



Elderly care for people living in the City of Stockholm



Äldre Direkt (Elderly Direct)

Telephone: **08-80 65 65**.

E-mail address: aldredirekt.service@stockholm.se

Stockholms Trygghetsjour (Response Service)

If you are in acute need of nursing and care.

Telephone: **08-508 40 700**.

If you need emergency medical assistance always call
112 (SOS Alarm).

Support and assistance

– an overview

Home care services *

People who wish and are able to live at home can be granted home care services – this might for example range light jobs around the home a few hours a month to extensive care several times a day.

For more information, see page 10.

Personal security alarm *

With a personal security alarm you can quickly get in touch with the City of Stockholm's response service and get assistance.

For more information, see page 12.

Day activities *

Possibility to participate in arranged activities together with others.

For more information, see page 15.

Other services that it might be good to know about:

Companionship *

Companionship exist for people who due to a disability need assistance to be able to participate in social and cultural activities.

For more information, see page 13.

Meeting points

Various activities are arranged for the elderly around the city. Welcome!

For more information, see page 16.

Assistive devices

For more information, see page 28.

Mobility service

For more information, see page 31.

Types of residence

If you are 65 or over, several kinds of residence are available. An assistance decision is required for some of them.

Senior residence

Assisted living *

Nursing homes *

For more information, see page 17.

Short-term care *

Short-term care means that you stay in a nursing home for a short time.

For more information, see page 23.

Support for relatives

If you are supporting a close relative many different kinds of support are available – both practical support and someone to talk to and exchange experience with.

For more information, see page 24.

National mobility service *

For more information, see page 31.

Janitor service

For more information, see page 30.

The care diary

Compiled information about the care you have been granted.

For more information, see page 27.

* = An assistance decision is required

Welcome to elderly care in the City of Stockholm

The brochure you are holding describes the assistance and service that the City of Stockholm offers residents in need of elderly care. Here you can read about how to apply for elderly care, how to choose a residence or home care services and what possibilities you have to make comments and complaints. The City of Stockholm also offers special support for relatives.

Our intention is for you to be satisfied with the elderly care in the City of Stockholm. This means that you will be treated professionally and will be given care tailored to your needs.

We hope this brochure will give you a good picture of the support that is available.

All the best,



Clara Lindblom
Vice Mayor of the Elderly
and HR



Torun Boucher
Chair of the Elderly
Services Committee



Fundamental values in elderly care

Elderly care in the City of Stockholm shall be characterised by high quality, influence, individualisation and security. The support that is provided is to be characterised by freedom of choice. Dignity and respect are to be the starting point for everyone to be able to live the life they desire.

The City of Stockholm's Dignity Guarantee

The City of Stockholm's dignity guarantee means that you:

- Have the right to be given information and guidance when you need support and care.
- Participate in the assessment procedure upon which the support and care that you are granted are based.
- Have the right to choose and change among the providers who are part of the City of Stockholm's freedom of choice system.
- Have the right to influence when and how the support is to be provided. In order to secure your right to influence, a written agreement called an implementation plan is drawn up between you and your provider, describing the care you desire.
- You are given the opportunity to follow the documentation that is written about you.

Advice and Guidance – who to contact

Äldre Direkt (Elderly Direct)

You can contact Äldre Direkt (Elderly Direct) with all questions that concern elderly care in the City of Stockholm. Äldre Direkt (Elderly Direct) can also help you contact the right person, for example a needs assessor or a provider.

Telephone: **08-80 65 65**.

E-mail address: **aldredirekt.service@stockholm.se**

Stockholms Trygghetsjour (Response Service)

If you have an acute nursing or care need and need to reach the City of Stockholm's elderly care services quickly, you can call Stockholms Trygghetsjour, which is staffed 24 hours a day all year around.

Telephone: **08-508 40 700**.

If you have a medical emergency, always call the emergency services (SOS Alarm) on 112.

The City of Stockholm's website

stockholm.se/aldreomsorg





About elderly care

Elderly care in the City of Stockholm is available for residents aged 65 and over and who need support and assistance in their everyday lives or who need to move into a different kind of housing. Most services require you to submit an application to your district administration for approval.

