



**Welcome,
new
round-the-clock
care customer**

Helsinki

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For the reader

We want to support your wellbeing, safety and good quality of life. In this service description, we provide you with information about our services, our care and living environment, and how we will support you in cooperation with your family and loved ones.

You can also read our self-monitoring plan, which can be found electronically at www.hel.fi/sote/fi/esittely/organisaatio/skh/ovs and as a printout at every senior centre and service house. In the self-monitoring plan, we tell you what laws, regulations and quality requirements our round-the-clock care is based on and how we ensure the quality and safety of the service.

Round-the-clock care is usually assisted living. Kivelä and Koskela Senior Centres and sections of Kustaankartano Senior Centre continue to provide their service as institutional care. The service methods differ from one another slightly in terms of details, some of which are also referred to in this service description.

Apartment and care environment

In assisted living with us, you will be living in a one- or two-person apartment with access to a toilet and a bathroom. The apartment comes ready with an electric bed, a mattress for it and general lighting.

Institutional care units may also feature rooms for several people. The toilet and bathroom facilities may be located in the hallway. Institutional care units have more diverse basic furnishings and equipment than assisted living units.

You will also have shared facilities at your disposal. Group homes have shared dining and lounge facilities, and some also have their own sauna. All senior centres and service houses feature a restaurant, various group and meeting facilities and a gym. Some buildings also feature sauna facilities, a library office or e.g. private hairdresser and masseuse services available to both residents of the building and customers of the service centre.

You may bring personal belongings to your apartment,

but you and your loved ones will be responsible for them. When decorating the apartment, please ensure that your items do not increase your risk of falling and your environment stays safe and functional. In assisted living, we recommend taking home insurance.

We will only be responsible for cash (no more than €300) and valuables handed over to the staff for safekeeping. As a rule of thumb, we would prefer it if you did not bring any valuables with you. Please note that in assisted living, you will also need cash for any round trips with the Kela taxi service (€50). A separate list will be made of all cash and valuables handed over to the care unit, and a record will be kept of them.

Nursing staff members are present round the clock. We use various technological systems to provide contact with our staff and ensure your safety. Our residents most commonly wear a safety bracelet.

Hobby and recreation activities

We provide our residents with a variety of recreational and cultural activities. The group activities can involve e.g. a memory and reminiscence group, a music and visual art group, a conversation circle or an activity session with arts and crafts, cooking, handicrafts or gardening. Shared events and trips may also be organised for you, the other

residents and your loved ones. We take the yearly cycle and different public holidays into account in our activities. You can take part in the life of the community and functional everyday routines.

The daily and weekly programme will be available to you and your loved ones. You are very welcome to join our operations and shared activities!

Staff

Practical nurses and nurses will be responsible for your daily care. Your wellbeing will also be taken care of by many other professionals, such as a physical or occupational therapist, a social and cultural instructor and a care assistant. The buildings also have janitorial, attendant and nutrition service staff members working in them.

As soon as you arrive, you will be given your own appointed carer. They will be responsible for your care and its planning and assessment together with other professionals. You can talk with your appointed carer about anything on your mind and take

care of practical matters with them. You can also do enjoyable things that you find important with your appointed carer. Please note that your appointed carer will be doing shift work. Instead of waiting for them potentially in vain, you can turn to the other workers of the unit.

Developing the know-how of our staff is important to us. We encourage our workers to develop their own professional know-how by facilitating further training and taking part in various development projects.

We have customers and workers with a wide variety of cultural

backgrounds. We are proud of our diverse communities, in which we speak other languages in addition to Finnish. Where necessary, our workers develop their own Finnish skills through language courses provided by the City. In Swedish-language services, we serve our customers in Swedish.

We are constantly monitoring the sufficiency of our staff. Additionally, the National Institute for Health and Welfare (THL) collects information about our staff twice a year to ensure that we have a sufficient number of social and health care professionals.

Support and care based on a care work plan

The care you receive will be based on a care work plan. When drawing up care plans, we use a tool called RAI (Resident Assessment Instrument) to assess our customers' ability to function. The tool features questions and tests for assessing your ability to function and your health. The RAI assessment will help us create a care work plan for you in accordance with your needs and resources. We will create your care work plan together with you and your loved ones. We will talk with you about your views and wishes regarding your life and care. We want to get to know you and your personal history in order to be able to help you continue your life as you see fit in your new life situation.

