

Welcome to Karlskrona Elderly Care



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Services for the elderly in Karlskrona municipality

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Standard values in Karlskrona

Our shared standard values for the elderly care in Karlskrona municipality centre on meetings and interactions between individuals, i.e. the general concept of a human being.

Every person is unique

All humans have equal value on the basis of their personal virtues and not their functionality, religious belief, ethnic affinity, age or gender.

Every meeting is unique

Meetings and interactions between people should be characterized by respect, compassion and sensitivity.

Every assignment is important

All assignments, irrespective of circumstances, should be carried out in the best possible way.

We work together to achieve success

We share experiences and learn from each other. We are unpretentious and we all have individual or shared responsibilities from beginning to end.

Elderly care in Karlskrona

This brochure illustrates the contributions made by Karlskrona municipality to people aged 65 or over in accordance with the Social Service Act (SoL) and National Health Service Act (HSL).

The main objective of the elderly care offered in the municipality of Karlskrona is to allow for the elderly to remain independent in their own homes for as long as possible. Contributions made or assistance given is always based on the needs and requirements of the individual.

When an elderly person can no longer be cared for at home, he or she will be offered the opportunity of moving to a sheltered housing with individual care.

The home care staff visiting your home takes into account what you can manage to do on your own and will only offer assistance if and when needed. The assistance offered by the staff may range from simple household chores to personal care, medical self-care/health care.

Home health care services are offered in cooperation with Karlskrona municipality.

Application for assistance in keeping with the Social Service Act (SoL)

Applications for home care services, personal safety alarms, sheltered housing, etc. should be submitted to the Home Care Administrator at the Elderly Care Administration office. Please call Karlskrona municipality on 0455 30 30 00, give your address details and you will be passed onto the appropriate Home Care Administrator.

The Home Care Administrator will examine and make a decision in relation to your application on behalf of the Elderly Care Committee. Once the Home Care Administrator has finished examining your application, you will receive a written decision specifying the type of home care service you have been granted.

All service offers are based on the needs and requirements of the individual, allowing for maximum influence and self-determination. Assistance is only offered on the request of or application from the individual. Appeals are reviewed in line with the Social Service Act (SoL). Once the Home Care Administrator has decided to offer you a daytime home care service or assistance, you have in your capacity as a home care service recipient the right to choose service provider.

The assistance offered by service providers may vary depending on where in the municipality you live.

Services for the elderly

Choice of service provider

If you have been granted a home care service, then you have a right to choose the service provider. The Home Care Administrator will give you details of service providers contracted by Karlskrona municipality.

The Home Care Administrator would be happy to assist should you have any queries when choosing a service provider. Once you have made your choice then please provide the Home Care Administrator with details of your preferred service provider whereupon the Home Care Administrator will place an order with that service provider. The service provider will then contact you directly to agree on a mutually convenient service schedule.

Tariffs and fees

The municipality is entitled to charge for the care and assistance given to elderly at their homes or in sheltered housing.

The Municipal Council is responsible for deciding upon reasonable tariffs and fees. For more information, please refer to the brochure titled 'Elderly and Disabled Home Care Fees' or visit Karlskrona's website at www.karlskrona.se or call Karlskrona municipality on 0455 30 30 00 and ask to speak to the Fees Administrator.

Confidentiality and professional secrecy

All Elderly Care Administration staff and private service providers are sworn to professional secrecy.

Staff contacts and service schedule

Our employees work in teams to give you the best possible care and service. One member of the team is appointed your personal contact. To ensure that you are given the home care service you have been granted, the team will consult with you and put together a mutually convenient service schedule. Your personal contact is responsible for implementing your service schedule.

Personal care/Day-to-day assistance

When you find that your day-to-day chores and/or personal care are getting too much, then we are here to help.

You may need help with your personal care such as hygiene, toilet, getting dressed and undressed or cooking and other household chores.

Services for the elderly

Food deliveries

Some sheltered housing in Karlskrona municipal has a Meeting Places and restaurant where the elderly can meet and enjoy a dinner. However, if unable to cook your own food at home or get to the Meeting Place restaurant in your neighbourhood, then the food can be delivered to your home.

Personal safety alarm

The purpose of a personal safety alarm is to make you feel safe and secure in your own home. The safety alarm is linked to an emergency centre that will contact your home care service staff who in turn will contact you, if needed. Help is at hand around the clock.

Night assistance

Night assistance is available if you need care and service at night time.

Buying everyday commodities

If needed, you can get help buying your everyday commodities. Our Home Care Administrators at the Elderly Care Administration office have a list of shops, etc. that offer home deliveries to a small fee.

If your needs and requirements cannot be met in this way, you may be entitled to a personal shopping service. The Elderly Care Administration office will then find the best possible shopping and home delivery solution.

Companion service

If you need help participating in an activity outside your own home then you can apply for Companion Service which is when someone accompanies you to your activity.

Services for the elderly

Home relief service

If you are caring for a person at home then you can apply for home relief. The home care staff will come to your home to give the carer an opportunity to pursue other activities or simply to have a rest.