It is the Social Services Act and your specific needs that determine how much support and assistance you are entitled to.

Assistance – your eligibility to support

Assistance is another word for the help or support that you can apply for within elderly care. It is your specific needs that determine what support you are entitled to after a so-called assistance assessment.

Assistance can for example consist of home care services, a companion, day activities or accommodation in a nursing home.

The needs assessor (biståndshandläggare)

The person at the city district administration who deals with your application for assistance and support is called a needs assessor. There are needs assessors at all 14 city district administrations. If you need help to get in touch with a needs assessor, you can contact Äldre direkt. Assistance officers are bound by professional secrecy. This means that they may not talk to any outside party about anything relating to you or any information you have disclosed. They are not allowed to give information about you to another authority without your consent.

The meeting with your needs assessor

You need to apply for most forms of assistance and support in elderly care. It is the city district administration's needs assessor who makes decisions. When you have received a decision, you can choose the provider you wish to use. You may for example be granted home care services, a companion, day activities or accommodation in a nursing home.

1. Apply for elderly care

You have the right to apply for anything you like. It is your needs that determine the support you will later be granted. There are three ways to apply:

- Contact Äldre direkt.
- Fill in the application form and send it to your city district.
- Use the “Ansökan om stöd och service” (Apply for support and service) e-service.

Contact Äldre direkt

Äldre direkt helps you to contact a needs assessor in the city district where you live. You will then meet an officer who will investigate your need for assistance and decide what assistance you will be given.

Telephone: **08-80 65 65**.

E-mail: **aldredirekt.service@stockholm.se**

Fill in the application form and send it to your city district

You can find the application form on the web at **stockholm.se** or have one sent to you by contacting Äldre direkt. Fill in the application form and send it to your city district administration.

Use the “Ansökan om stöd och service” (Apply for support and service) e-service

All of the City of Stockholm's e-services have been collected together on the web at **stockholm.se**

2. Meet a needs assessor

You and the needs assessor arrange a time for a personal meeting in your home.

You can choose to have another person at the meeting, for example a relative or friend.

The purpose of the meeting is for the needs assessor to form a picture of your needs and your situation as a basis for a decision.

Examples of things you will talk about during the meeting are your home and its local environment, your physical and mental health, your day-to-day life, how you manage various activities like bank business and mail and what your interests are.

Apply orally or in writing

During the meeting, you make an oral or written application for the assistance and support you would like. You have the right to apply for whatever you wish but it is your need that determines what assistance you will be granted.

3. Decision on elderly care

The needs assessor makes an assessment that forms the basis for a decision on assistance. On the basis of what comes to light in this study, the needs assessor makes a decision on the support and assistance to which you are entitled. The decision is sent to your home together with the assessment. You can make a new application at any time if your needs change or if there is something you would like to add or withdraw. The needs assessor will contact you at least once a year to see if your situation has changed. You will then receive a new decision.

Your decision

- You are always sent a written decision telling you what assistance you will receive.
- You are also sent a written decision if your application is not granted, explaining the reason why.
- If you do not speak Swedish, you can ask to have the decision translated.
- If you have impaired vision, you can have the decision recorded on a DAISY disk.

4. Your right to appeal

If your application has been refused, you can appeal the decision. Your appeal is to be addressed to the Administrative Court (Förvaltningsrätten) but sent to the city district administration within three weeks of receiving the decision. The needs assessor assesses whether there is reason to change the decision. If the decision is not changed in the way you requested, your appeal is sent to the Administrative Court for your case to be examined. Your city district can help you with your appeal.

If you have been admitted to hospital

If you have been admitted to hospital and need support when you come home, the staff at the hospital will help you get in touch with a needs assessor. If necessary, a care planning meeting will be arranged at the hospital before you are discharged.

Acute need for elderly care

If you feel that you are in acute need of support or assistance or wish to come in contact with the elderly care services in the City of Stockholm, call Stockholms Trygghetsjour. Stockholms Trygghetsjour is staffed round the clock.

