



# A GUIDE TO ELDERLY CARE IN THE CITY OF STOCKHOLM



One of the city's most important duties is to ensure that Stockholm's elderly are offered services, nursing and care characterised by high quality and freedom of choice. User surveys show that the vast majority of elderly people in Stockholm are very pleased with the care they receive. Satisfaction has increased every year since 2007, and the aspect they are most pleased with is the way they are treated by care staff. Further proof that we are on the right track is that Stockholm has been named Sweden's Quality Municipality 2009, with elderly care being particularly emphasised in the panel's comments. Efforts to develop elderly care are continuing. The care plan for the elderly, which sets out goals and focus areas for elderly care in the City of Stockholm, stresses that dignity and respect should always be the starting point in this process. An emphasis on the individual and their ability to influence their autumn years is also a clear part of the plan. The long-term goal is to create an elderly care system of world class that the people of Stockholm can be proud of.

The aim of this guide is to tell you what we have to offer and what can be expected of elderly care in Stockholm.

## GOALS FOR ELDERLY CARE IN THE CITY OF STOCKHOLM

Elderly care in the City of Stockholm 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 each individual is able to live his or her life as he or she wishes.



**Ewa Samuelsson**  
Vice Mayor,  
Elderly Division



**Irene Svenonius**  
CEO, City of Stockholm

# ELDERLY CARE IN THE CITY OF STOCKHOLM

At present, more than 125,000 Stockholmers are aged 65 or over. Just over one in five receive some form of elderly care. 42,000 Stockholmers are aged over 80, and around half of these receive elderly care.

The vast majority of care receivers, around two-thirds, still live in their own home and receive elderly care in the form of home care services or daytime activities. 2,500 people live in service homes and 6,000 live in nursing and care homes.

## Making good progress

More and more people are choosing their care providers or accommodation. In the 2009 user survey, 64 per cent replied that they had been able to choose their accommodation themselves or together with a relative. Half of the people who chose home care services chose a private provider. The user surveys also reveal that care receivers are increasingly pleased with the elderly care provided in the city. In 2009, 80 per cent were pleased with their nursing or care home.

## The freedom to choose

To enable and make it easier for elderly people to choose their care, the city offers a wide range of options. Since 2002, home care services, companion services and respite care have been offered by both municipal and private providers, and individuals can choose their service provider themselves. This right to choose was introduced for nursing and care homes on 1 July 2008. In 2009 the right was extended to include daytime activities.

## Stockholm is prepared!

Over the next decade the city's population is expected to increase by 90,000 people. One in three Stockholmers will be aged 65-79.



Efforts to develop elderly care in Stockholm are continuing. In 2010, the improvement in quality has focused on assistance assessment and home care services. In order to fulfil our aim of providing well-tended, secure accommodation, a billion kronor investment known as Äldrelyftet – literally 'A boost for the elderly' – is being made to raise the city's standard of housing for the elderly.

A new form of accommodation known as secure accommodation was introduced in 2010. Here residents have access to security alarms, staff, shared activities, social areas and the opportunity for shared mealtimes. Secure accommodation is offered to people aged 75 and over. Senior accommodation is already available. Neither of these options requires an assistance decision.

In order to develop the city's preventive work, home visits are offered to everyone aged 75 or more who does not receive any care services.

# THE CITY OF STOCKHOLM'S QUALITY WORK

The City of Stockholm's quality strategy aims to create clarity as to what can be achieved for individual Stockholmers, how it will be achieved and how elderly care should be followed up and developed.

## You can choose

Every elderly Stockholmer should have a range of choices regarding accommodation, home care services, companionship services, respite care and other services. The city therefore strives to stimulate greater diversity.

## Focus on quality

Our quality guarantee means the care receiver knows what he or she has the right to expect when it comes to nursing and care services. It should be easy to complain about any shortcomings and bring about improvements. Each district council is responsible for ensuring each elderly care unit has clear quality guarantees.

Whether the nursing and care are provided by the municipality or a private company, the same financial remuneration applies. This means that everyone is paid the same for the same service.

