

# Policy towards relatives/next-of-kin

for the Elderly Services Administration  
of the City of Stockholm



On 1 July 2009 an amendment was made to the Social Services Act that clarifies that “The social welfare committee shall offer support to assist those who care for next-of-kin who are suffering from long-term illness or are elderly or who support next-of-kin with functional impairments.” (The Social Services Act, Chapter 5, Section 10).

## All relatives and next-of-kin are offered the following

- ▶ Attendance at meetings for relatives and similar events arranged in their local district
- ▶ Attendance at various organised information sessions dealing with elderly care
- ▶ Discussions with a designated contact person to provide details and information about the life and interests of the individual in their care, should he/she consent
- ▶ Participation in planning meetings together with this individual, if he/she consents
- ▶ Information about security alarms and other measures that the Elderly Services Administration can offer
- ▶ The option of active co-operation with the staff
- ▶ Contact with voluntary organisations
- ▶ Participation in discussion groups with other relatives/next-of-kin
- ▶ Information about the City’s website and links to articles on such topics as age-related illnesses and voluntary organisations
- ▶ Information on Omsorgsdagboken (the Care Diary), a web service that allows relatives/next-of-kin to follow day-by-day care efforts. The individual’s consent and access to e-ID are required.

## Relatives/next-of-kin of the elderly who receive home help services in their own home are also offered

- ▶ Participation in an implementation plan developed in consultation with the individual, if he/she consents
- ▶ Option to receive regularly information from a designated contact person, if the individual consents
- ▶ Individual-oriented information about support and respite care, housing adaptation allowances and technical aids
- ▶ For relatives/next-of-kin who are making significant efforts and do live in the individual's household, respite care at home is available in certain cases, also in the evenings and at weekends, from the home-help service. A decision on this type of assistance is required. This respite care is free of charge for the first sixteen hours per month, after which a charge is payable. There is an option to make use of some or all of these hours in a continuous block during one calendar month.

## Home carers (who live together with the individual) are also offered

- ▶ Information about what to do in emergency situations.
- ▶ Information on where and from whom at the county council/primary care service more information can be obtained about the illness and its symptoms, dental care and individual technical aids.
- ▶ Respite care at home from the home-help service also in the evenings and at weekends. A decision on this type of assistance is required. This respite care is free of charge for the first sixteen hours per month, after which a charge is payable. There is an option to make use of some or all of these hours in a continuous block during one calendar month.

- ▶ Short-term care in the form of relief or care away from home. A decision on this type of assistance is required.
  - There are special short-term care units for somatic patients and for those with dementia illnesses.
- ▶ Short-term care abroad, together with those being cared for. Carers pay their own share of the costs.
- ▶ Day centre activities as a relief. A decision on this type of assistance is required.
- ▶ Extended home help services that can provide relief for the carers. A decision on this type of assistance is required.
- ▶ Attending social activities, excursions, etc.
- ▶ Counselling, if necessary, individually or in groups
- ▶ Participation in study groups
- ▶ Home Care Grants. The person being cared for is the one who applies and who is expected to use it to compensate the carer.

## Relatives/next-of-kin of those living in nursing and care homes for the elderly are offered

- ▶ Information as to whether the individual, if necessary, can be assigned a trustee or administrator
- ▶ Information on Omsorgsdagboken (the Care Diary), a web service that allows relatives/next-of-kin to follow day-by-day care efforts. The individual's consent and access to e-ID are required.
- ▶ Option for a contact person to regularly inform relatives/next-of-kin, even if no particular events have occurred, if consent has been granted by the individual
- ▶ Option of a private conversation with a contact person, nurse or care operations manager at least once a year
- ▶ Attendance at meetings/advice sessions for relatives

## Policy towards relatives/ next-of-kin in the City of Stockholm

Many older people receive support and help from those other than their closest relatives. They may be close friends, neighbours or others whom the individual views in the same light as a next-of-kin. The policy includes all those who care for/help a person aged sixty-five or older, regardless of any kinship or relationship.

Even if the carer is below less sixty-five, the Elderly Services Administration will meet the need for support if the person cared for is sixty-five or older. This support should be individually tailored, flexible and maintain a high level of quality.

Relatives/next-of-kin may involve themselves in this care, if they so desire. The support and assistance that they provide is done on a voluntary basis and should never be viewed as a compulsion.



## Äldre direkt

You can contact this helpline on any matter relating to elderly care in the City of Stockholm.

Tel: 08-80 65 65

E-mail: [aldredirekt.service@stockholm.se](mailto:aldredirekt.service@stockholm.se)

## Trygghetsjouren

Tel: 08-508 40 700

Advice and support - emergency help operations



## ELDER SERVICES ADMINISTRATION

106 64 Stockholm  
Tel: 08-508 36 200

Fax: 08-508 36 248

[www.stockholm.se](http://www.stockholm.se)