Telephone: **08-508 40 700**.

Representative and interpreter

If you need help when you apply for assistance, you have the right to have someone who is not involved help you state your case. You give another person power of attorney to represent you. The needs assessor nonetheless has the right to meet you in person. If you cannot speak or write Swedish, you have the right to an interpreter. If you have a hearing or speech impairment you are also entitled to an interpreter.

Home care services

If you prefer to and are able to live in your own home

Home care services (hemtjänst) are available for you to be able to live at home and feel secure. Home care services can range from assistance with light housekeeping a few hours a month to extensive care several times a day. Home care services can also be complemented with other services in your home, for example a personal security alarm, janitor service and day activities.

Home care services are adapted to your specific needs, which means that you need an assistance decision.

You pay a fee for home care services. Read more about fees in the brochure **Fees for elderly care**.

Home care services can help you with:

- Personal care.
- Housekeeping.
- Shopping and errands.
- Cooking.
- A companion to go with you to the healthcare centre, doctor, dentist and similar.

When you have been granted home care services, you can choose the provider you wish to use. There are both municipal and private providers. On the City of Stockholm's website, you can read more about the various alternatives under "Hitta hemtjänst".

If you do not have access to the Internet, Äldre direkt can help you find a provider who meets your wishes.



Personal security alarm

Help is the push of a button away

A personal security alarm (trygghetslarm) can help you feel more secure in your home. By pressing a button you can reach the City of Stockholm's response service. You do not need to be receiving other assistance from Elderly Care to be able to have a personal security alarm.

You pay a fee for a personal security alarm. Read more about fees in the brochure **Fees for elderly care**.

Apply for a personal security alarm

If you are 65 or older and have a disability and you apply for a personal security alarm, you are automatically granted an alarm.

If you live in an assisted living, you do not need to apply for a personal security alarm. There is one installed which is included in the service provided by the residence.

You apply for a personal security alarm from Stockholms Trygghetsjour. On the form you state which provider you wish to assist you if you use your alarm. On the City of Stockholm's website, you can read more about the various alternatives under "Hitta hemtjänst". You can find the application form at **stockholm.se** or contact Äldre direkt: **08-80 65 65**.

Send your completed application form to:

Äldreförvaltningen
Stockholms Trygghetsjour
Box 44
123 21 Farsta

Companionship

Assistance to take part in social and cultural activities

This is a service for anyone wishing to participate in social and cultural activities.

To be granted companionship (ledsagning), you must submit an application and your needs will be assessed together with a needs assessor.

This type of companionship is free of charge.

When you have received a decision on companionship, you can choose the provider you wish to use. There are both municipal and private providers. On the City of Stockholm's website, you can read more about the various alternatives under "Hitta och jämför ledsagning". If you do not have access to the Internet, Äldre direkt can help you find a provider who meets your wishes.





Day activities

Organised activities and companionship

Day activities (dagverksamhet) provide support for people living at home. The activities are intended to give you a meaningful day and counteract loneliness and isolation.

For people caring for a close relative in their home, day activities can provide important support in the form of respite care. If necessary, journeys to and from day activities are also included.

There are day activities with social focus and day activities specially adapted to people with dementia.

When you have been granted to participate in day activities, you can choose the provider you wish to use.

You pay a fee for day activities. Read more about fees in the brochure **Fees for elderly care**.

On the City of Stockholm's website, you can read more about the various providers under "Hitta och jämför dagverksamheter".



Meeting points and meeting places

A wide range of activities for people over 65

There are meeting points and meeting places with different activities for the elderly in all city districts.

You are welcome to participate in the activities at the meeting points and meeting places without an assistance decision. The activities are free of charge.

On the City of Stockholm's website, you can read more about the various providers under "Hitta och jämför träffpunkter och mötesplatser". If you do not have access to the Internet, Äldre direkt can help you find a provider who meets your wishes.

