



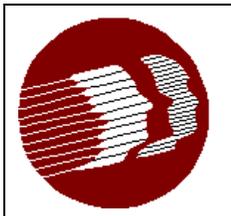
**DELAWARE HEALTH AND  
SOCIAL SERVICES**

Division of Services for Aging  
and Adults with Physical  
Disabilities

**Respite Care  
Service Specifications**

**Revision Table**

<b>Revision Date</b>	<b>Sections Revised</b>	<b>Description</b>
11/26/13		Original
12/18/13	6.1.6.1	Deleted: <i>The agency must complete a caregiver and care recipient assessment form as provided by DSAAPD.</i>
7/7/16	6.1.10- 6.1.12;; 6.1.11.1, 6.1.11.2	Added requirements that agency must notify CSP when services are cancelled.



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**1.0 SERVICE DEFINITION**

- 1.1 Respite care provides short-term relief to caregivers who support the needs of older persons; persons with Alzheimer's disease or related dementias; or adults with physical disabilities. Respite care is provided in the home of the care recipient or caregiver and can be provided in the absence of the caregiver or while the caregiver remains in the home.

**2.0 SERVICE GOAL**

- 2.1 The goal of respite care is to provide a caregiver with relief from the demands of caregiving. The intent is to maintain the caregiver's health and well-being; reduce stress, and prevent exhaustion while ensuring continuous care for the care recipient.

**3.0 SERVICE UNIT**

- 3.1 The unit of service for respite care is one hour.

**4.0 SERVICE AREA**

- 4.1 Respite care is available to all eligible persons within Delaware subject to availability of the service.
- 4.2 Providers may apply for sub-areas of the State.

**5.0 ELIGIBILITY**

- 5.1 DSAAPD staff will determine eligibility for respite care and authorize service hours.
- 5.2 In order to qualify for the service, a care recipient must:
  - 5.2.1 Be a resident of the State of Delaware.
  - 5.2.2 Be unable to perform at least two activities of daily living (ADL's) (basic activities such as eating, bathing, dressing, toileting, and mobility) without substantial human assistance or be in need of substantial assistance because of behavior that poses a serious safety risk.
  - 5.2.3 Currently receive substantial in-home care from a caregiver.
  - 5.2.4 Fall within one or more of the following eligibility groups:
    - 5.2.4.1 Person aged 60 or over.
    - 5.2.4.2 Person of any age with Alzheimer's disease or related dementia.
    - 5.2.4.3 Person aged 18 or over with a physical disability.
- 5.3 DSAAPD staff will apply additional eligibility and/or targeting criteria based on requirements of the service funding source(s), as appropriate.
- 5.4 DSAAPD will establish service caps based on available funds. Respite service hours may be authorized by DSAAPD staff above established caps in cases of emergency or extreme need.

**6.0 SERVICE STANDARDS**

- 6.1 Respite services must meet or exceed the following standards:
  - 6.1.1 The provider must meet and comply with all Federal, State and local rules, regulations and standards applying to the service being provided.
  - 6.1.2 The provider must be a Delaware-licensed home health agency or personal assistance services agency.
  - 6.1.3 The provider must be able and willing to provide respite care seven (7) days a week with extended hours as needed.



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- 6.1.4 Provider staff must be fully trained and professionally qualified in accordance with applicable licensing requirements with supplemental training provided, as appropriate, to support the provision of care to the population served through this program.
  - 6.1.5 The provider must maintain, follow, and continually update a training and supervision program to ensure that respite staff is fully trained and familiar with agency procedures.
  - 6.1.6 In-home case assessments must be completed within five (5) working days of receipt of the service referral from DSAAPD.
  - 6.1.7 A plan of care must be developed for each new care recipient within five working days after assessment.
    - 6.1.7.1 The plan must identify those services to be provided to the care recipient to relieve the caregiver.
    - 6.1.7.2 The caregiver must play an integral role in the development of the plan to ensure that the hours and services provided meet his/her needs and the needs of the care recipient.
  - 6.1.8 Assessments, plans of care and other service records must be kept in a secure location to protect confidentiality.
  - 6.1.9 The provider must coordinate with DSAAPD on the maintenance and submission of needed service-related data.
  - 6.1.10 The provider must notify DSAAPD of problems which threaten consumer service.
  - 6.1.11 The provider must notify DSAAPD and the consumer in writing two weeks prior to termination of services to any one consumer.
    - 6.1.11.1 The notification must include reasons for the termination and steps taken by the provider to resolve the issues.
    - 6.1.11.2 The notification must include the proposed plan of care that will be provided during the two week period.
  - 6.1.12 The provider must give DSAAPD thirty days' notice if terminating five or more consumers at a given time.
- 6.2 Allowable activities:
- 6.2.1 The agency must have the capacity to provide, at a minimum, the following service components based on the care recipient's individualized care plan:
    - 6.2.1.1 Household duties such as light cleaning, laundry and meal preparation.
    - 6.2.1.2 Personal care services for the care recipient such as bathing, shampooing, shaving, dressing and toileting.
    - 6.2.1.3 Companionship.
    - 6.2.1.4 Training / Instruction / Cueing.
- 6.3 Prohibited activities:
- 6.3.1 For purposes of planning and reimbursement, respite care may not include any of the following:
    - 6.3.1.1 Lawn care, garden care, raking or snow removal.
    - 6.3.1.2 Heavy-duty cleaning, furniture moving, or other heavy work.
    - 6.3.1.3 Financial or legal advice or services (except for referral to qualified agencies or programs).

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**7.0 INVOICING REQUIREMENTS**

7.1 The provider will invoice DSAAPD pursuant to the DSAAPD Policy Manual for Contracts, Policy Log Number X-Q, Invoicing, utilizing the DSAAPD provided Invoicing Workbook for the Respite Care service (IW-017 & IW-018).

**8.0 CONTRIBUTIONS**

- 8.1 DSAAPD staff will inform care recipients, family members, and/or caregivers of the cost of providing respite service and will offer them the opportunity to make voluntary contributions to help defray the cost, thereby making additional service available to others.
  - 8.1.1 DSAAPD staff will, with the care recipient and/or caregiver, determine the recommended contribution amount per unit of service. The amount will be documented by DSAAPD on the service referral form.
- 8.2 Providers must have procedures in place to:
  - 8.2.1 Protect privacy and confidentiality with respect to contributions.
  - 8.2.2 Safeguard and account for all contributions.
  - 8.2.3 Use the contributions to expand services.
- 8.3 No eligible participant will be denied service because of his/her inability or failure to make a contribution.