

THE CITY OF STOCKHOLM'S
CARE PLAN
FOR THE ELDERLY
2007–2011





FOREWORD

"Dignity and respect shall be the starting point for the City's eldercare." That is what it says in the introduction to the Care Plan for the Elderly that you are now holding in your hand. One of the main thoughts we had when working on the plan was to put greater emphasis on individuals and their ability to influence their lives even in the autumn of their years. This covers everything from how people are treated in their first contact with the eldercare services, to how people are cared for in the final stages of their lives. At all times, we must safeguard the best interests of elderly individuals and be keenly aware of their wishes and desires.

The Care Plan for the Elderly is an important step towards modern eldercare in the City of Stockholm. For many years to come, it will provide the guiding principles for thousands of decisions which will affect the daily lives of our elderly citizens. My hope is that, through the Care Plan, all elderly people in the City of Stockholm will feel secure and be treated with dignity, irrespective of the city district in which they live.

This does not mean that everything should be the same everywhere. The Care Plan for the elderly emphasises diversity and this is a must if we are to be able to meet future needs and wishes. Different types of living accommodation, daytime activities and home care services with different specialisations are natural parts of that care.

Eldercare must not be allowed to stagnate but must be continuously developed. My hope is that the Care Plan for the Elderly will not just set the upper limits but will provide the foundations on which many more activities can be built. Eldercare personnel, voluntary organisations and, not least, the elderly themselves, can all play a part in creating an eldercare system of world class that the people of Stockholm can be proud of.



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CITY COMMISSIONER, CARE FOR THE ELDERLY

Why does the City of Stockholm have a Care Plan for the Elderly?

Society is facing major changes in its ageing population. This places great demands on the ability of municipalities to adapt their operations to the changing needs and resources. The Care Plan for the Elderly is a policy document for the City as a whole which states the goals and directions for the formulation of eldercare services by the various District Councils within the City.

The Care Plan for Elderly also states the City's policies both as the purchaser of and awarding instance for care services for the elderly. The eldercare services which the City purchases must follow both the intentions and guidelines of the City's procurement policy. The City's primary control document is however the budget which is set by the City Council.



Eldercare – responsibilities, laws and national goals

Responsibility for eldercare is regulated principally by the Social Services Act (SoL) but also by the Health Act (HSL) as well as the Act Concerning Support and Service for Persons with Certain Functional Impairments (LSS). The Social Services Act is a basic law, which means that the municipalities may design their eldercare according to local conditions. Eldercare and care services must however comply with the requirements of the Social Services Act concerning self-determination and normalisation and the Social Welfare Services' principle of equality. The Social Welfare Committee must, according to the law, strive to make it possible for elderly people to live independently under safe conditions and have an active and meaningful existence together with others.

Policy goals for eldercare in Sweden

The Swedish parliament has decided on the following policy goals for eldercare:

- Elderly people shall grow old in safe conditions and retain their independence.
- Elderly people shall be able to live an active life, and be able to influence society and their daily lives.
- Elderly people shall be treated with respect.
- Elderly people shall have access to good nursing and care.
- Eldercare policies shall promote the principals' development of good quality in nursing and care for older women and men.

Eldercare in the City of Stockholm

The City Council has the overall responsibility for eldercare in the City of Stockholm, ensuring that nursing and care services of high quality exist for Stockholm's elderly who require service, care and nursing. Their experiences and wishes shall serve as a guide - Stockholm's elderly shall be at the centre. This means that support measures for the elderly shall be characterised by freedom of choice, quality, influence, security and be adapted to the needs and wishes of the individual. Dignity and respect shall be the starting point for the City's eldercare.

An important part of social planning

Eldercare shall incorporate preventive measures and play an active part in social planning. It is particularly important when planning housing and neighbourhood environments that the needs of the elderly are taken into consideration, for example, access to local services.

Different service providers

The conditions for municipal and private service providers shall be the same and all operations should, as far as possible, use the same quality-measuring systems, documentation etc. Training provided by the City for eldercare personnel shall also be offered to private service providers if it is practically and legally possible.