Residences

Different kinds of residence



Senior residences

In a senior residence you live in an apartment of your own. Senior residences exist in the form of rental apartments, tenant-owner apartments and collective apartments. You do not need an assistance decision to move to a senior residence.

Accessibility and community

Senior residences are apartments with good accessibility. Residents often have access to communal areas where they can socialise. At some of the city's senior residences the city district administration runs activity centres with activities especially aimed at seniors. The activity centres are open to both residents and other older people in the city district.

Put your name down for a senior residence

Bostadsförmedlingen provides rental apartments for seniors. There are also senior residences provided by individual housing companies and organisations. Age limits and allocations rules vary.

Bostadsförmedlingen

You can find more information about joining the housing queue at Bostadsförmedlingen at:

bostad.stockholm.se or
call **08-785 88 30**.

Possibility to be given priority

If you have very strong social or medical reasons for needing a different kind of housing and cannot arrange this in some other way, you can apply to be given priority for a senior residence through Bostadsförmedlingen.

Special allocation rules apply to senior residences owned by the city's company Micasa. For Micasa's apartments you have priority if you:

- Are over 85 and registered as resident in the City of Stockholm.
- Are between 65 and 85, registered as resident in the City of Stockholm and live somewhere that is poorly accessible or you feel lonely and worried. If so, ask for a certificate from your needs assessor or care staff in primary care.

Contact Äldre direkt if you would like more information about priority or allocation rules.



Assisted living

Living in an assisted living means that you live in your own apartment with a security alarm and have access to certain shared services and rooms. You also have access to a nurse, occupational therapist and physiotherapist.

To move into an assisted living, you must have received a decision approving you for social assistance. The decision is based on an overall assessment of your care needs, your sense of insecurity and your age.

If you need support and assistance once you have moved into an assisted living, you can apply for home help services. In an assisted living, unlike normal housing or senior accommodation, you are able to choose your home help services provider.

Once you have received a decision regarding an assisted living, you can choose your accommodation. On the City of Stockholm website, you can read more about the various options open to you.

For residential facilities, rent and a basic fee apply. If you have home help services you pay a fee for this which includes the basic fee. For more information on fees, read the brochure **Fees for elderly care.**

Nursing homes

A nursing home (vård- och omsorgsboende) is a residence with service and care round the clock. Residence in a nursing home includes all the assistance you need, including a nurse and access to a doctor, occupational therapist and physiotherapist. There are also shared community areas for socialising. You can live in a nursing home for the rest of your life, even if your need for care changes. You need an assistance decision to be granted a place.

When you have been granted a nursing home, you can choose the home you prefer. There are both municipal and private nursing homes. On the City of Stockholm's website, you can read more about the various alternatives under "Hitta vård- och omsorgsboende".

At a nursing home, you pay rent, a fee for nursing and care and a fee for food. Read more about fees in the brochure **Fees for elderly care**.

The City of Stockholm has nursing homes:

- For people with somatic (physical) conditions.
- For people diagnosed with dementia.

Couples may live together

The Social Services Act states that as far as possible married couples and partners are to be given the opportunity to continue to live together, even if they have different care needs.

In those cases where this is possible, a husband or wife can choose to move to a nursing and care facility even if he or she does not have an equally great need for assistance.

Nursing homes with specialist skills

There are nursing homes with specialist skills (profilboenden) to handle a particular diagnosis och disability, e.g. Parkinson's disease or a physical disease.

You can choose your own nursing home with specialist skills but will only be granted a place at a facility designed for your specific needs. You can read more about nursing homes with specialist skills and find contact details on the City of Stockholm's website under "Hitta och jämför profilboenden".

At a nursing home, you pay rent, a fee for nursing and care and a fee for food. Read more about fees in the brochure **Fees for elderly care.**



Short-term care

Temporary nursing and care

Short-term care (korttidsvård) means that you stay in a nursing home for a short time.

Short-time care may recur regularly. You then live alternately in your own home and in a nursing and care home.

Short-term care can be granted to relieve people caring for a close relative at home.

Short-term care may also be provided while the city district administration assess your future need for care and housing or if you have been in hospital and need time to recuperate before returning to your own home.