## Follow-up by the city

In order to safeguard quality, the City of Stockholm places requirements on companies that offer their services within the framework of freedom of choice, in the same way as for operations run by the municipality. The district councils perform annual follow-ups. For example, elderly care receivers can give their view of the quality of elderly care through user surveys.

Elderly care accommodation, home care services and other operations are also scrutinised by the elderly care inspectors and the city's auditors. This helps the city's care and nursing to constantly develop. The Ombudsman for the Elderly also writes an annual report with his or her comments.

## *Meaningful days*

*Over 100 people live at Sabbatsbergsbyn nursing and care home, and the vast majority of them have dementia. The home is run by Stockholms Äldreboende AB and one of the company's operating concepts is to make the residents' days as meaningful as possible. This is why they have a designated hostess and activity manager. Thanks to its location in Vasa Park with the sensory garden its nearest neighbour, there are tremendous opportunities for spending time outdoors and enjoying nature experiences in the heart of the city.*



# DIFFERENT FORMS OF CARE

## Support and help at home

The vast majority of elderly people prefer to live in their own home for as long as they feel safe there. Home care services and technical aids make it possible to extend the time individuals can and want to remain living at home. Home care services are granted according to the needs of the individual and may include services and care elements. The person who has been granted home care services chooses the provider themselves. Applications for home care services are handled by the district council.



Care services for elderly people living in their own homes include daytime activities, respite care, companionship services and the opportunity for short-term care. Since February 2010 there is also the possibility of short-term care abroad.

## Accommodation

There are various types of housing available for people aged 65 and over. An assistance decision is required for some forms, while for others the apartments are arranged through the local housing authority or property owner. Some forms of accommodation are also available as tenant-owner apartments.

### *A breath of fresh air*

*Mälارbacken nursing and care home in Bromma takes a highly structured approach to organising social activities - ideally outdoors. For example, every summer residents can take a trip on Mälارbacken's own small boat which has wheelchair access.*

Senior accommodation and, as of 2010, secure accommodation, are available for elderly people without major care or nursing requirements. No assistance decision is required for these types of accommodation. Service homes are available for people who require higher levels of security and service. Nursing and care homes are intended for elderly people with major care and nursing needs. There are staff available 24 hours a day along with access to nursing care.

## Healthcare

The county council is the authority responsible for healthcare, but the city is responsible for healthcare in nursing and care homes, service homes, daytime activities and short-term care. To ensure the individual's needs are met, the city strives for a good collaboration with the county council's healthcare service. In 2009, the City of Stockholm decided on new procedures for when an elderly person is discharged from hospital, which entails that they leave with a detailed health and safety record.

## Possibility to wait for preferred accommodation

A person who has been approved for nursing and care accommodation can choose from the municipal and private options in the city's system. If no place is currently available in the preferred home, it is possible to join a waiting list for up to three homes and in the meantime continue living in another nursing or care home.

# WHAT ELDERLY PEOPLE THINK

OVER NINE  
OUT OF TEN  
ARE PLEASED  
WITH THEIR  
TREATMENT

The annual user surveys are one way of finding out how satisfied elderly people are with the care, nursing and service they receive. The surveys show that customer satisfaction is increasing year on year.

In the latest survey, 81 per cent of people receiving home care services or living in a nursing or care home were satisfied with their care. The percentage of satisfied care receivers in home care services has increased by two percentage points and in nursing and care homes by four percentage points compared with last year. 71 per cent of people living in service homes were satisfied - the same percentage as last year.



The aspect care receivers are most pleased with is the way they are treated by care staff. Here the percentage of satisfied care receivers increased from 90 per cent in 2008 to 92 per cent in 2009.

Other examples of the city's excellence in elderly care can be found both in the inspection reports and in the quality distinctions the City of Stockholm has won.

## CUSTOMER SATISFACTION GOALS

Stockholm City Council sets goals that can be followed up for all the city's operations. The following goals have been set for increased customer satisfaction in elderly care:

- In home care services and nursing and care homes, the percentage of satisfied care receivers shall increase from 81 per cent in 2010 to 83 per cent in 2012.
- The percentage of relatives satisfied with how support for relatives works shall increase from 64 per cent in 2010 to 70 per cent in 2013.
- Care receivers' perception of security among those who live in their own homes shall increase from 78 per cent in 2010 to 82 per cent in 2012. The percentage for people in nursing and care homes shall increase from 87 per cent to 89 per cent.
- The food and mealtime situation in both home care services and accommodation shall be perceived as positive by at least 73 per cent of care receivers in 2010, and this percentage shall increase up to 2013.

