

EJA WP6 Specialised Social Services Workshop Guiding Principles for Specialised Social Services

Gunilla Jaeger Ågrenska Sweden



EJA WP6 Workshop on Guiding Principles for Specialised Social Services

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"Placing one foot in front of the other, I've climbed to higher lengths. Reaching beyond my own limitations, to show my inner strength. No obstacle too hard, for this warrior to overcome. I'm just a man on a mission, to prove my disability hasn't won."

Robert Michael Hensel, Born with Spina Bifida
Guinness World Records holder for the longest non-stop wheelie in a wheelchair (6.178 miles)



General Information on the service

Name of Service: Ågrenska

Type of Service: Respite care

Dates/Times of the Year:
All year round on weekends, school holidays, summer

Target Population: Children, teenagers, young adults
– all kinds of disabilities, many of them rare

Age-Groups: ~7 up to ~25 years

Countries of Origin: Sweden

Languages Spoken: Swedish

Country: Sweden

Contact Person: Gunilla Jaeger

Webpage:www. Agrenska.se

Email: gunilla.jaeger@agrenska.se

Telephone: +4631 750 9165





Main Figures

Total Budget/Year: ~SEK 25 000 000

Total Nr. of Beneficiaries/Year: ~170

Total Nr. of Permanent Staff: 70

Total Nr. of Intermittent Staff: 100







History

Date of Start: May 1989

Created by:

The Ågrenska Foundation in cooperation with Patient Groups and Authorities

Short History:

Old convalescent home for children 1914, built and donated to the children s hospital by a private donor.

Today children with disabilities grow up in their families - needs for new services. When the programs of today s Ågrenska were planned, in the1980 ies, respite care was one natural part.

Were patients involved in the creation process?

All our services have started out of needs, either experienced by ourselves or described by patients and authorities.

Representatives from parental and patient organisations were involved in all steps.



Governance and Management

Run by:

Ågrenska is a private, non-profit service provider, owned by the original foundation from 1914, and run as a private limited company, Ågrenska Ltd

Funded by:

All services are ordered by and sold to authorities that are by law responsible for the services

Governance structure:

Board of Ågrenska Ltd:

Chairman and eight board members

Executive body:

President and six executive

managers, one of them responsible for the respite care



Are patients involved in the governance process?
Yes



Quality Assessment



Are patients evaluating the service after attending?

Continuous evaluation in discussions with participants and parents.

Written questionnaires every/ every second year

Is the service accredited by any authority performing quality control?

National Board of Health and Welfare

Requirements:

•formal education and experience of staff

•premises and accessability

•premises and accessability
•working methods following international conventions,
Swedish legislation, other formal documents
- comprehensive!

Is the service connected to a Centre of Expertise/Hospital?
Yes



Ågrenska- a centre for people with disabilities, their families and professionals

- Family program focus on rare diseases
- Adult program focus on rare diseases
- Respite care including summer camps
 - all kinds of disabilities
- Staff with disabilities day centre
- Personal assistance
- ADHD consultant
- Courses and conferences for professionals
- Projects/development



Ågrenska – private non profit service provider

Formal cooperation with authorities:

Public procurements

Agreements with the

- board of health and welfare state level
- health care system regional level
- social services municipality level respite services



Legislation – disabilities

General legislation: Social Services Act and Health Care Act

Act on Support and Service

For Certain Persons with Functional Impairments (1994, 2002, ongoing revision)



Act on Support and Service

Applies to:

- People with developmental disorders
 - intellectual impairment
 - autism and autism spectrum disorders
- Significant and permanent mental disabilities obtained in adulthood
- Other major and permanent disabilities significant difficulties in daily life extensive need of support



Act on Support and Service

About ten rights, of which respite care is one

In 2011

- 63 300 people ~ 0,7 % of the population
 - at least one measure



Act on Support and Service

To get acess:

- Apply yourself
- Entitled to the services by this law according to the criteria?
- Individual assessment and decision, based on needs, not diagnosis