Short-term care is not covered by the freedom of choice rules, which means that you cannot choose a provider. You can read more about short-term care and find contact details on the City of Stockholm's website under "Hitta och jämför korttidsvård".

Family and close relatives

Support is available if you are supporting or caring for someone close to you. In the City of Stockholm, every city district has a relative support coordinator, who can tell you about the various kinds of support and assistance that are available.

Support is not only offered to a husband, wife or partner but also, for example, a child, grandchild, friend or neighbour.

The City Of Stockholm offers for example:

- Guidance and counselling with a relative support coordinator.
- Group dialogue sessions with other relatives.
- Advice on the most common aids.
- Respite in the home. Respite is free of charge up to 16 hours a month. *
- Respite through short-term care. *
- Home care support. *
- Meeting points and meeting places.

Together with associations and volunteer organisations, relative support services offer a range of activities that you can choose from. Contact the relative support coordinator in your city district to find activities for you.

You can also contact Äldre direkt to get in touch with a relative support coordinator or learn more about relative support.

 = An assistance decision is required





The care diary

Compiled information for you and your relatives

The care diary (omsorgsdagboken) gives you and your close relatives the possibility to follow how your care is provided through the city's website. You can for example read about your decisions, your implementation plan and what has been done, and find contact details. This makes it easier for you and your close relatives to follow up decisions that have been made about your care.

Among other things the care diary contains:

- Medical record notes, important events, deviations.
- Latest approved implementation plan.
- Provider's contact details.

Documentation shown in the care diary is governed by the Social Services Act (SoL). Services provided under the Health and Medical Services Act (HSL) are not shown in the care diary.

Privately operated nursing homes are not able to offer information via the care diary.

Assistive Devices

Practical support to make life easier

There are many assistive devices available for people with disabilities. Wheelchairs, wheeled walkers, grip-friendly cutlery and height extenders for chairs and toilets are examples of common devices.

To obtain an assistive device, you should primarily contact your healthcare centre. The devices are generally supplied by your district nurse, physiotherapist or occupational therapist. Sometimes a certificate from a doctor with specialist competence is required. You may need to pay a fee for your assistive device. If you live in an assisted living or a nursing home, the staff will help you obtain the devices that you need free of charge.

Vision and hearing advisers

If you have a vision or hearing impairment, you can receive assistance and training to make life easier. Vision and hearing provide information about seeing and hearing devices and train you in your home and your local surroundings.

They can help you with:

- Information about courses, special interest associations and municipal service.
- Assistance and support in your contact with a hearing clinic or eye clinic.
- Complementary information about how to handle hearing and vision aids.
- Training in orientation around your home and your local surroundings if you are visually impaired.
- Advice and support about hearing and vision impairment and their consequences in everyday life.

The assistance provided by a hearing and vision adviser is free of charge.

You can borrow some basic hearing and vision devices from the county council through an eye or hearing clinic. You must return them when you no longer need them. You pay a fee for any devices that are not paid for by the county council.

Contact Äldre direkt or read more at stockholm.se/aldreomsorg to get in touch with the vision and hearing adviser in your city district.

On Stockholm County Council's website you can find more information about obtaining assistive devices:

1177.se search on "Hjälpmedel".

Janitor service

Free assistance for people over 75

If you live in the City of Stockholm and have turned 75 years of age, you can receive assistance with light everyday jobs around your home through our janitor service (vaktmästartjänst).

Janitor service includes everyday jobs that may entail risk for elderly people, for example lifting heavy things, climbing a ladder or similar. One of the purposes of the service is to prevent fall injuries.

Some examples of what janitor service includes:

- Carrying things to and from attics or basements.
- Fixing electrical cables securely.
- Changing lightbulbs, fuses and curtains.

Janitor service does not include gardening, window cleaning or work that requires some form of authorisation. Personal care is not included either.

You can receive janitor service for a maximum of 6 hours per year and household. The service is free of charge.

Contact Äldre direkt or read more at [stockholm.se/aldreomsorg](https://www.stockholm.se/aldreomsorg) to get in touch with janitor service in your city district.

