



City of Stockholm Ombudsman for the Elderly

Advice, support and guidance for the elderly in the City of Stockholm – towards greater influence and better overall services for the elderly.

The Ombudsman for the Elderly is there for you

Elderly people can approach the City of Stockholm Ombudsman for the Elderly to obtain advice, support and guidance in matters relating to the City's elderly services. Relatives and next-of-kin are also welcome to consult the Ombudsman for the Elderly.

Why have an Ombudsman for the Elderly?

The Ombudsman for the Elderly is independent and impartial, can provide you with information and support and can put you in touch with the right official or department. The Ombudsman also considers any viewpoints, wishes or grievances you may have. The Ombudsman is expected to take note of any shortcomings and suggest improvements with a view to giving the elderly a greater say in the various care and nursing services provided by the City of Stockholm.

Your views are important

The Ombudsman for the elderly always has time to listen to you. In fact, your views are essential if the City is to be able to improve the care and other services it provides both for you and for other elderly people. So don't hesitate to get in touch if you have any questions or if there is anything you want to discuss. The Ombudsman is there for you!



Secrecy and anonymity

The Ombudsman for the Elderly is under the same obligation to observe professional secrecy as the staff working for the elderly care services and is thus not allowed to pass on any of your personal particulars or any information you may disclose to any other person or department without your express permission. You can also get in touch with the Ombudsman without stating your name.

Supportive and impartial

The Ombudsman for the Elderly is independent and impartial but is not a legal body or authority.

The duties of the Ombudsman for the Elderly are to:

- Provide support and guidance for elderly people and their relatives, next-of-kin and other representatives.
- Inform elderly people of the administration or authority they should approach and, if necessary, help them to get in touch.
- Consider and follow up viewpoints, wishes and grievances and pass them on to the appropriate elderly services officers so that any shortcomings can be noted and rectified.
- Propagate good examples so that the elderly services provided by the City of Stockholm can be developed and improved.

You can get in touch with the Ombudsman for the Elderly by telephone, e-mail or by post.

City of Stockholm Ombudsman for the Elderly

Telephone: 08-508 36 210

Call preferably: Monday 3.00 pm-6.00 pm, Tuesday-Thursday 9.00 am-11.30 am, Friday 1.00 pm-3.00 pm

E-mail: aldreombudsmannen@aldre.stockholm.se

Address: Äldreförvaltningen, Äldreombudsmannen, 106 64 Stockholm

Practical matters

If you have any practical questions relating, say, to the fee charged for services, your application or your general care, you should first get in touch with your local district administration. You'll find the address and telephone number of your district administration on the back of this folder.



District administrations

Bromma

Box 206, 161 26 Bromma

Tel.: 08-508 06 000

E-mail: bromma@bromma.stockholm.se

Enskede-Årsta-Vantör

Box 81, 121 22 Johanneshov

Tel.: 508 14 000

E-mail: E-mail@eav.stockholm.se

Farsta

Box 6027, 122 06 Enskede

Tel.: 08-508 18 000

E-mail: farsta@farsta.stockholm.se

Hägersten-Liljeholmen

Box 490, 129 04 Hägersten

Tel.: 508 22 000

E-mail: info@h-l.stockholm.se

Hässelby-Vällingby

Box 3424, 165 23 Hässelby

Tel.: 08-508 04 000

E-mail: hasselby-vallingby@hasselby.stockholm.se

Kungsholmen

Box 49039, 100 28 Stockholm

Tel.: 08-508 08 000

E-mail: kungsholmen@kungsholmen.stockholm.se

Norrmalm

Box 3128, 103 62 Stockholm

Tel.: 08-508 09 000

E-mail: info@norrmalm.stockholm.se

Rinkeby-Kista



Box 7049, 164 07 Kista

Tel.: 08-508 01 000

E-mail: info@rinkeby-kista.stockholm.se

Skarpnäck

Box 5117, 121 17 Johanneshov

Tel.: 08-508 15 000

E-mail: skarpnack@skarpnack.stockholm.se

Skärholmen

Box 503, 127 36 Skärholmen

Tel.: 08-508 24 000

E-mail: skarholmen@skarholmen.stockholm.se

Spånga-Tensta

Box 4066, 163 04 Spånga

Tel.: 08-508 03 000

E-mail: stadsdelsnamnden@spanga-tensta.stockholm.se

Södermalm

Göta Ark 200, 118 72 Stockholm

Tel.: 08-508 12 000

E-mail: info@soder.stockholm.se

Älvsjö

Box 48, 125 21 Älvsjö

Tel.: 08-508 21 000

E-mail: alvsjostadsdelsnamnd@alvsjo.stockholm.se

Östermalm

Box 24156, 104 51 Stockholm

Tel.: 08-508 10 000

E-mail: registrator@ostermalm.stockholm.se

www.stockholm.se

ELDERLY SERVICES ADMINISTRATION

106 64 STOCKHOLM

TEL.: 08-508 36 200

FAX: 08-508 36 248

MUNICIPAL INFORMATION TEL.: 08-508 00 000