social Work Centre will make a decision that defines the number of hours and type of support you can receive, but not more than 4 hours per day.



The decision is based on your needs.

## ❖ It is your obligation to treat the caregiver with respect and dignity

The caregiver comes to help you do things that you cannot do on your own.



The caregiver will be with you during the hours you have previously agreed on.

The caregiver cannot stay longer than agreed.



The caregiver has a right to short breaks.

If you want you may offer the caregiver something to drink.

When communicating with the caregiver you are not allowed to yell or insult.



## ❖ Complaint against the caregiver's work

You can make a complaint against the caregiver who has been sent to help you if she/he:



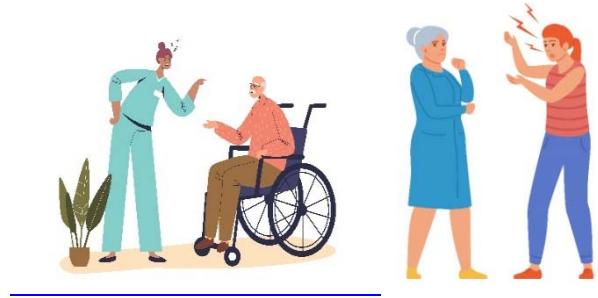
- Is often late or does not come to an appointment



- Does not help you with the activities for which he/she was sent
- Does things in your home without your knowledge



- She/he is rude, argues, insults you or physically attacks you



We can help you file a complaint.

At the end of this document there is a list of contacts that you can use for help.



## ❖ How to apply for the home care and assistance service?

The application is submitted to the Social Work Centre in the city where you are registered.

You can submit the request in person, or ask for help from the service provider in your place of residence.



Along with the application, the following documents are also submitted:

Valid ID-card



## Your medical documentation



- If you live together with other people - the medical documentation and other documents proving that those people cannot help you.

A statement that is given at a notary public or at the Social Work Centre declaring that you have not entered into a lifetime support contract with a third party.



### Important:

If you do not feel sure which documents you should submit, consult us using the contacts in the end of this document.

If you decide to give a statement to a notary or certify other documents, it is important to know that the procedure for a notary is charged.



The procedure for the Social Work Centre is free.



## ❖ How long before you receive the support of the caregiver?

If you meet the criteria and receive a positive decision by the Social Work Centre, after your application, you can choose your service provider, or one will be assigned to you.

You may need to be on a waiting list.

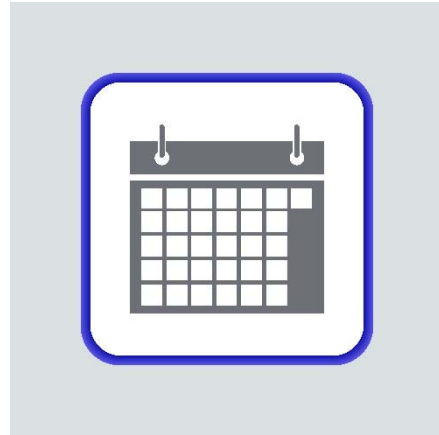
When you are assigned to a caregiver, you will meet him/her and agree on:

- the services he/she will offer you and
- when and which days of the week you will receive support

## ❖ What if your application for home care and assistance is rejected?

If you receive a decision rejecting your application, you have the right to appeal.

An **Appeal** - is a document in written form, which you submit in response to the negative decision. Contact us if you need support.



**For additional information contact:**

**Logo of organization**

**Name and contact details of  
organization**

**Responsible Social Work Centre:**

**Add name and contact details of CSW here**



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