

Auxiliary services in home care

Thuiszorg aims to organise support and services so that persons needing care can stay at home for as long as possible and receive the care they need in their familiar environment.

Any person requiring care can call upon these services. A varied range of professional and voluntary services is available.

Professional support

1. Services for family care and additional home care
2. Services for logistical support (cleaning)
3. Household support via service vouchers
4. Home nursing care services
5. Sit-in services
6. Services for accommodating guests
7. Night care
8. Odd jobs via neighbourhood work

Family care services

What?

Personal care (washing, dressing, general care), household help (cooking, washing, ironing), psychosocial and pedagogical support and supervision, and home cleaning are tasks that come under the family care services.

For whom?

Every person in their home situation who needs support, due to a specific care need, can call upon family care and additional home care services.

How?

A social survey will be carried out in advance. The care need, the family and social situation, the housing situation and any support from another care provider will be discussed. An hourly user fee is charged for both family care and for supplementary home care.

Where?

A summary of the services for family care and supplementary home care is provided on the Agency for Care and Health (Vlaams Agentschap Zorg en Gezondheid) website.

www.zorg-en-gezondheid.be/per-domein/thuiszorg/diensten-voor-gezinszorg-en-aanvullende-thuiszorg/adressen-van-de-diensten-voor-gezinszorg

Services for logistical support (cleaning)

What?

A service that provides logistical help in relation to cleaning the home. Some services also help with tasks in and around the house, such as minor repairs, painting or hanging wallpaper.

For whom?

Anyone in a home situation who, on the basis of a specific care need, requires help with cleaning or odd jobs can ask for this logistical support.

How?

A **social survey** will be carried out in advance. The following issues will be discussed: the care need, the family and social situations, the home situation, any support from another care provider, and so on. A user fee will be charged for logistical support too.

Where?

A summary of the logistical help services is provided on the Agency for Care and Health (Vlaams Agentschap Zorg en Gezondheid) website.

www.zorg-en-gezondheid.be/per-domein/thuiszorg/diensten-voor-logistieke-hulp/adressen-van-diensten-voor-logistieke-hulp

Household support via service vouchers (Region of Flanders)

What?

Service vouchers can be used to pay for some services. These services help with cleaning the home, washing and ironing, doing the shopping, occasional sewing or preparing meals.

For whom?

Anyone can use service vouchers.

How?

A user can buy a maximum of 500 vouchers per year.

- The first 400 cost € 9,00 each.
- The next 100 cost € 10,00 each.

The number of vouchers per family is limited to 1.000 (800 at 9,00 euro and 200 at 10,00 euro).

Single-parent families, disabled persons, parents of young children with a disability and elderly people with an allowance for elderly people with a care need can order 2.000 vouchers per year.

The service vouchers can be included in your tax return. There is a tax reduction of 1,80 euro per service voucher for the first 174 service vouchers purchased per person (tax year 2022). So, a service voucher costs 9,00 euro but, in reality 7,20 euro, after the tax reduction. If you have a limited income, you can order service vouchers and enjoy a tax reduction via a 'refundable tax credit'.

Where?

A summary of the recognised service voucher companies and further information can be found on the Flanders Service Vouchers website. www.dienstencheques-vlaanderen.be/

Home nursing care services

When nursing services are needed in a home setting, you can engage home nursing care services or an independent home nurse. The home nurse can take on a range of tasks, including general hygienic care services, wound care, giving injections, administering enemas, setting up infusions and taking care of stomas and bladder catheters.

Where?

A summary of the logistical help services is provided on the Agency for Care and Health (Vlaams Agentschap Zorg en Gezondheid) website.

www.zorg-en-gezondheid.be/per-domein/thuiszorg/diensten-voor-thuisverpleging/adressen-van-diensten-voor-thuisverpleging

Sit-in services

A volunteer comes to sit with the home care patient. This could be during the day or at night. The sit-in carer offers company and supervision. Expenses will be charged for sit-in services. The sit-in services may charge a maximum of 3,43 euro per hour (2024).

Where?

A summary of the services is provided on the Agency for Care and Health (Vlaams Agentschap Zorg en Gezondheid) website.

www.zorg-en-gezondheid.be/per-domein/thuiszorg/diensten-voor-oppashulp/adressen-van-diensten-voor-oppashulp

CM advantage?

CM offers day-care for a favourable rate of 3,43 euro per hour.

Home nursing care services

This involves a host family accommodating a person who needs care on certain days, during the day, overnight or for a few consecutive days in their own home. The host family does this on a voluntary basis. This service is intended to provide respite to the voluntary carer (a family member, neighbour or friend who provides care on the other days) by taking over their tasks temporarily. If you are hosted by a family, you only pay expenses to the accommodation service.

Where?

A summary of the accommodation services can be found on the Agency for Care and Health (Agentschap Zorg en Gezondheid) website: www.zorg-en-gezondheid.be/per-domein/thuiszorg/diensten-voor-gastopvang

Night care

Night-care is the provision of care by carers, (on-call) nurses and/or volunteers during the night. This can take place at home and/or in a residential care home, night-hotel or palliative unit. This is to provide respite to the voluntary carer. Night-care can be provided on any day, with a maximum of three nights per week. Night care is not currently offered in all regions. More information can be found on www.nachtzorg.be.

Odd jobs via neighbourhood work

Neighbourhood work involves having odd jobs carried out by job seekers who reside in Flanders. You pay them using neighbourhood work vouchers. More information can be found in [the Neighbourhood work information sheet \(info for users\)](#).

CM services and benefits in home care

A summary of the CM-benefits, services, aids and allowances for organising home care can be found on www.cm.be/diensten-en-voordelen/thuiszorg

More information

For information and personal advice relating to engaging auxiliary services for home care and social rights during illness, you can talk to:

- De Zorglijn (the Careline), cm.be/zorglijn
 - Tel.: 02 204 32 34
 - Monday to Thursday: 8.30 to 12 o'clock and 13 to 17 o'clock;
 - Friday: 8.30 to 12 o'clock and 13 to 16 o'clock;
 - E-mail: zorglijn@cm.be
- Consultants – CM office in the neighbourhood

General information about home care can be found on: www.zorg-en-gezondheid.be/per-domein/thuiszorg