

SPECIAL REPORT No 11/2022

Programme “Help at Home”:

Are its resources adequately utilised for the provision of social care to people with restrictions on self-care?

EXECUTIVE SUMMARY

This report includes the findings of general interest, which resulted from the audit carried out on the implementation of the “Help at Home” programme by sampled local authorities. It also includes the conclusions of a satisfaction survey, conducted through closed-ended questionnaires on a representative sample of programme beneficiaries in the regions of the audited bodies. The audit led to the following:

- I.** The social care needs that the “Help at Home” programme is intended to support are not systematically investigated and recorded.
- II.** The human and material resources of the programme have gradually reduced.
- III.** Local bodies do not implement formal procedures for the operation of the programme, nor do they monitor the provision and quality of the services included.
- IV.** The programme does not have the means to respond to individual cases of complete lack of self-care or of a supportive environment.
- V.** The programme provides a limited range of services from the potential ones offered on the basis of the professionals’ job descriptions; These services are provided with relatively low frequency.
- VI.** Despite the weaknesses identified, respondents expressed their satisfaction with regard to the services provided and consider that their living standard has improved.
- VII.** The programme should undergo an evaluation of its effectiveness, as part of its funding; however, this evaluation has not yet been carried out.

Based on the audit findings, recommendations are addressed to the audited bodies; these recommendations also concern all similar and not audited bodies implementing the programme.