



REYKJANESBÆR

*Fjölskyldu- og félagssvið*

**Integrated services based on  
needs.**

**The experience of Reykjanes.**

Hera Ósk Einarsdóttir

Deputy Director of Social Services in  
Reykjanesbær

# Services for Seniors

- The municipality's vision for 2002 to 2006 placed an emphasis on;
  - Putting together a comprehensive solution that fulfills the needs of as many seniors as possible, whether they be individuals/couples in good health, able and wanting to live in their own home, or those who require more assistance
  - Increasing the variety of residential / housing options and integrate services for seniors so that most of them are able to enjoy their lives in their local community and in their own homes for as long as possible.
  - Providing seniors with secure residences and services.

*Future residence in seniors' own homes is dependent on the fact that the residence itself, the services available, the environment and accessibility services are structured in a way that allows seniors to live there for as long as they choose.*



- When developing Nesvellir's ideology it was presumed that in every person's life there comes a point where their original home is no longer suitable for the lifestyle that follows when the children leave and retirement begins.
- During these times of change, people start thinking more about security, closeness to good company and accessibility to recreation.
- Most people choose to avoid the hassle of maintaining a residential property, cleaning the home and tending to a garden.
- A cornerstone of Nesvellir's ideology is based around meeting those needs by integrating the main advantages of various housing resources, and connecting them to services and improved accessibility for the municipality's senior population.



- Future residence in seniors' own homes is dependent on the fact that the residence itself, the services available, the environment and accessibility services are structured in such a way that allows seniors to live there for as long as they choose.
- The area is designed so that the service centre, apartments and the nursing home are connected by doorways.



# Nesvellir – A comprehensive solution



- The design and development of Nesvellir in Reykjanesbær placed a primary emphasis on these factors by offering 4 different types of apartments (81 apartments);
- 60 – 110 sq. apartments (58)
- Townhouses that include two apartment sizes, 90 and 120 sq. (23)
- A common outdoor area, a service centre for all residents of the municipality, and good accessibility to a variety of services.



- The area is designed so that the service centre, apartments and the nursing home are connected by doorways.
- The outdoor facilities are designed for providing easy access to exercise.
- Walking paths connect to walking paths in Reykjanesbær
- A Bocce court
- A putting green



*All services, pharmacies, banks, and stores are within walking distance.*



- Services offered to the residents of Nesvellir are a diverse combination of public services provided by the municipality and the state, and other service providers.
- An emphasis is placed on working closely with public service providers and in that way be able to offer the most diverse services possible.
- The municipality's vision for 2006-2010 continuously focused on the development of Nesvellir
  - Especially the internal operations and the development of the nursing home. Improved health with better diet and exercise, better nursing care when needed, more social activities, fun projects and outdoor activities.





- The service centre is the core of the facilities at Nesvellir. This is where the municipality operates from in regard to home services, recreational activities for seniors, daytime stay, and a restaurant. It offers lunch and coffee
- It included facilities for physical therapy, a beauty salon, a podiatry office, and a hair salon.
- It also includes facilities for a physician and medical services provided twice a month.
- The Senior Citizen Association of Suðurnes also operates from the service centre.



- 2006; construction began
- 2008; the first phase was completed with the construction of 81 apartments and the service centre
- 2012; construction of the long awaited nursing home began, with 60 nursing apartments, and was first utilized on 14.03.2014



- The nursing home is developed in accordance to the latest ideologies on care taking and facilities for those who require more assistance.
- The design of the building takes these ideologies into account, and this entails small units that include a kitchen, a living room and a dining room in the center of the home, which frames the daily life of the residence. Personal spaces are big and bright and include private bathrooms.
- The nursing home is divided up into 6 units that each includes 10 apartments.



- The nursing home operates based on the teachings of Lev and Bo.
- Their ideology is based on the integration of the main advantages of independent living and the security that nursing homes can offer.
- This new ideology is based on the participation of the residents themselves and their families in the daily life of the home, where staff and residents work together to create a warm and active community.

*“It is wonderful being able to rinse my shirt on my own”*



- Residents can wake up, eat, and bath whenever they choose, as a way of maintaining their independence.
- Even though people have come to live in a nursing home there are still many things they can do on their own, and we understand this. However, we are still there to assist with those things they can not do on their own.
- In regard to the staff, it's fair to say that employees behave similarly to staff taking care of disabled people in group homes. Employees wear their own clothes, eat with the residents, and do any job required just like in a regular home. In our policy we place a great emphasis on quality work and infection prevention.



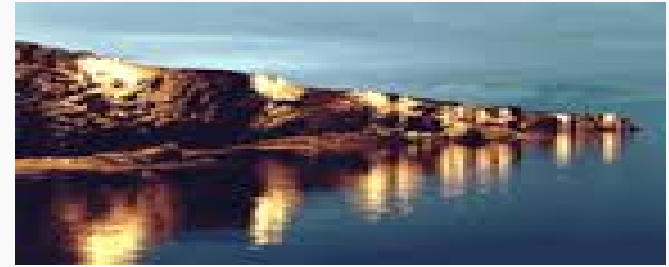
# The establishment of a Suðurnes Elders Committee is in the making.

## Emphasis is placed on;

- The Suðurnes Elders Committee looks out for the interests of senior citizens in Suðurnes and acts as advisers to the Town Council regarding senior issues.
- The committee will advise on the future plans for senior services, development of nursing homes, as well as service and security apartments in Suðurnes.
- The committee will work on the integration of services, and an emphasis is placed on improving the mental and physical well being of senior citizens.
- The committee will work closely with the Senior Citizen Association in Suðurnes as well as others who speak on behalf of the senior population.