Population trends

Population trends in Stockholm show that the number of inhabitants in Stockholm who are 65 years of age and older started to increase in 2006, while the share of people over 80 years of age will decrease up to the year 2018. The forecasts take into consideration changes, such as, an increase in the average lifespan and age structures, and a certain degree of health improvement, which are expected to lead to a reduced demand for elder-care. The total number of people requiring elder-care services is expected to decrease successively between the years 2006 and 2018. The population structure also looks different in different parts of the city. Changing needs and future changes within the elderly population must be taken into consideration by the District Councils when carry out their planning.

Financial considerations

A fall in the elderly population number means that activities must be adapted with regard both to scope and content. The City Council has therefore decided on a resource allocation system to the District Councils which, among other things, is based on the composition of the population and developments in the City District areas. All the service apartments, the nursing facilities and care facilities in the City as a whole should be regarded as a common resource, and it is important that the District Councils plan their efforts together, particularly regarding living accommodation for the elderly.

The City has also reserved money for new buildings, rebuilding and extension work to special types of living accommodation for the elderly.

ELDERCARE GOALS FOR THE CITY OF STOCKHOLM 2007-2011



Eldercare shall be characterised by high quality, influence, individualisation and security. The nature of the support provided shall be characterised by the right to choose. Dignity and respect shall be the starting point so that the elderly are able to live their lives as they so wish.

Strategies for reaching the goals

PREVENTIVE WORK

Eldercare shall work preventively and actively participate in social planning.

Social planning

Most elderly people want to remain living in their own homes for as long as possible. Adapting their homes can make it easier for many elderly people to remain at home. Accessibility, communications and access to services are other important pre-requisites. The City should therefore safeguard the needs of the elderly in all social planning.

Preventive house calls

Stockholmers who reach the age of 75 shall be offered preventive house calls, where those people not already receiving care services, can receive information regarding the City's eldercare. At the same time, it will be possible to discover any possible needs for support and service. The house calls shall be carried out mainly in co-operation with the County Council.

Janitor service

The janitor service is offered to all municipal inhabitants who have reached the age of 75 without a means test. It means that elderly people can receive help with simple daily tasks which may be difficult or risky. The purpose is to prevent injuries occurring if and when they fall and also to increase their sense of security. The janitor service is offered free of charge six hours per year and per household.

Meeting places and voluntary activities

The City shall stimulate the establishment of places where elderly people can meet and take part in activities together, and provide information as to where these places are. Meeting places and activities can be run by, or in co-operation with voluntary organisations, pensioners' organisations and housing companies. The City's support to voluntary organisations and associations shall include both financial contributions and the making available of premises.

DIVERSITY AND THE RIGHT TO CHOOSE

The individual's influence shall increase through diversity and the right to choose.

Different service providers and customer choice

Just like everybody else, the elderly have different needs and wishes and so they shall therefore have the opportunity to choose between different types of accommodation, home care services, companion services and respite care services. The City shall therefore stimulate the establishment of more service providers. The right to choose means that an elderly person can choose the service provider he/she wants for their home care service, companion and respite care service. An elderly person also has the right to choose accommodation outside of his/her town district.

Influence and participation

Elderly people shall be able to influence all nursing and care decisions, both with regard to how their cases are handled and the actual nursing and care itself. The service provider together with the elderly person shall establish an action plan which states how the measures should be carried out.

Joint consultation groups and pensioners' advisory councils

Pensioners' advisory councils and disabled advisory councils are important speaking partners for the City with regard to eldercare. Service apartments and nursing and care facilities shall have joint consultation groups and/or a board of trustees to deal with issues concerning accommodation.

Easily accessible information

It shall be easy to access information about the City's eldercare and the kind of help available. Information shall be available on the city's website and in printed format. It shall also be made available in writing and/or verbally in a number of languages, for the visually impaired and in easy-to-read Swedish.

QUALITY

Eldercare shall be characterised by high quality

Respect and consideration for the individual's needs

Respect for an elderly person's integrity and his/her individual needs shall be a common shared value. Eldercare shall also be characterised by personal influence and contribute to increasing the elderly person's quality of life.

