Implementation of day care services for elderly and home based services for people with disability and the impact in the health and social services sector

Idea, the operation of the services and the principles guiding the effort
Purpose of the information document

The purpose of these information sessions is to involve all stakeholders interested in the implementation of Community Based Services, such as Ministry of Labour and Social Welfare, Municipal Directorates for Health and Social Welfare, Centres for Social Work, local NGOs, DPOs and an individual or an organization, interested in the implementation of Community Based Services, who will have an opportunity to contribute to the action. These information sessions are designed for those institutions and other entities that are responsible for covering the interests of the target groups of the project, people with disability and elderly people. During these meetings, we will also deal more directly with the questions of concrete initiatives and general application of Community Based Services by the project and the sustainability of these services after the project ends.
# INTRODUCTION

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INTRODUCTION

The reason why we are presenting the services provided by the project is to introduce them to the local institutions, especially to the municipal institutions and to see if there are concrete opportunities for concrete initiatives in order to ensure the sustainability of these services after the end of the project.

From October 2012 HandiKOS and KMOP started the implementation of an EU Funded Project aiming at establishing two day care centres for elderly people and home based services for adult people with disability. Integrated support and care for elderly and PWDs in Kosovo: pilot action towards the transition to Community-based services.

Following the legal infrastructure of the Kosovo government, including two administrative orders related to service provision for elderly and people with disabilities issued in 2010, the European Office in Kosovo and the Ministry of Labour and Social Welfare approved this pilot program. HandiKOS, Association of Paraplegics and Paralysed Children of Kosova and Family and Child Care Centre (KMOP), are partnering in the implementation of the project in the two municipalities of Prishtinë and Ferizaj. The overall objective of this project is to support decentralization of social sector governance and to promote and facilitate the licensing of CSOs delivering social services to the citizens of Kosovo. The specific objective of the project is to bridge the gap in local service provision by improving the coverage, quality and sustainability of community based social services, through piloting holistic supportive services for the elderly in two Day Care Centres and establishing multidimensional home based services for people with disabilities. The time frame of this project is 24 months, from 9 October 2012 to 10 October 2014.

During the project implementation, the provision of these services helped to identify where the needs of these target groups are and how these needs could be addressed. The involvement of state institutions, especially local ones in the process of implementation of these services is an important factor for ensuring the sustainability and further development of the services. In order to ensure the efficiency of the process, financial support and evaluation and supervision of the services are to be planned and developed for sustainable and well organized services that would ensure the wellbeing of the target groups.
1. THE OPERATION OF THE DAY CARE CENTRES

1.1 Definition of the operation of Day Care Centres

The Day Care Centre aims at improving quality of life of elderly people by providing them a place to express their views and socialize and engage in a range of activities. The purpose of the Day Centre is to offer recipients a way of acquiring more skills, greater autonomy and participation in social and community life.

The Day Care Centre adopts a holistic approach, recognizing individuals’ multiple needs, such as physical, psychological, social and creative. It also includes family support services for the psychological support of carers and family members of beneficiaries and complementary therapies, such as art therapy. During the first stages of the project were also used the kinesitherapy and Yoga.

The day care centre is supported by experienced personnel and volunteers, who are committed to the highest quality standards, having professional qualifications, previous experience and complete training. In addition, high quality standards are maintained through constant monitoring as an internal evaluation system.

The core services provided at the Day Centre, aimed at meeting basic physical and psychosocial needs of the individual are the following:

1. Psychological support / counseling
2. Social support
3. Creative activities
4. Health services and Preventive medicine training
5. Social and Recreational activities
6. Home assistance (This service is provided in the frame of assistance for independent living)
1.2 Definition of Home Based Services for People with Disability

Home based services (HBS) aim at improving quality of life of people with disabilities (PWDs) by providing them core services to facilitate their everyday life and improve their well-being. The purpose of home based services is to provide a multidimensional range of services so as to increase individuals’ autonomy in their everyday life, and thus, eliminate the option of institutionalization and offer recipients a way of acquiring more skills, greater autonomy and participation in social and community life.

Home based services adopt a holistic approach, recognizing individuals’ multiple needs, such as physical, psychological, social and creative. It also includes family counseling services for the psychological support of carers and family members of beneficiaries.

Home based services are supported and delivered by the Day Care Centres. Initially the process starts through registration in Handikos database and through referral by a health care professional or a family member than continues with the registration as a beneficiary following other steps needed for process completion (Need Assessment Form and Individual Action Plan). Likewise, during the provision of Home Based Services the qualified and experienced staff is committed to the highest quality standards of services provision and the maintenance of these standards.

Based on the above objectives, the following services are designed for home based delivery aimed at meeting primarily practical and psychosocial needs of the individual.

1. Home assistance
2. Psychological support/counseling
3. Creative activities
4. Nursing services
5. Independent living support
6. Social and recreational activities

Initially this service was meant to be provided exclusively by the volunteers, but due to the lack of this source, also the project staff is participating in provision of this challengeable service.
1.3 Human resources and Target Groups

Community Based Services Team
Each Day Centre has a team of eight people to meet the needs of the centre. The important contribution of volunteers should also be mentioned, as they support, encourage and strengthen the work of staff in many different ways. Professionals involved in management and provision of psychological, social and health services have different educational background and working experiences from the field of sociology/social work, psychology, medicine, administration and management. In addition, all team members help in the implementation of every activity in the program and service delivery.