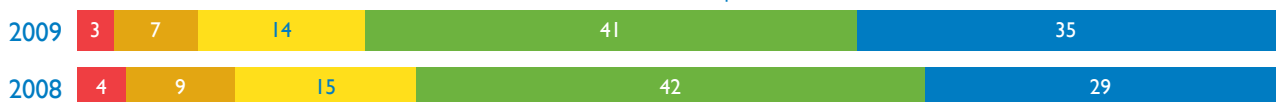
# MORE AND MORE PEOPLE SATISFIED WITH NURSING AND CARE ACCOMMODATION

The City of Stockholm's annual survey of the quality of nursing and care homes shows that an increasing number of people are more satisfied with their situation. The survey results are based on answers from a written survey sent out in autumn 2009 to 5,488 people in various private and municipal nursing and care homes in Stockholm. 2,625 residents responded. Half of the respondents are aged over 86.

## Staff treat me in a nice way



## Staff are sensitive and ask how I would like the help to be carried out



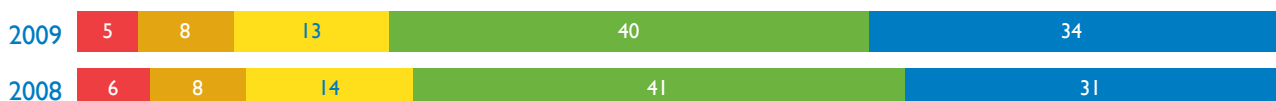
## I am satisfied with my accommodation



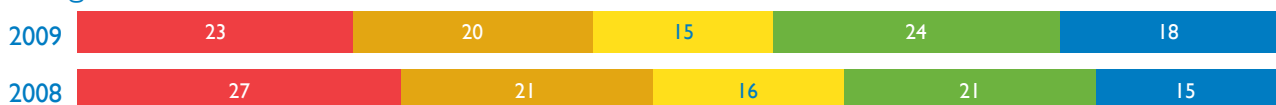
## I feel safe in my accommodation



## The food tastes nice



## I can go outdoors when I want to



0%

100%



# FURTHER EVIDENCE WE'RE ON THE RIGHT TRACK

## Stockholm - Sweden's Quality Municipality 2009

At Kvalitetsmässan quality fair in Gothenburg, the City of Stockholm was named Sweden's Quality Municipality 2009, with elderly care being particularly emphasised by the panel. The panel included representatives of the Swedish Association of Local Authorities and Regions, the Swedish Trade Union Confederation, the Swedish Confederation of Professional Associations and the Swedish Confederation for Professional Employees.

## Södermalm home care service - honourable mention

Every year the City of Stockholm awards a quality distinction for the best operation. In 2009 the Södermalm home care service was given an honourable mention for its efforts with mealtimes. The panel commented: "The unit has been committed to ensuring customers eat nutritious food, that the food situation is inviting, and to increasing staff expertise in dietary and nutrition issues."

## This year's Vitalis Scholarship

Since December 2009, elderly people and their relatives can track their own care via the City of Stockholm website. For this the inventor behind the Care Diary, Jenny Andersson, was awarded the 2010 Vitalis Scholarship for municipalities. Awarded annually, the scholarship rewards IT innovation among personnel in nursing and care.

## *Bromma Dementia team - the best home care service team 2009*

*The award was presented by Demensförbundet (the Dementia Association) and the Swedish Dementia Centre. The dedicated dementia team in the municipal home care service, with support and instruction from the city district dementia co-ordinators, promotes methods which aim to enable people with dementia to stay in their own homes with retained functions for as long as possible.*



# ADVICE, SUPPORT AND GUIDANCE

Do you have any questions, comments or complaints? Or would you simply like to find out more about the City of Stockholm's elderly care? Below are some of the ways of quickly accessing the information or assistance you need.