Strategy, follow-ups and guarantees

- The city's *quality strategy* aims to create clarity as to what can be achieved, how it will be achieved and how eldercare should be followed up and developed.
- *Quality follow-ups* shall be carried out in accordance with the City's quality control procedures which shall be easy to follow and report.
- *Quality guarantees* means that an elderly person shall be able to find out what he/she has the right to expect of the nursing and care services. Each District Council is responsible for ensuring that every respective unit has clear quality guarantees.

Assistance assessment

An assessment of an elderly person's needs shall be based on an overall view of the individual's situation and possibilities, together with their medical, psychological, social and existential needs. The assistance shall be flexible and, as far as it is possible, satisfy the elderly person's own wishes.

Tasty and nutritious food

The food provided by the eldercare services shall be tasty, well-prepared and nutritionally-adapted to the needs of the elderly person. Personnel shall have knowledge regarding food hygiene and the significance of a correct diet. The elderly person shall be able to participate in planning meals and receive help with cooking or the delivery of food boxes. Home care services should, if possible, offer catering teams.

Outdoor and indoor activities

People who live in nursing and care homes shall have the right to regular periods of time spent outdoors. Opportunities for social activities shall also exist in the form of assistance assessed daytime activities and day trips.

Security and safety

There are many things that can be done to increase the security in elderly people's homes:

- The City of Stockholm has a special home insurance policy for the elderly and for people with functional disabilities.
- Some District Councils have crime-prevention committees which can contribute with information and tips.
- All service apartments, nursing and care homes shall have safety regulations in which the personnel have received training.
- The handling of keys shall take place in a secure way, and employees must always display their identification as verification that they are eldercare employees.
- Violent crimes and theft shall always be reported to the police, including suspicion of internal theft. A report shall be made by the elderly person, his/her relative or by the District Council. All activities shall have safety routines which the personnel can deal with, for example, registration in accordance with the Social Welfare Services Act 14 chapter 2§, Lex Sarah.
- The City is responsible for fire precautions in certain types of accommodation. Eldercare personnel shall be trained to deal with fire alarms and evacuation procedures in the event of fire.

Dealing with comments and complaints

The District Councils shall have common routines for dealing with complaints to make it easy for an elderly individual and/or relatives to put forward their comments and complaints.

Documentation

In order for the City to be able to follow up on activities, they must be documented. The City has therefore further developed its documentation system with a special web tool. It shall also be possible to document by telephone and with mobile solutions such as hand-held computers and mobile telephones.

Eldercare inspectors

The City's eldercare inspectors report on the quality of the eldercare and provide support to the District Councils in their quality development work. Their reports form the basis for improvement suggestions.

Ombudsman for the Elderly

The task of the Ombudsman for the Elderly is to provide information, advice and support to the City's elderly people and their relatives. The Ombudsman for the Elderly shall bring to light any shortcomings in the system and suggest improvements, and in this way strengthen the influence of the elderly over the City's service, nursing and care services.

SUPPORT AND HELP AT HOME AND IN SERVICE HOMES

The home care services shall be flexible and their work shall be characterised by continuity, in order to handle the general and specific needs which provide elderly people with the pre-requisites for a dignified and secure life in their own homes.

Most elderly people prefer to live in their own homes for as long as they feel secure there. Through technical aids and flexible home care services, it is possible to extend the time elderly people can and want to remain living at home, even with a considerable need for care.

Safety alarms

Personal safety alarms worn by the elderly are important aids which increase the individual's sense of security – they also therefore increase the elderly person's possibility of being able to continue living at his/her home.

Home care services

Home care services shall be drawn up in consultation with the elderly and, as far as possible, satisfy their wishes. The needs assessment shall be based on an overall view where the individual's situation and possibilities are analysed together with their medical, psychological, social and existential needs. The assistance assessment shall be flexible so that the individual, in consultation with the services provider, can exchange one service for another, within the framework of the assistance decision.

Increased specialist competence

As an increasing number of people receive eldercare in their own homes, the home care services need to become more versatile and flexible. The home care service shall therefore develop their co-operation

with other fields of activity. For instance, groups with special skills within the treatment of dementia, mental sicknesses etc. can be organised into cross-professional teams that co-operate with the County Council.

