



Elderly Care in Estonia on Tallinn City example

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What is waiting us?

- I sure have gotten old! I've had two bypass surgeries, a hip replacement, new knees, fought prostate cancer and diabetes. I'm half blind, I can't hear anything quieter than a jet engine, I take 40 different medications that make me dizzy, winded, and I'm subject to blackouts. I have bouts with dementia, have poor circulation and can barely feel my hands and feet anymore. I can't remember if I'm 85 or 92 and have lost all my friends.
- But, thank God,
- I still have my driver's license.

Social Welfare in Estonia

- Social Welfare Act :
 - system of procedures related to the provision or grant of social services, social benefits, emergency social assistance and other assistance;
- Family Law Act :
 - Obligation to Provide Maintenance Arising from Filiation
 - § 96. Persons required to provide maintenance

Adult ascendants and descendants related in the first and second degree are required to provide maintenance

Primary caregivers – relatives, when it is not possible, local government take over their responsibilities


Social Services In Estonia

The following individuals are entitled to social services:

- permanent residents of Estonia;
- foreign nationals living in Estonia on a legal basis;
- refugees in Estonia

State-funded social services

- Rehabilitation service
- Provision of prosthetic, orthopaedic and other assistive devices.
- Special care services



Social services for the elderly in Tallinn – Local government services

- Local governments are responsible for organizing provision of social services and emergency social assistance.
- The objective of the elderly welfare in Tallinn is to enable elderly people to live as long as possible biocomplete life in their own home.
- open care services: home care, home nursing, alarm button service, day care service for elderly with dementia, social centres for elderly

Home care services

- The aim of the services is to help elderly people with a reduced ability to manage independently in familiar surroundings (at home) with the assistance of services organised for them by their a social worker.
- The home care services includes both domestic assistance and care.
- Home care service is mainly used among persons aged 75 and over (~64%).
- Home care service is used approximately by 1400 persons per year

Home nursing

- Tallinn started as pioneer in Estonia the rendering of the home nursing service in 2002.
- The objective of the service is to help coping with chronic diseases.
- It enables to get nursing at home every day maximally twice a day.
- Service is rendered to 115 persons in a month.
- More than 80% of service users are elderly people with chronic diseases.
- The service is free of charge.
- The service will be provided on the basis of the family or special doctor's decision confirming the need for nursing.

Day care service for elderly with dementia

- to support and preserve the cope with everyday life for elderly with dementia;
- to decrease the workload of the relatives and give them possibility to get a job;
- to prevent placing them to care home

- Service is rendered in working days by two city district social centres for elderly and by West-Tallinn Central Hospital Long-Term Nursing Clinic.
- Budget for 2014 - 24 670 €

Alarm button service (I)

- The rendering of the service was started in spring 2007 at the initiative of Merike Martinson, Tallinn vice-mayor.
- The objective of the service is to increase the feeling of security of the elderly and disabled people by using the mobile alarm button service.
- The objective of the use of the service includes summoning of help above all in situations, where the client is unable to move and independently open the door to the helpers.

Alarm button service (II)

- The service enables the elderly to live as long as possible in their homes, it is substantially cheaper than taking care of the person in an institution
- The service is used by 180 people per month
- The main causes include health problems

- Majority of calls occur on Saturdays, Sundays, at night, in the early mornings, prior to holidays
- It will take an average of 30 minutes to arrive at the client's home
- Budget for 2014 - 131 700 €

Social centres for elderly

- the main objective of the centres are organising and providing a wide range of services (integrated social-, cultural- and health services) for the elderly.
- For example: shower, laundry service; hairdresser, manicure; language and computer courses; different creative activities etc.
- locate in every city district

Care home

- Social welfare institution created for the 24-hour care of people whose need for assistance and care.
- It means that they are no longer capable of living independently and whose ability to manage can no longer be ensured through the provision of other social services and assistance.
- The elderly people of Tallinn who cannot ensure care for themselves or whose legal maintenance providers cannot ensure care for them, due to health, very old age or low income, are accepted into the waiting list for the care home service.

- In Tallinn we have one care home (Iru Hooldekodu) managed by the City of Tallinn - 350 beds.
- Tallinn purchases constantly 450 beds in addition to the beds in Iru Care Home.
- Tallinn purchases the care home service from more than 80 care homes from all Estonia

Financing of the service

- The responsibility for the financing of home care services falls mainly on the individuals themselves and their family members or providers and local governments.
- In year 2014, the cost of a care home bed in Estonia is approximately 550 EUR in a month.
- In year 2014, the share of Tallinn in co-financing the care home beds was approximately 255 EUR per month per each customer.
- Budget for 2014 - 4 130 302 €

Quality assurance in Elderly Care Homes:

National Audit Office Estonia (spring 2014):

- Trend to balance absence of professional qualification with long-term experience
- There are nationwide requirements (regulations) for care workers professional qualification working in special care (mental health institutions) (66% have qualification)
- No nationwide requirements (regulations) for care workers professional qualification working in elderly care. (less than 40% have qualification)

Salaries and proportion of costs

Salaries 2012:

- Elderly care homes 465 Euro/month;
- Special care homes 527 Euro/month;
- Estonian average 879 Euro/month

Cost bearing load is shifted more to families:

2002 was the person's and family part of the care home costs by 39%, 2012 was 67%.