Ågrenska respite care

- Respite care away from home
- Public procurements every 4 years
- Ågrenska biggest private provider in the Gothenburg area



Ågrenska respite care

~170 children/teenagers/young adults attend regularly - 19 groups

To allow

- recreation and own experience
- rest for the family



Ågrenska respite care

- 12 times a year:
 one weekend/month (Fri Sun)
 school holidays during terms
 1-2 weeks in summer
- Big needs also ordinary week days



Ågrenska respite care

Groups for most kinds of disabilities

- autism, Asperger syndrome, ADHD
- multiple disorders
- motor disabilities without intellectual impairment
- many participants with rare disorders eg Duchenne, SpielmeyerVogt, Prader Willi, Soto syndrome



Aims

- rest for parents and siblings, good care
- social development-refining social skills
- meet others in same situation
 learn from each other identification
- make friends
- try different recreational activities



Aims

- Promotion of independence and participation
 - modern objectives and values:
- help to prepare for adult life
- exercise everyday practical tasks
- start cutting bonds to parents



Methods

- continuity and fixed groups –
 same friends and same staff on each occasion
- homogenous groups similar needs
- carefully planned contents
- competent staff
- long term planning
- evaluation
- documentation



Methods

- Longterm contents planned by staff discussions and wishes from participants
- Detailed plans before and on each occasion together with participants according to their possibilities



"Childen s" staff – for all our programs

- preschool teachers
- teachers
- special educators
- recreational specialists
- nurses
- social workers



Staff – intermittently employed for the respite care

- often students in relevant fields
- stay on for many years



"Children s" staff – for all our programs

Competent and modernly educated staff important!



Other important staff

- cooks and dietary experts
- service personell for caretaking, repairing, gardening etc



Evaluation - parents

- Competent staff condition for trust
- Appreciate same staff every time
- Dare to feel free and relax
- Appreciate time for siblings
- Appreciate long term planning can preplan themselves



Evaluation - participants

- Want to come
- Appreciate friends and activities
- Relax themselves do not have to compete with children without disabilities



Evaluation - authorities

- Good reputation
- Complicated disabilities, including behavioral disorders



Cooperation with municipality individual level

- The municipality refers a person to the Å respite care
- Formal written agreement/individual contract, revised every year, price, number of days/yr
- Invoices after each occasion
- All cost paid by referee, no parental fee to provider
- Parents charged for food from referring municipalities
- Some municipalities pay travel costs, some parents pay themselves



Quality - individual level

- Plan for carrying out is set up together with participant and parents
- Goals and methods, some common for the group, some individual
- Individual follow up and evaluation what goals are still relevant? are the methods purposeful? new goals to add?



Quality - individual and organisational level

Documentation:

- plan, goals, methods, follow up
- continuous documentation after every occasion

Procedures and clear routines for:

- Handling of complaints
- Handlings of incidents/events

Keep clear, precise and short!



Self – evaluation/assessment

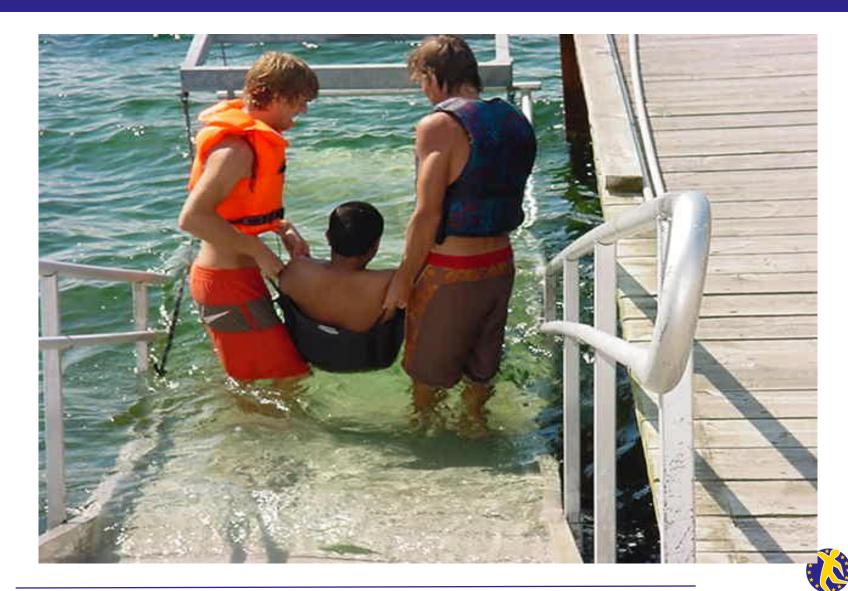
- Risk/consequence assessment in everyday work
- Written questionnaires every or every 2nd year to families and participants
- Annually written follow up: quality system, staff, activities, budget
 Clear, precise and short!