# In the municipality's vision for 2011-2015 the emphasis is placed on:



- *The coordination of resources*
- *Improved cooperation*
- *The integration of services*
- *To end division based on disability, age, status...*
- *Enhance the effectiveness of solutions*
- *Enable people to independence and dignity*



# The coordination of resources and improved cooperation

- We want a coordinated and integrated service with those people who handle the welfare services in the community of Reykjanesbær, as well as other institutes and organizations.
- Special attention must be paid to the integration of the issues of disable people with public services
- We want to look at each individual's needs, regardless of their classification.







## The coordination of resources and improved cooperation has resulted in;

- The development of mental health services in the area within the health care centre and in the community with the development of Björgin – a mental health centre in Suðurnes  
-Partners : the Suðurnes Health Care Centre

- A more effective cooperation with the Police in Suðurnes in regard to preventative measures, risk assessment, and resources.

The latest cooperative project with the police concerns measures against domestic violence, screening, risk assessment, and resources for victims and perpetrators. -Partners : the Suðurnes Police, the Suðurnes Health Care Centre



The development of an activity centre after the financial collapse of 2008, a facility for employment seekers and residents outside the labor market to strengthen and empower themselves during difficult times. It was built with the involvement of the state, municipalities, unions and users, and is now ran by users and the community. -Partners : Reykjanesbær and users



REYKJANESBÆR  
Fjölskyldu- og félagssvið

# The integration of services

- Counselling at home
- More effective counselling and support in homes when needed
- The integration of social services in homes, such as social home care, support, oversight, etc.
- Cooperation with the users of the service and other service providers
- Official parties, the private sector and the third sector



# Ending division based on disability, age, status...

- Equality and non-discrimination
  - We base services on needs
    - Equality regardless of age, gender, disability, nationality
    - Laws and regulations ensure certain rights for certain groups
      - Emphasis is placed on making sure that this frame does not limit service based on needs



# In 2003, a survey on the services and service needs for mentally disabled people in South Iceland and in Suðurnes was conducted.

Author: Páll Biering, assistant professor and psychiatric nurse

- At the time the district under the Suðurnes Health Service did not offer the services of a psychiatrist nor a psychiatric nurse.
- Increased cooperation between organizations was considered the best way to improve services for the mentally disabled population
- Improved facilities to provide the mentally disabled with physical and occupational therapy, a refuge in addition to the services of the municipality (support) and the volunteer work of the Icelandic Red Cross
- Efforts must be made to assist the mentally disabled to join the workforce



# Björgin – Mental health centre

-is a resource for those dealing with mental health issues and their families

- Provides shelter, rehabilitation and follow-up
- Provides support and education to family members who are concerned with issues relating to mental problems

## Care goals are to:

- Break social isolation
- Build independence and social interaction
- Reduce hospital admittance
- Increase awareness of mental health issues
- Support individuals in joining the workforce or continuing education



ALLIR ÞURFA STUÐNING



REYKJANESBÆR  
Fjölskyldu- og félagssvið

- The operations of Björgin build on the teachings of empowerment
- Empowerment's ideology concerns people's quality of life, human rights, civil rights, and the distribution of power
- Empowerment involves that users should have an easy access to information and counseling to make choices and decision making easier.



To provide a quality service there must be good cooperation between different organizations.

-With the involvement of the municipality in 2007, a mental health service has been established at the Suðurnes Health Care Centre, for both children and adults.



Monthly team meetings between the representatives of the mental health team of HSS, Björgin and the social services.

-This allows for a forum to coordinate and review services, discuss what is working well and what could be improved by service providers.

-Good cooperation with the mental health department of the National Hospital



REYKJANESBÆR  
Fjölskyldu- og félagssvið

- **The integration and structure of services is an important part in offering services on the basis of needs and increase the users of the service**
  - The structure of a service is made in consultation with the users of that service and other service providers
  - An emphasis is placed on comprehensive services based on service needs, individualized services and the participation of users when making service contracts.
  - The goal is to have some coherence between services and that the assistance gets evenly distributed throughout the week and offers the individual security.
  - In establishing coherence and integration between services, it is important that each person understands his/her role, which will reduce the number of admissions to institutions.





## **Service factors are diverse and can come from different directions:**

- The municipality's home care service
- Home care service visits
- Food delivery to homes
- Daytime stay for seniors
- Hobbies and social activities
- Suðurnes Health Care Centre, nursing home care, medical and mental health services
- Mental health centre Björgin, activities and refuge
- Support, oversight, counseling and support in care taking and the upbringing of children, as well support for adults



- It is important that all those who provide services into people's homes understands their role and knows where to look for assistance when needed.
- The user participates in making decisions regarding his/her own issues and their needs must be met professionally. It is important that their strengths and weaknesses be taken into account.
- Responses must be quick and appropriate if circumstances change.





If everyone thinks outside the box that the regulatory framework often sets for us, and is willing to take on issues with a solution in mind, a conclusion can be reached that everyone is happy with.

It is important that there are resources available, knowledge and support, and sometimes the employee must go beyond his/her official job description so that everything works out well.



But it is also important that policy management is clear and service providers and service users have the necessary support for implementation of the policy, professionally and financially.

The mother of one of the users in Björginni once said: "It is unknown what all actors in society are united and professional meets his needs and are sensitive to his situation. They all monitor closely and respond quickly when they feel something needs a response or change"

This is in our opinion a good measure of success