## Äldre Direkt

Äldre Direkt - a direct information line, call 08-80 65 65 - answers general questions about freedom of choice, advises on the City of Stockholm's elderly care and can also direct you to the correct administrator, service provider or department if required. Äldre Direkt can also be contacted by e-mail at [aldredirekt.service@stockholm.se](mailto:aldredirekt.service@stockholm.se).



If you need elderly care you can use the online service "Gör en förfrågan om äldreomsorg" (Ask about elderly care) and you will be contacted by an assistance handling officer. You can also calculate what the cost will be.

The start page of [www.stockholm.se](http://www.stockholm.se) has a Find & Compare service, where you can search and compare all providers of elderly care.

## Ombudsman for the Elderly

The City of Stockholm Ombudsman for the Elderly is separate and independent of the city's administration. It strives to strengthen the individual's influence and participation in elderly care by dealing with comments, preferences and complaints. Relatives and friends are also welcome to contact the Ombudsman for the Elderly. All comments to the Ombudsman for the Elderly are important in developing and improving the city's elderly care. E-mail: [aldreombudsmannen@stockholm.se](mailto:aldreombudsmannen@stockholm.se)

## Care Diary

The Care Diary enables elderly people and their family or close friends to track online how the care is being managed day by day. The Care Diary started in November 2009.

## District councils

Responsibility for elderly care is primarily regulated by the Social Services Act but also by the Health and Medical Service Act and the Act concerning Support and Service for Persons with Certain Functional Impairments.

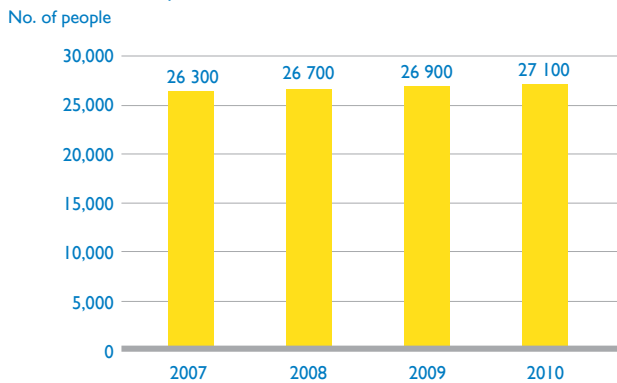
Each district council is responsible for elderly care in its district. By law the district council must work to ensure elderly people can live independently in safety and lead an active, meaningful life in company with other people.



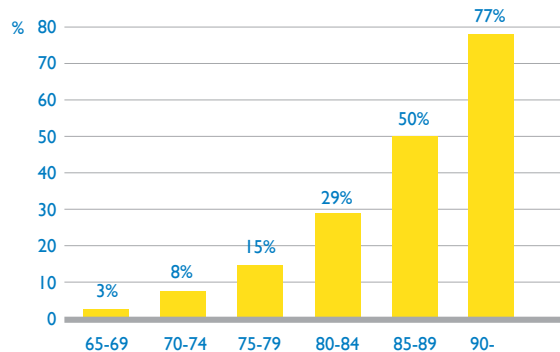
# FACTS ABOUT ELDERLY CARE

The figures are for January each year.