Continuity and security

Each service provider shall limit the number of people working with an elderly person, and everybody who receives care services shall have a contact person. For those who have care services round-the-clock, it is inevitable that many different people will work with them. This is where the contact person's coordination work and good documentation is important to create continuity and ensure a flow of information between all employees working with the elderly person.

Daytime activities

Assistance-assessed daytime activities can help the elderly to maintain physical and mental functions and break their social isolation. Daytime activities are often of particular value for people with dementia and also for elderly people with neurological diseases, mental functional impairments etc. Daytime activities can have a linguistic and cultural content.

Short-term care

Elderly people who live in their own homes sometimes need short-term care or respite care for a limited period of time, or while their nursing and care needs are being assessed. It is also a necessary break for many people who care for close relatives in the home.

Short-term care shall primarily be provided at special units, and there should be specialised units for people with different needs. There shall also be opportunities for short-term care abroad.





ACCOMMODATION

There shall be different types of accommodation which meet the changing needs of the elderly.

The City shall contribute by making available attractive living accommodation for the elderly so that the people of Stockholm can plan their living accommodation for their old age in good time. As from 1 July 2008, through the City's provisions for the right to choose, elderly people who have been approved for nursing and care accommodation, have the right to choose between the forms of accommodation included in the system.

Service homes

An apartment in a service home is rented out in the same way as with other apartments, but here, the elderly person is able to receive the help required to feel secure. An assistance decision must be granted in order to receive an apartment in a service home. All accommodation in the City shall be regarded as a collective resource and no one shall be denied a move outside of his/her own City District.

An alternative to service accommodation is senior accommodation. Senior accommodation is accommodation in an apartment for people older than 65 years of age who do not have major care needs. Senior accommodation can be offered without an assistance decision; applications and arrangements are made through the local housing authority. The City's senior accommodation should have common areas for gatherings and activities.

Nursing and care homes

Nursing and care homes are for the elderly with major nursing and care needs. These care homes shall have trained staff who can judge when social and medical care is required and can ensure that the elderly person receives the care he/she needs, on duty 24 hours a day.

The City shall have nursing and care homes available for different needs and interests. *Profile accommodation* is intended for a specific target group with similar needs based on a common type of illness or functional disability.

Accommodation may also be offered to different target groups of people with specific interests, for example a specific ethnic, linguistic or religious group, the possibility of being able to keep pets, etc.

Homes for those with dementia should consist of small living units. The City shall phase out the rooms with several beds which remain in certain homes. At the same time it should be possible to share a room for those wanting to, such as, husbands and wives, brothers and sisters or older people who do not want to live alone.

HEALTH AND SICK CARE

The city's health and sick care services shall be of a high quality and meet the changing needs for the care and treatment of elderly people.

The City is responsible for providing health and sick care through a qualified nurse for certain types of living accommodation, daytime activities and short-term care. Rehabilitation efforts are also included in this responsibility. Activities shall generally have a rehabilitative work approach.

Competence

Growing nursing and care needs create even greater demands for training and competence development for the personnel. Doctors shall be assigned to all of the nursing and care homes. Nurses, occupational therapists and physiotherapists also have an important supervisory function in the healthcare work.

Care of dementia patients

Nursing and care for people with dementia makes up a large part of the eldercare. It is important that people showing symptoms of dementia are offered a dementia investigation by the County Council as soon as possible so that they can receive the best possible nursing and care. Staff also need to have the right training and guidance in order to raise the quality of dementia care. The City shall strive to increase its co-operation with the County Council for people with dementia.

Continuous quality assurance

The quality of the City's health care services shall be developed and assured systematically. An important task for the City is to ensure that the handling of pharmaceuticals is as safe and cost-effective as possible. The City shall co-operate with the County Council to provide regular pharmaceutical reviews.

Palliative care

Caring for people in the last phases of their lives places special demands on personnel, as regards sensitivity, how they treat the patient and skills. Palliative care shall include psychological, social and spiritual support even for the patient's relatives and close friends. The goal is to offer the best possible quality of life at one of life's most difficult moments, and that no one should have to die alone.