We will monitor your wellbeing and any changes in it every day and enter observations into the customer information system. Based on these assessments, we will further specify the care work plan if necessary.

A home care service doctor will be responsible for your medical care and assess your state of health on a regular basis. You can contact the doctor via the care staff. In assisted living, medical services are charged for separately. We will take care of matters related to your medication in cooperation with our partner pharmacy.

Active everyday life tailored to you

We want to make it possible for you to continue living your everyday life as you see fit in your new home. Even though the daily rhythm of the care unit is affected by factors such as meal times and the staff's work shifts, we will take your personal circadian rhythm and wishes regarding the flow of the day into account. Your wishes regarding outdoor activities, hobbies and things like sauna baths will be entered into your care work plan. We will aim to facilitate the realisation of your wishes as you want.

We will encourage and activate you to function as independently as possible in matters such as exercising, getting dressed and eating in order to at least maintain or even improve your ability to function. We will make sure that you have access to any aid devices you need. The right kind of aid devices can help you do

many things independently and safely even if you have challenges with your health or mobility. If necessary, you will be given help for managing your daily activities.

In order to maintain your physical condition, we will instruct and support you in various exercises. We will encourage and assist you to also participate in group activities that support your ability to function.

Our wish is for your loved ones to be involved in your life and support your ability to function with us, and to enable you to have the kind of everyday life you like. We do not have visitation hours, but we prefer to reserve times such as late evenings for evening routines.

We hold events such as evenings for our residents' loved ones on a regular basis, and we gladly accept suggestions for meeting themes.

Meal service

Good nutrition will help you maintain your ability to function and recover from illnesses.

Many consider tasty food and eating together to be among the highlights of the day. We want

to arrange meal situations in a manner that is as pleasant as possible and supports your independence.

Our meals are designed to be diverse and healthy in accordance with nutritional recommendations. The daily meals consist of breakfast, lunch, daytime coffee or a snack, dinner and supper. Meal times are scheduled so that there is at least a five-hour period between warm meals (lunch and dinner) and that the overnight fast does not exceed 11 hours. You can ensure that you receive enough nutrition by eating every meal of the day. If you are unable to eat enough at meals and are losing weight, we will offer you extra

snacks. We can make individual changes to your meal scheme for reasons related to your health, for example.

Menus and meal times are displayed in the care units and the restaurants of senior centres and service houses. The meal service provider will be glad to receive your wishes and feedback regarding food.

The restaurants and cafés of several senior centres and service houses will serve your loved ones as well. You can ask your own care unit for more details about how eating together can be arranged for you and your loved ones.

Cleaning and laundry

The apartments are cleaned once every 1–2 weeks and more frequently if needed. Maintenance cleaning includes wet wiping the floors, vacuuming carpets and rugs, wiping surfaces and cleaning the toilet facilities. Between cleanups, we will take care of tidying up your apartment by e.g. removing stains, emptying your waste bins and putting your items in their right places.

Windows are washed annually. If necessary, we can also clean your apartment more thoroughly. In institutional care, cleaning may take place more frequently.

We are about to introduce a service for leasing bed linen from the laundry. In buildings that are yet to have their own laundry service, the staff will take care of washing the residents' own bed

linen and drying them in a tumble dryer. Only bed linen coming from the laundry are mangled.

The staff will take care of washing your everyday clothes. If you have sensitive textiles or articles that otherwise require special

treatment, you must arrange that service at your own expense.

If your ability to function allows it, we will be glad to take care of cleaning and laundry together with you.

End-of-life care

You can live at the senior centre or service house until the end of your life. In order for us to be able to care for you as well as possible, it is important that we have had a discussion beforehand about how your state of health and prior illnesses affect your care if you suddenly fall ill, for example. It is important to us to know what you wish from your care. Our operations will be steered by your living will, if you have one, and

the care programme devised by the doctor responsible for your medical care.