### Number of people receiving elderly care

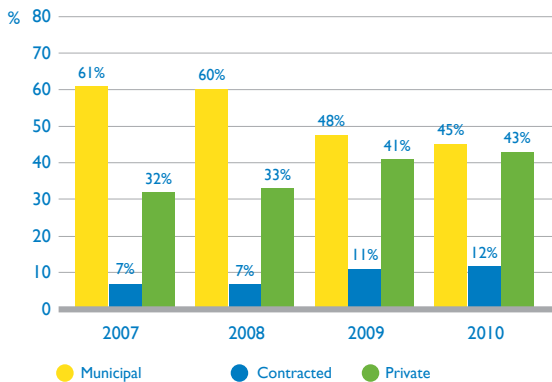


### Percentage of care receivers in different age groups 2010

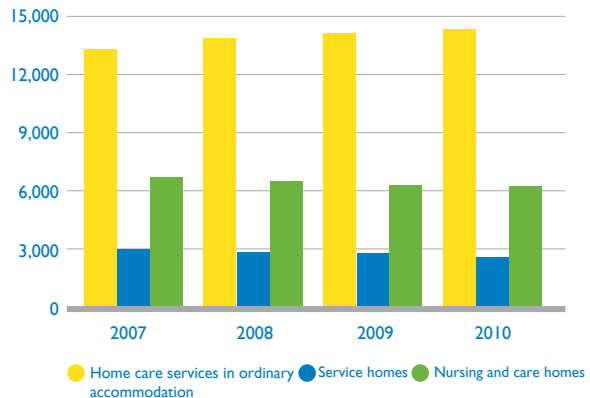


22 per cent of all Stockholmers aged over 65 receive some form of elderly care. The percentage of care receivers varies dramatically between different age groups.

### More and more people choosing private care providers



### Number of care receivers by main care element

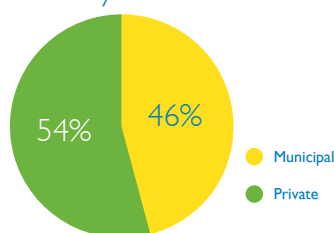


The City of Stockholm may run an entire service itself. Alternatively it may be a contracted service, which means a private supplier is responsible for running the municipally owned operation. A third option is private, which means the municipality buys spaces or services from an independent care provider.

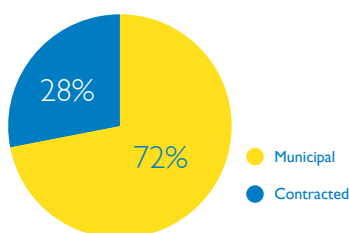
Home care services are increasing, but the number of people in nursing and care homes has decreased in recent years. In addition to home care services and nursing and care homes, there are home-carer subsidies, respite care, companionship services, short-term care and daytime activities. Different elements are often combined.

## Elderly care by provider

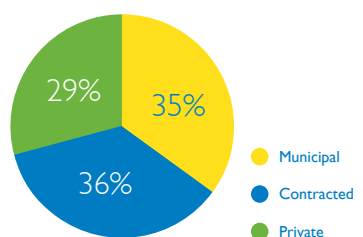
### Home care services in ordinary accommodation



### Home care services in service home



### Nursing and care homes



# ABC of Elderly care

## **Avlösning - Respite care**

People who care for a relative at home are entitled to free respite care for 16 hours a month. Respite care may also be provided in the form of short-term care.

## **Bistånd - Assistance**

Another word for the help or support elderly people can apply for within the framework of elderly care. The needs of the individual applicant determine the right to assistance, according to what is known as an 'assistance assessment'. Assistance for the elderly may comprise home care services, companionship services, daytime activities or nursing and care homes.

## **Biståndshandläggare - Assistance handling officer**

The official who carries out an investigation and assessment, and makes a decision regarding the assistance requirement. Contact the district council to apply for assistance.

## **Dagverksamhet - Daytime activities**

Stimulation and activities with different areas of focus.

## **Gruppboende - Group accommodation**

Nursing and care homes for elderly people with dementia.

## **Hemtjänst - Home care services**

Home care services are granted according to the needs of the individual and may include services and care elements.

## **Hemvårdsbidrag - Home-carer subsidy**

A person cared for at home by a relative may apply for a

home-carer subsidy. The subsidy is paid to the care receiver, who in turn compensates the carer.

## **Korttidsvård - Short-term care**

Accommodation in a nursing or care home for a short period or for regular recurring periods. May be used to provide respite for a carer at home.

## **Profilboende - Profile accommodation**

For elderly people with special nursing and care needs due to illness, e.g. Parkinson's Disease.

## **Seniorboende - Senior accommodation**

Accommodation with social areas and an opportunity to eat together for people aged 65 or over. Available both to rent or buy as a tenant-owner. Arranged through the City of Stockholm's Housing Service. Anyone with strong social or medical reasons can apply for priority through the Housing Service. Senior accommodation is also arranged by housing companies and organisations.

## **Servicehus - Service homes**

Safety alarms and access to staff 24 hours a day. Apartments are arranged based on the needs of the individual.

