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FACT SHEET

Home Care Services

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GAVIN NEWSOM
GOVERNOR

Services Home Care Organizations and Home Care Aides May Provide

Home Care Organizations (HCOs) arrange for home care services, which are non-medical services, by a registered Home Care Aide (HCA) to a client who needs assistance with activities of daily living. To provide and arrange for these services, HCOs are required to be licensed by the California Department of Social Services.

[Health and Safety Code Section 1796.12\(n\)](#) defines home care services as non-medical services and assistance provided by a registered Home Care Aide to a client who, because of advanced age or physical or mental disability, cannot perform these activities. Home care services include, but are not limited to:

- bathing
- exercising
- making telephone calls
- meal planning and preparation
- dressing
- positioning
- transferring/ambulating
- feeding
- companionship
- housekeeping/laundry
- personal hygiene and grooming
- transportation
- shopping
- toileting and incontinence care

HCA's may provide non-medical home care services and assist clients with activities of daily living. These services can include, but are not limited to:

- Helping a client bathe, dress, or use the restroom.
- Assisting the clients with exercising, transferring, ambulating, and/or positioning.
- Housekeeping duties and laundry.
- Driving the client to appointments or to run errands.
- Preparing meals and assisting the client with eating.
- Keeping a client company and assisting with telephone calls.

Services Home Care Organizations and Home Care Aides May NOT Provide

HCOs are prohibited from arranging for medical services and HCA's cannot provide any medical services to clients. There is no waiver or any other type of consent that removes this prohibition as medical services may only be administered and provided by an authorized medical professional or agency. The following list contains examples of services, but is not an all-inclusive list, that HCA's cannot provide:

- diabetic insulin shots
- catheter care
- bed sore treatment
- physical therapy
- glucose readings (blood sugar)
- tube feedings and care
- IV insertions
- blood pressure
- ventilator dependent care
- colostomy bag care
- vital signs
- post-surgery wound care
- medication assistance*

**HCA's may assist with medication that a client self-administers; however, HCA's are not authorized to assist with medication that requires administration or oversight by a licensed medical professional. For example, a HCA may remind clients to take their medication; however, they may not directly provide it to the client. A HCA may instruct clients to fill a pillbox per their physician's instructions but cannot fill the pillbox for them. There is no "medication waiver" that will allow the HCO or HCA legal authority to assist with or provide medication.*

For more information regarding Home Care Organizations, Home Care Aides and home care services, please contact the [Home Care Services Bureau](#) by e-mail at HCSB@dss.ca.gov or by telephone at (877) 424-5778.