Mobility service and National mobility service

Mobility service – journeys inside Stockholm

If you have difficulty using public transport due to a disability, you can apply for mobility service (färdtjänst).

To be granted mobility service you must have considerable difficulties getting around by yourself or using public transport, your disability must last for at least three months, and you must be registered in the county of Stockholm.

It is the county council that decides on mobility service but it is the city district's needs assessor who investigates your needs.

The decision can be appealed. The right to mobility service is governed by the Mobility Service Act.

National mobility service – journeys outside Stockholm

If you are going to travel outside Stockholm you can apply for national mobility service (riksfärdtjänst).

It is the municipality that decides on national mobility service. You apply for national mobility service through the needs assessor in your city district.

The right to national mobility service is governed by the National Mobility Service Act.

Make your application well in advance of your travel date.

Fees and financial support

Fees

The municipality charges a fee for practical assistance, service, and nursing and care.

You can read more about fees in the brochure **Fees for elderly care**.

Home Adaption

If you need to modify or adapt your home due to a disability, you can apply for a special financial grant called a home adaption grant.

Make your application to the Stockholm City Planning Administration, home adaption department: **stockholm.se/ByggBo/dinbostad/Bostadsanpassning**

Home Care Support

If you are being cared for at home by a close relative, you can apply for home care support (hemvårdsbidrag). Home care support is granted if the person providing the care performs a considerable amount of extra work and the tasks are not such that family members normally help each other with.

Home care support is paid to the person being cared for, who then pays the person providing the care.

Contact Äldre direkt or read more at **stockholm.se/aldreomsorg** about how to apply for home care support.

Dental Care Support

If you have a permanent need for extensive nursing and care, you may be entitled to financial support for dental care from the county council. If you are referred by the dental care service or your doctor, you can also receive financial support from the county council for dental care that is part of the treatment of certain diseases.

For more information if you live at home, contact Äldre direkt.

If you live in a nursing and care home, the staff can give you more information.





Types of residence

– an overview

1.
What does this type of residence involve?

2.
How do I apply?

3.
Can I get extra assistance?

Senior residence	Assisted living *	Nursing homes *
<ul style="list-style-type: none"> • The age limit varies. • Own apartment. • Senior housing exist in the form of rental apartments, tenant-owner apartments and collective apartments. • Some degree of service is often available. 	<ul style="list-style-type: none"> • From age 65. • Own apartment with personal security alarm. • For care needs that are difficult to provide in the home. • Nurse available. • Community rooms for activities and meals. 	<ul style="list-style-type: none"> • From age 65. • Own apartment or room with personal security alarm. • Extensive assistance if needed. • Full service and care round the clock.
<ul style="list-style-type: none"> • An assistance decision is not required. • Senior housing in the form of rental apartments are provided through Stockholm Housing Service or individual housing companies and organisations. • Priority can be given for strong medical or social reasons. 	<ul style="list-style-type: none"> • An assistance decision is required. • Granted according to need. 	<ul style="list-style-type: none"> • An assistance decision is required. • Granted according to need. • Possibility to choose residence and provider.
<ul style="list-style-type: none"> • Can be complemented with, among other things, home care services and/or a personal security alarm. 	<ul style="list-style-type: none"> • Personal security alarm is included. • Can be complemented with, among other things, the assisted living own home care services. 	<ul style="list-style-type: none"> • All service is included.

* = An assistance decision is required

Comments and complaints

In order to improve elderly care and be able to help you if you are not satisfied with the elderly care you receive, we would appreciate your comments. There are several ways to make comments and complaints about elderly care in the City of Stockholm. You only need to call one number and we will guide you.

Call 08-80 65 65

to reach:

- Äldre direkt (Elderly Direct)
- Elderly care's inspectors

You can submit comments at:

stockholm.se/-/Tyck-till-om-stadens-service/

You can also write to elderly care's inspectors.

Elderly care's inspectors

Box 44

123 21 Farsta

E-mail: aldreforvaltningen@stockholm.se