## **Sjukhem - Care home**

For elderly people with a long-term need of extensive nursing and care.

## **Trygghetsboende - Secure accommodation**

A new form of accommodation introduced in 2010 with safety alarms, staff, premises for socialising and shared activities, and an

opportunity for shared mealtimes.

No assistance decision is required - anyone aged 70 or over can join a waiting list, but they must be 75 before they can move in. Apartments are arranged by the City of Stockholm's Housing Service based on waiting time and prioritisation for medical or social reasons.

## **Trygghetslarm - Safety alarm**

A safety alarm enables you to contact the alarm centre quickly.

## **Vaktmästarservice - Janitor service**

Help with basic everyday tasks that may be difficult or risky for elderly people. Anyone aged 75 or over is offered six hours of janitor service per year per household free of charge.

## **Vård- och omsorgsboende - Nursing and care homes**

General term for nursing homes, residential homes for the elderly and group accommodation. In nursing and care homes there are care staff available round the clock, along with access to nursing care. An assistance decision is required for admission.

## **Ålderdomshem - Residential home for the elderly**

Nursing and care homes for people without major care requirements, but who for various reasons need care staff close by 24 hours a day.

## **Äldreomsorgsinspektörer - Elderly care inspector**

Elderly care inspectors examine elderly care services from the user's perspective. The inspectors scrutinise both the orderer as well as the execution, from both municipal and private suppliers, and in relation to politically set goals and quality criteria.

# District councils

## **Bromma**

Gustavslundsvägen 151 G  
Box 15017, 167 15 Bromma  
Phone: 08-508 06 000  
E-mail: bromma@stockholm.se

## **Rinkeby-Kista**

Borgarfjordsgatan 14  
Box 7049, 164 07 Kista  
Phone: 08-508 01 000  
E-mail: rinkeby-kista@stockholm.se

## **Enskede-Årsta-Vantör**

Slakthusplan 4  
Box 81, 121 22 Johanneshov  
Phone: 08-508 14 000  
E-mail: eav@stockholm.se

## **Skarpnäck**

Björkhagsplan 6  
Box 5117, 121 17 Johanneshov  
Phone: 08-508 15 000  
E-mail: skarpnack@stockholm.se

## **Farsta**

Storforsplan 36, plan 11  
Box 113, 123 22 Farsta  
Phone: 08-508 18 000  
E-mail: farsta@stockholm.se

## **Skärholmen**

Bodholmsplan 2  
Box 503, 127 26 Skärholmen  
Phone: 08-508 24 000  
E-mail: skarholmen@stockholm.se

## **Hägersten-Liljeholmen**

Telefonvägen 30, plan 9  
Box 490, 129 04 Hägersten  
Phone: 08-508 22 000  
E-mail: hagersten-liljeholmen@stockholm.se

## **Spånga-Tensta**

Fagerstagatan 15  
Box 4066, 163 04 Spånga  
Phone: 08-508 03 000  
E-mail: spanga-tensta@stockholm.se

## **Hässelby-Vällingby**

Hässelby torg 20-22, våning 2  
Box 3424, 165 23 Hässelby  
Phone: 08-508 04 000  
E-mail: hasselby-vallingby@stockholm.se

## **Södermalm**

Medborgarplatsen 25  
Box 4270, 102 66 Stockholm  
Phone: 08-508 12 000  
E-mail: soder@stockholm.se

## **Kungsholmen**

S:t Eriksgränd 47 A  
Box 49039, 100 28 Stockholm  
Phone: 08-508 08 000  
E-mail: kungsholmen@stockholm.se

## **Älvsjö**

Älvsjö stationsplan 11  
Box 48, 125 21 Älvsjö  
Phone: 08-508 21 000  
E-mail: alvsjostadsdelsnamnd@alvsjo.stockholm.se

## **Norrmalm**

Tulegatan 13  
Box 3128, 103 62 Stockholm  
Phone: 08-508 09 000  
E-mail: info@norrmalm.stockholm.se

## **Östermalm**

Karlavägen 104, 6 tr  
Box 24156, 104 51 Stockholm  
Phone: 08-508 10 000  
E-mail: registrator@ostermalm.stockholm.se

