



Helsingin kaupunki
Sosiaali- ja terveysvirasto



City of Helsinki social and health care services in 2030

Service network plan



What does the service network include?

- Social and health care services customer service points, such as health stations, maternity and child health clinics and social services offices.
- Services produced at these sites, such as appointments with doctors, nurses and social workers.



Why are we planning a new service network?

Helsinki is expanding in the form of new residential areas and the population is increasing. In addition, the financial situation challenges us to invest in services instead of new facilities.

We want to

- provide social and health care services under the same roof
- consolidate services into functional packages for the benefit of the customer
- provide services at key locations along good traffic connections
- provide comprehensive and easy-to-use electronic services.



The service network of the future - three kinds of service centres

Family centre

- includes maternity and child health clinics, home services for families with children, upbringing and family guidance

Health and well-being centre

- includes health station services, social work services, psychiatric and substance abuse services

Comprehensive service centre

- includes day activities and social work for the elderly, service housing, sheltered housing, care services



Family centre

- Target group: children, their parents and other family members.
- Services include
 - maternity and child health clinic services
 - maternity and child health clinic family work
 - home services for families with children.
- Family centres are also planned to include upbringing and family guidance and child welfare social work services, therapy services for children (physiotherapy, occupational therapy, speech therapy) and medical services for pre-schoolers.
- Family centre operations will be trialled in 2015 in southern Helsinki. The new family centre would serve the residents of the entire southern area.





Health and well-being centre

- Target group: mainly adults, some services for school-aged children and the elderly.
- Services include
 - doctors' and nurses' appointments
 - psychiatric and substance abuse services
 - social services
 - rehabilitation services (physiotherapy, occupational therapy)
- The health and well-being centre will be trialled in 2017, in the Kalasatama area.



Comprehensive service centre

- Target group: the elderly and patients suffering from multiple illnesses.
- Services include
 - service centre activities
 - social and local work for the elderly
 - informal care activity centre operations
 - day activities
 - short-term part time and around-the-clock care
 - assessment and rehabilitation activities
 - long-term around-the-clock assisted sheltered housing or institutional care.
- The comprehensive service centre is part of local services, the network covers the entire city.



How is the planning progressing?

- We are currently gathering residents' opinions for the Social and Health Board.
- The Social and Health Board will begin processing the plan on 3 June 2014.
- The planning of the service network is long-term work and the plans extend to 2030.