

Dignity guarantees for elderly care
Karlskrona Municipality



February 2024

Your right to dignified elderly care

Dignity guarantees for all elderly care activities in
Karlskrona Municipality.

karlskrona.se







The dignity guarantees

The dignity guarantees mean that everyone working within elderly shall make sure that senior citizens live a dignified life and have a sense of well-being.

The dignity guarantees are based on national principles enshrined in the Social Services Act and apply to individuals who have been granted assistance in the form of home care service, special housing or daily activities.

The dignity guarantees apply irrespective of whether the care is provided by the municipality or a private provider.

We promise you

Within Karlskrona Municipality's elderly care, we promise you independent decision-making and participation, security and meaningfulness.

Independent decision-making and participation

- We will draw up an individual plan together with you, and an implementation plan must be in place within 14 days. The implementation plan must be kept up-to-date. It will be monitored every six months, when needed, or in the case of major changes.

Short-term activities are an exception; there, an implementation plan must be in place within 5 days. As regards daily activities, an implementation plan must be in place within 30 days.

- If you have home care service, you will be offered a designated care contact within 14 days. If you live at a special housing you will be offered a contact person within 14 days. Designated care contacts and contact personnel have a special responsibility to monitor and follow-up your needs.
- You decide how assistance will be provided based on your wishes and conditions.
- The views of relatives will be taken into account in all individual decisions and planning.



Safety

- Your designated care contact or contact person is important for continuity and safety. Your designated care contact or contact person has the overall responsibility for ensuring that you receive the assistance that has been granted, planned and agreed, and serves as a contact link with the outside world.
- You will be informed of who the responsible manager is and will receive her/his contact details.
- Personnel you meet carry name tags and ID.
- You will receive your assistance at scheduled times, within 30 minutes before or after the agreed time; if not, you will be contacted by personnel.
- You don't need to search for the right contact. If you don't get in touch with the right person right away, we will make sure that the right person contacts you.
- You can get in contact with your assistance officer on week-days between 9am-10am. If you need to get in contact with an assistance officer outside that specified time, please call the municipality's switchboard, telephone: 0455-30 30 00.

A close-up portrait of a young woman with long, wavy blonde hair and blue eyes, smiling warmly. She is wearing a dark grey jacket. The background is a soft-focus green, suggesting an outdoor setting with trees or bushes.

Meaningfulness

- If you live in a care home, together we will find activities that provide as good a life quality as possible based on your wishes.
- If you live in a care home, you must be able to experience the change of the seasons and the difference between weekdays, weekends and public holidays and festivals.
- If you have home care service, you will receive information about the nearest meeting point (träffpunkt) and the activities on offer there.
- Your designated care contact or contact person will encourage and monitor your interests.



We want to do better

If we don't live up to our guarantees, we would like you to contact us so that we can make right what has gone wrong. Your views are important to us and provide us with valuable information about how we can improve our operations.

You can provide your comments in many different ways. Either on the paper form "Comments, complaints or proposals" or on www.karlskrona.se/synpunkter. You can also contact the senior citizen adviser and provide your comments on telephone 0455-30 30 64.