

# Personal Support Cluster Care in Retirement Homes



## What is Personal Support Cluster Care?

This is a new model of care provided in buildings such as retirement homes where many seniors are living who might have personal support care needs. The goal is to provide consistent care for residents of a retirement home by assigning one or more Personal Support Workers, who work for the same home care organization, to deliver care to all eligible clients living in the building. The Personal Support Workers assigned to the home spend the duration of their shift making several visits to provide care to their clients.

## How is it different from regular Home and Community Care?

In many ways it is no different from regular home and community care: clients are assessed by North East LHIN Care Coordinators who create care plans based on needs and eligibility to receive personal care.

However, with Personal Support Cluster Care, instead of being assigned blocks of time – such as a 30-minute visit per week— clients are assigned care to meet their needs. This means that the amount of time spent per task will vary and clients might receive, depending on need, several short visits throughout the day or week. This flexibility is made possible due to the fact that the Personal Support Worker spends their entire shift in the retirement home caring for clients who live there.

## Benefits for you and the health care system:

- Consistent care by the same Personal Support Worker who gets to know you and your needs.
- More flexibility in being able to meet the care needs of all clients living in the same building; this might mean shorter visits occurring more often, depending on need.
- Improved scheduling and better use of Personal Support Workers' time so that they aren't having to travel to multiple homes throughout the day.

**Find out more:** If you are living in a Retirement Home with Cluster Care talk to your North East LHIN Care Coordinator about how your care will be delivered differently.