Daily life activities

Daily activities are for individuals with dementia. The intention of a daily activity is among other things to make the day more meaningful and interesting to increase the prospect of continuing to live at home.

Short-term/Flexible care

The short-term/Flexible care is granted either as a relief for family carers or for the purpose of rehabilitation or socialisation.

The Meeting Place

The Meeting Place is an open organisation that welcomes everyone. The aim of the Meeting Place is to facilitate the formation of friendships while offering a place to meet, dine and socialise. At times, the Meeting Place will also run rehabilitating activities.

Telephone contact

Telephone contact is when someone from the Home Care Service telephones you on a daily basis to make you feel safer at home.

Visual instructors for the partially sighted

Visual instructors offer assistance and support to individuals who have recently become visually handicapped or blind with the aim of helping them remain as independent as possible.

Home modifications and other technical resources

Certain technical facilities can be added to your home to make your every day life a little easier. You might need a walking stick, rollator or a raised toilet seat or perhaps your home needs to be adapted to your personal needs and requirements for example by removing the doorsteps or making the bathroom more accessible. Please contact an occupational therapist and/or physiotherapist at your nearest Health Care Centre for further information. If your home forms part of a sheltered housing community, then please contact one of the occupational therapists and/or physiotherapists employed by Karlskrona municipality.

Rural postman service

If you live in the countryside and your post is delivered by a rural postman, you could be entitled to a home visit service, for example in conjunction with the delivery of your post.

Services for the elderly

Special needs housing

When the Home Care Service can no longer fully meet your need for care and assistance, you have the option of moving to sheltered housing for the elderly.

Sheltered housing is a collective term for various forms of housing aimed at people who need care and assistance 24 hours a day. All sheltered housing applications are reviewed on a case by case basis and applicants cannot request a specific sheltered housing. The spaces available in sheltered housing are allocated by Karlskrona municipality.

Health and medical care

Karlskrona Primary Health Care is responsible for the health and medical care you receive when living at home.

At a sheltered housing, a visiting nurse makes sure you get the health and medical care you need or contacts a doctor if and when required. You have access to a nurse day and night. All you need to do is to ask the sheltered housing staff to contact the nurse on call.

There is also a rehabilitation team, ready to assist with your rehabilitation.

Community/Nationwide Mobility Allowance

If you have a physical disability and find it difficult to travel on your own or by public transport, then you can apply for Community Mobility Allowance. However, you can only apply if you have a permanent need for this service. The Community Mobility Allowance is part of the public transport network.

For travels outside your home county you need to apply for a Nationwide Mobility Allowance. Please call Blekingetrafiken on 0455 569 33 to apply for a Community/Nationwide Mobility Allowance.

Handyman Service

All residents aged 67 or over and living in Karlskrona municipality are offered practical help in their own home for the purpose of preventing fall accidents. Please call 0455 30 30 29 for more information.

Quality Declaration

Quality Declaration

We promise that

- when you apply for assistance, your application will be processed within five working days. We will contact you if it is not possible to process your application within this time.
- you will not have to telephone more than once to find the person you want to speak to at the Elderly Care Administration Office. If it is not possible to connect you to the person you wish to speak to then we will make sure that the right person contacts you.
- once you have been granted a service, then we will work out a convenient service schedule together with you and if you wish, your family. The service schedule is always reviewed should there be any changes.
- the staff you meet are aware of the assistance and service you require and how it should be provided.

Your contributions are needed

In order for the Elderly Care Administration to fulfil its obligations we rely on the contributions you and your family can make. To ensure that the services we provide match your needs and requirements it is essential that we can plan and work these out together. This also applies to potential modifications and changes in your home.

Please let us know if things are not going according to plan or your life circumstances change so that we can discuss what would be the best way forward for you. We would also be grateful if you could let us know when you are not available for a scheduled service.

We aim to improve

Please let us know if we do not live up to our promises in order that we can make amend or give you an explanation. Your views on the services we provide help us improving our work. Karlskrona municipality switchboard: 0455 30 30 00.

Your views on the services provided

You may have an opinion on the services provided

Please feel free to share your opinions on or suggestions for changing or improving our work. You are also more than welcome to give us praise for what we do. However, if you are dissatisfied with the service provided and would like to make a complaint then please speak directly with the staff involved or with his or her supervisor.

The municipality uses a specific complaints procedure with Customer Response Cards. Please give your name and address on the Customer Response Card and we will contact you within five working days to confirm that we have received your complaint. We will also give you the name of the administrator responsible for looking into your complaint. You will be notified of the result of our investigation or the next step in the complaints process within 14 days.

Your views on the services provided

Appealing against a decision

You are entitled to appeal against a decision taken by the Home Care Administrator. Your appeal must be submitted to the County Administrative Court within three weeks from the date of receiving the decision. The Home Care Administrator can also give you information on how to appeal and help you write and submit your appeal.

If you would like to know more about our work objectives and orientation, we recommend that you read Key Objectives of the Elderly Care Administration. This is available from our Home Care Administrators and Regional Managers among others.

You can contact any of our staff by calling Karlskrona municipality on 0455 30 30 00.



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www.karlskrona.se