CO-OPERATION WITH THE COUNTY COUNCIL

Eldercare service providers shall co-operate with the County Council's health care services with a focus on the needs of the individual.

The increasing demands on medicinal competence within all areas of eldercare presupposes a close co-operation between the City's eldercare services and the County Council. It is of particular importance with regard to elderly persons with multiple diagnoses. Through co-operative agreements between the District Councils and the County Council, co-operation can be adapted to the local conditions and needs, for example, in the form of cross-professional teams.

IT support

The City shall participate in a national IT strategy in order to make the use of IT in the health services more efficient. Well-functioning IT support systems facilitate the daily work of personnel and assures quality. The regional computer system WebCare ensures that the City's eldercare services receive information from the County Council when an elderly person is discharged from in-patient care, and that a care plan is established.

SUPPORT FOR RELATIVES AND CLOSE FRIENDS

A variety of support and help procedures shall exist for those caring for relatives and close friends.

The City shall support and offer relief to those who care for their relatives and close friends. As far as possible, the support shall be adapted to the individual and be decided in consultation with those concerned. In addition to daytime activities, respite care in the home, respite homes and short-term care, the City shall have some form of consultancy service to provide advice and support for those who are caring for their elderly relatives or close friends.

Non-profit and voluntary organisations which provide respite care and advice to people who care for close relatives are important too, and the City shall encourage such efforts as a complement to the City's operations.

COMPETENCE

Employees within eldercare shall have adequate training and the competences which meet the demands required.

The City shall prioritise competence development both for activities for the entire city and also in each City District and each activity. Everyone working within eldercare shall be fully aware of the basic values, dignity and respect, which shall characterise the City's eldercare. All new employees shall have adequate training within nursing and care. The goal is that all permanently-employed personnel shall have the basic training. Staff members who speak several languages are an asset, while knowledge of written and spoken Swedish is a necessity.

Diet and medicines

Another important area for competence development is diet and its significance for the health and well-being of the elderly. Medication and its effects is another important area for training.

Working environment

In order to be able to provide good nursing and care, personnel require a good working environment. Opportunities for career development are important in order to recruit and retain people. One way is to provide personnel with the possibility of becoming specialists within various areas, such as, the care of dementia patients, stroke or mental diseases.

In order to counteract work injuries, personnel should receive training in work techniques. The training should take place during working hours and staff members should also be able to influence their working hours and work forms.

The employer shall work against all forms of discrimination. Conflicts can arise in eldercare between the individual's right to decide who should carry out an action and the employer's responsibility to counteract discrimination. There shall be strategies in place for how such situations shall be handled.

Leadership

Competent leadership and purposeful direction are other pre-requisites for well-functioning activities with high quality. The City shall therefore invest in the development of its managers, with a focus on values, attitudes and strategies for management and communication.

Research and development

The City shall support the continuous development of knowledge and methods for care and nursing within eldercare, by co-operating with university colleges, universities and research and development centres.

The foundation Stockholms läns Äldrecentrum (Stockholm County's Ageing Research Centre) is a knowledge centre within eldercare and an important partner within research and development.

The City's operations shall also provide practical support for competence development within eldercare by offering trainee positions to students from schools and universities.

Technological development

The City's activities shall be open to new research, and shall actively participate in development projects within the area. Various mobile solutions will be tested to make documentation and planning more effective. The development of technological solutions to increase safety for the elderly is also on-going.

Following up the Care Plan for the Elderly

Every year the District Councils shall report the extent to which their eldercare services have matched the goals and strategies of the Care Plan for the Elderly. Based on the City's policy goals and the targets set in the various activity areas, the Councils shall decide on the specific objectives for each of their activities which can be followed up. The quality guarantees given for the various activities shall comply with the City Council's targets and shall be measurable. A follow-up report on the enforcement of the guarantees shall be presented along with suggestions for actions to enable the targets to be reached successfully.

All operational planning shall be based on the City's strategy for integrated management and control (ILS).

After half the planning period, in 2009, the Eldercare Council shall follow up the Care Plan for the Elderly. The results will then form the basis of the next long-term Care Plan for the Elderly.



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