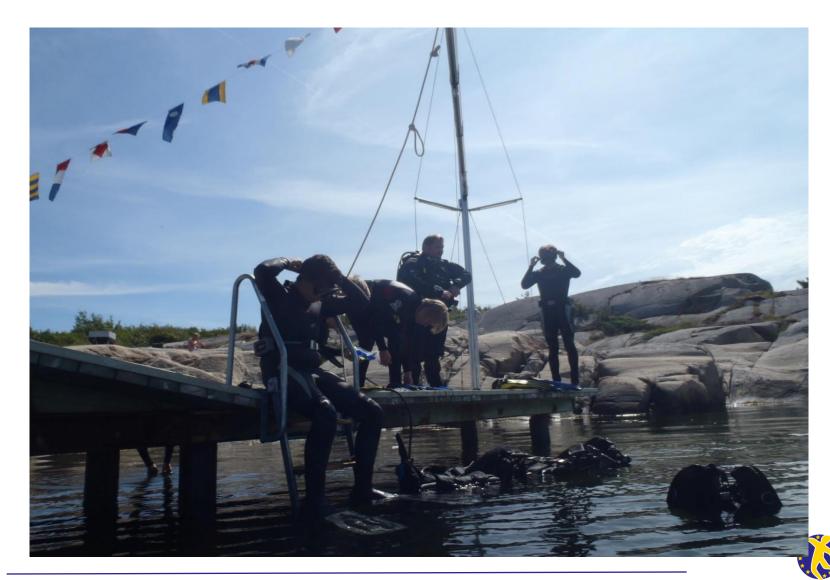












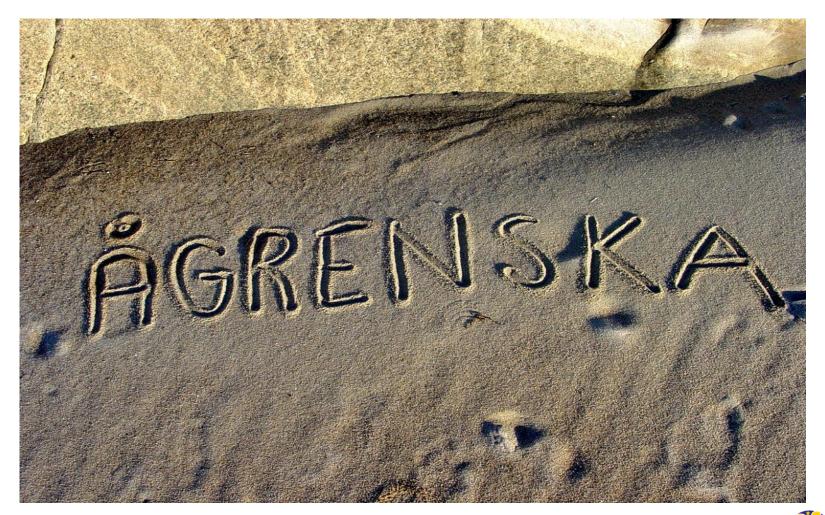














Thank you! Gunilla Jaeger gunilla.jaeger@agrenska.se