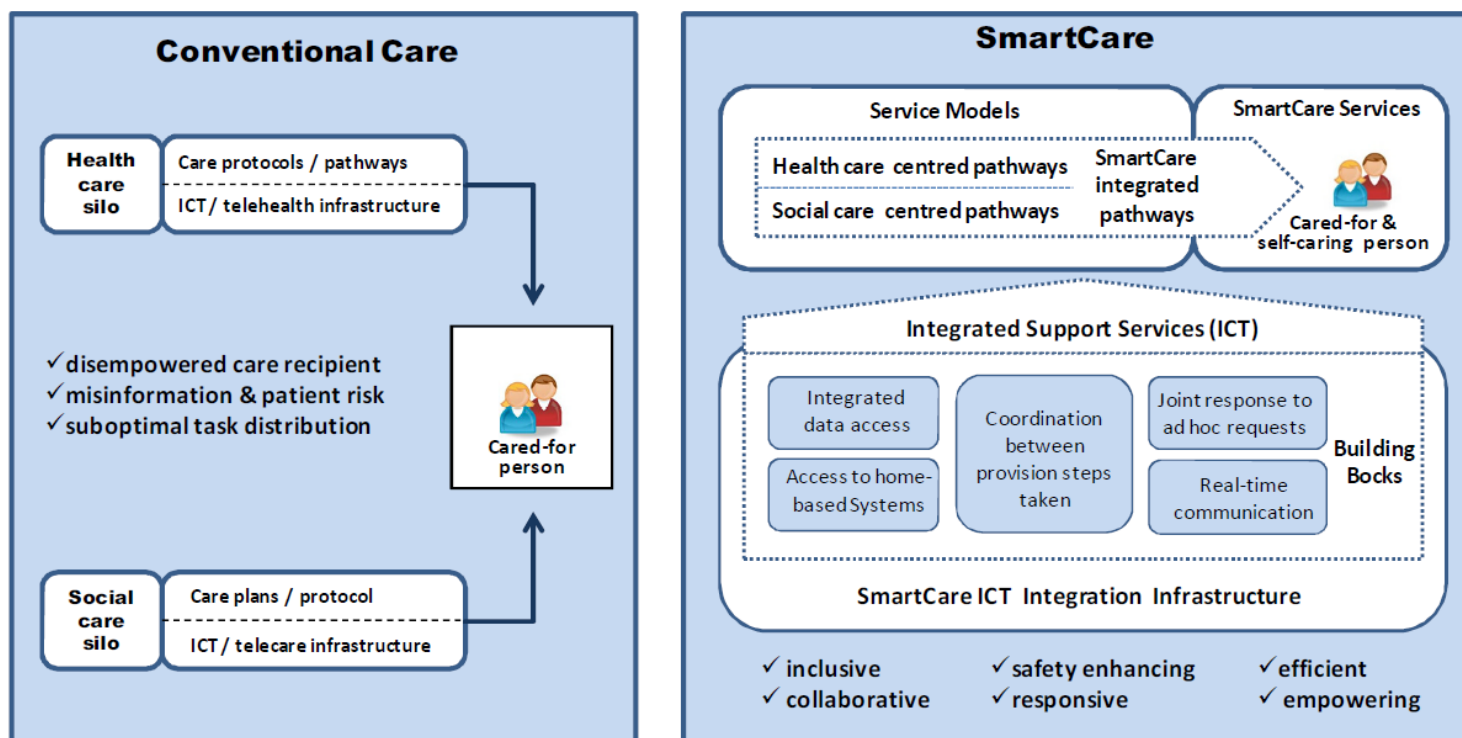


care in the future– Smart Care

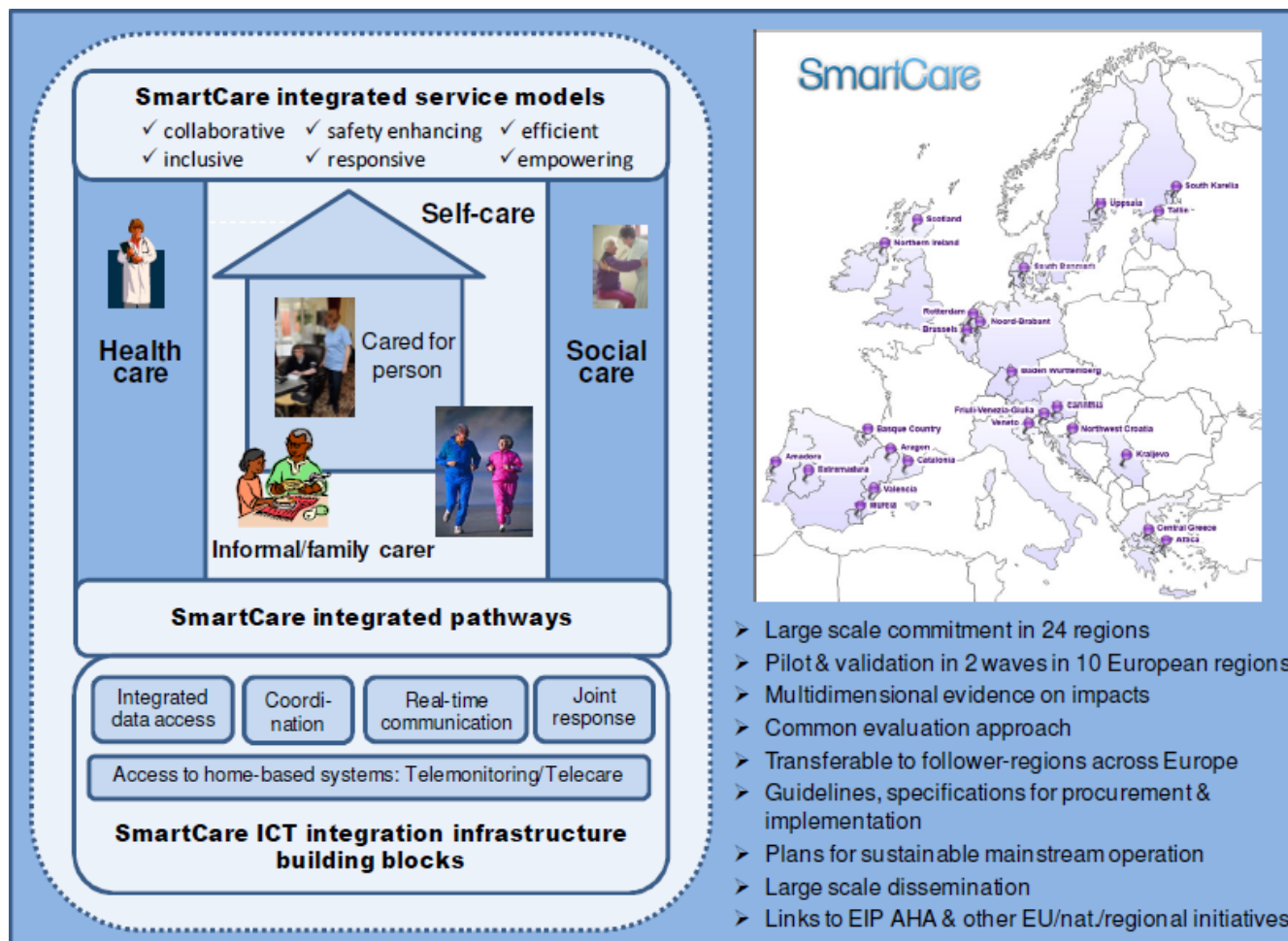
employees are costly – let's allow the machines to do everything they can manage

Same patients/clients for SW and HC

The aim for SmartCare project:



SmartCare – partner states and integrated service model



- Large scale commitment in 24 regions
- Pilot & validation in 2 waves in 10 European regions
- Multidimensional evidence on impacts
- Common evaluation approach
- Transferable to follower-regions across Europe
- Guidelines, specifications for procurement & implementation
- Plans for sustainable main stream operation
- Large scale dissemination
- Links to EIP AHA & other EU/nat/regional initiatives

SmartCare - for Europe

SmartCare aims to define a common set of standard functional specifications for an open ICT platform enabling the delivery of integrated care to older European citizens.

A total of 22 regions and their key stakeholders will define a comprehensive set of integration building blocks around the challenges of data-sharing, coordination and communication. Ten regions will then pilot integrated health & social services to combat a range of threats to independent living commonly faced by older people while the other will prepare for early adoption.

SmartCare - for Europe II

Guidelines and specifications for procuring, organising and implementing the service building blocks will be produced.

SmartCare services will provide full support to cooperative delivery of care, integrated with self-care and across organizational silos, including essential coordination tools such as shared data access, care pathway design and execution as well as real time communication support to care teams and multi-organization access to home platforms.

SmartCare for Tallinn pilot

Project goal: to develop and implement universal web-based home monitoring system for elderly chronic disease patients, allowing a combined social and health care, including both organizational service delivery network, methodical evaluation of technological solutions based on existing experiences / practices, and have a value not exceeding € 30 per month .

The project target groups: elderly people, who are in need of social welfare in addition to chronic diseases, including stroke, heart failure, chronic obstructive pulmonary disease, diabetes, and who are also in need of social and home nursing services in the periodic medical consultation or treatment. In Tallinn the size of the target group of up to 20 000 people, of whom 100 people are involved in the project.

+ Videoconference possibility.

The future of health/social care in Estonia

- Joint medical and social care services and supporting ICT platform.
- Medical service
 - 24 h monitoring
 - Vital parameters and alarms monitoring
 - Fall sensor
- Social services
 - Alarm button
 - Virtual services
 - Reminders
 - Social consultations



Giraff



We need to improve:

- skills and competence to use IT technologies
 - Elderly
 - Informal caregivers
 - Home Care and Nursing providers

In Estonia

- Train professional care workers teaching and consultation skills – informal caregivers need more tutoring and counseling

Thank you for your attention!