Life can end suddenly, but oncoming death can often be anticipated. In such a case, starting end-of-life care may be something to consider. Your doctor will decide on starting end-of-life care. We will discuss the matter with you, your loved ones and the care staff before making a decision.

End-of-life care means care for a severely ill person when curative treatment is no longer a viable option and the progress of the illness cannot be slowed down – in other words, the person is expected to pass away in the coming days or weeks. End-of-life care can be part of palliative care, and its purpose is to provide individual support and care to a dying person and their loved ones in the best possible way and with respect for humane values. The decision on starting end-of-life care will be made by the doctor responsible for the customer's care.

The starting point for end-of-life care is that the customer and their loved ones have made an informed decision to commit to giving up on curative treatment. In addition to the customer and their loved ones, the decision concerns the care staff, and all parties should therefore be involved in the decision-making. End-of-life care emphasises the dying person's right to receive appropriate pain relief and basic treatment and care that respects human dignity, as well as mental support for

the person's loved ones (Source: Palliative care and terminal care. **Current Care Guidelines** recommendation. Working group set up by the Finnish Medical Society Duodecim and the Finnish Association for Palliative Medicine. Helsinki, 2019).

We will respect your conviction and aim to take care of your spiritual wellbeing even as death approaches. We will encourage your family and loved ones to be present and take part in your care in the end-of-life care phase as well. If necessary, we can provide you with a one-person room or a peaceful space.

We will support your family and loved ones in the end-of-life care phase and their mourning. We will provide them with an opportunity to have an undisturbed conversation with your carer. We will also provide the necessary written instructions for taking care of matters after your passing.

Confidentiality and processing of customer information

Your customer information will be confidential. We may only disclose your information to external parties, including your family and loved ones, with your consent. You need to understand what it means when you give another person permission to examine your information or take care of matters on your behalf.

You can save your consent directly in the Maisa customer portal at maisafi.fi or provide the care unit with a power of attorney that indicates who you are authorising to examine your information and/

or take care of matters on your behalf. The Maisa customer portal enables you or a person of your choosing to examine your customer information and contact the care unit staff.

If you use ordinary e-mail, confidential customer and personal information may end up leaking to unauthorised parties. If necessary, your family and loved ones can contact us by phone, text message or secure e-mail.

You can receive more information from your own care unit.

Senior centres and service houses

Senior centres:

Kinapori Senior Centre

Kinaporinkatu 7–9

Tel. +358 (0)9 3105 2910

Kivelä Senior Centre

Sibeliuksenkatu 14

Tel. +358 (0)9 3107 6667 and

+358 (0)9 3104 6146

Kontula Senior Centre

Kontukuja 5

Tel. +358 (0)9 3106 1800

Koskela Senior Centre

Käpyläntie 11

Tel. +358 (0)9 3105 011

Kustaankartano Senior Centre

Oltermannintie 32

Tel. +358 (0)9 3105 4776

Myllypuro Senior Centre

Myllymatkantie 4

Tel. +358 (0)9 3106 0627

Riistavuori Senior Centre

Isonnevantie 28

Tel. +358 (0)9 3104 9200

Roihuvuori Senior Centre

Punahilkantie 16

Tel. +358 (0)9 3106 0790

Syystie Senior Centre

Takaniitynkuja 3

Tel. +358 (0)9 3105 8413

Töölö Senior Centre

Töölönkatu 33

Tel. +358 (0)9 3104 4538

Service houses:

Hopeatie Service House

Hopeatie 14

Tel. +358 (0)9 3104 3145

Itäkeskus Service House

Voikukantie 6

Tel. +358 (0)9 3106 2250

Kannelmäki Service House

Urkupillintie 4

Tel. +358 (0)9 3104 4006

Laajasalo Service House

Rudolfintie 17–19

Tel. +358 (0)9 3105 6330

Madetoja Service House

Madetojankuja 3

Tel. +358 (0)9 3105 8629

Munkkiniemi Service House

Professorintie 3

Tel. +358 (0)9 3106 4522

Puistola Service House

Aksiisipolku 1

Tel. +358 (0)9 3105 8722

Vuorensyrjä Service House

Vuorensyrjä 7

Tel. +358 (0)9 3102 9982



City of Helsinki Social Services and Health Care
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