All team members have additional responsibilities, such as presence in team meetings, supervision sessions and weekly meetings for different purposes (monitoring and progress of group members, design of activities and program organization, etc.). In addition to the above team members a network of volunteers can also assist in the delivery of the Day Centre's services. The centre coordinator and the administrative assistant have a key role in the coordination of activities and handling internal and external communication. Internal communication refers to communication with team members, volunteers (organization and information at weekly meetings), group members (beneficiaries) and their families and other interested individuals in the activities of the Day Centre. External communication refers to communication with relevant stakeholders and interested parties, such as local government and local community, public sector, media, relevant NGOs, private sector, etc.

In addition, the team based in each Day Care Centre is committed to meet the needs of home based services as well. The contribution of volunteers has a significant role in Home Based Services provision, as they are very much involved in supporting, encouraging and strengthening the beneficiaries and also the work of the staff, in many different ways. The different educational backgrounds and working experiences in the field of social services and especially experience in provision of services for People with Disabilities enables adequate management and provision of these services. In addition, there is organized a team work for services delivery, meaning all team members are involved in the delivery of outreach services, such as Home assistance, Social Support or Medical Assistance.
Beneficiaries of Day Care Centres for Elderly

Beneficiaries of the Day Centre act as "volunteers", as they plan, choose and perform a variety of activities, and participate in a community experience in order to reach forms of self help, autonomy and social coexistence and participation. All citizens in both municipalities who are 60 years old and above have the opportunity to register and receive services and participate in the activities of the Day Centres. In addition, family members and carers of final beneficiaries can also benefit from services and activities of the centre.

More specifically, the Day Centre is addressed to:
- Elderly people, 60 years old and above
- Families and/or carers of direct beneficiaries
- The local community for raising social awareness on elderly issues related to the marginalization of elderly people, as well as for fund raising.

Beneficiaries of Home Based Services

Beneficiaries of home based services involve people with disabilities, particularly progressive muscular dystrophy and spina bifida. Beneficiaries were selected from HandiKOS database, and due to the fact that this is a pilot action designed for a limited number of people, selection criteria were set for both target groups, based on specific criteria such as placing priority on people who require daily assistance with feeding, personal hygiene and clothing, people who live in rural areas, having limited access to health care services and centres and other municipal services and finally people who suffer from other health problems and secondary ailments. In addition, family members and carers of final beneficiaries can also benefit from home based services and activities.

More specifically, home based services are addressed to:
- People with disabilities
- Families and/or carers of direct beneficiaries
- The local community for raising social awareness on disability issues and social marginalization.
1.4 Objectives

The objectives of the Day Centre are:

- To improve the quality of life for recipients by supporting their participation in social processes and supporting their families
- To provide a 'social shelter' for elderly people
- To enhance individuals' autonomy, improve self-confidence and be proactive to marginalization and social isolation

The objectives of home based services are:

- To improve the quality of life of recipients by supporting their everyday life and autonomy and supporting their families
- To provide a 'social shelter' for people with disabilities
- To enhance individuals' autonomy, improve self-confidence and be proactive to marginalization and social isolation

Home based services (HBS) provided to people with disabilities (PWDs) aimed at acting as complementary to the existing work of HandiKOS and to services already provided. Home visits and home delivered services are an important element in a holistic and integrated approach of a care program for people with disabilities. The objectives of home visits and services are the following:

- Advising and training on self care and daily activities, such as motion exercises, cleaning, washing, cooking
- Counseling and Psychological support to individuals and their family members/carers
- Social Support and Social Counseling
- Teaching of skills (e.g. home management, environmental modification, training on using, maintaining and repairing assistive devices, artistic skills, hygiene tips etc.)
- Developing an individual action plan with specific goals
- Health monitoring
- Independent living support
2. THE PRINCIPLES GUIDING THE OPERATION OF SERVICES

To frame its work, the project team has identified a number of principles to guide its deliberations. These principles are as follows:

2.1 Work in partnership with the governmental institutions and other stakeholders involved in the field of social policy
The best way to achieve a positive and sustainable implementation of Community Based Services is to involve the various stakeholders in the network in the initiative as a whole, especially the local governance and those dealing with social services issues. The project aims at going beyond theory and compiling concrete observations and initiatives during this pilot phase of the services provision.

2.2 The project will ensure that its recommendations are guided by objectives that are clearly formulated;

2.3 Explicit planning of services and cost of these services should be done prior to the end of the project;

2.4 Precise identification of deliverables.

2.5 Assessment of implementation of services

The implementation of services provided by the project is accompanied by a rigorous and systematic assessment of the results obtained in order to eventually make any adjustments required.

2.6 Concern for fairness, for a fair and equitable system
Throughout the process, it is considered that fairness must be kept in mind, since concern for fairness is important for fair and equitable health and social services system.

This concern means that as observation of this action, specific situations, such as the characteristics of populations, the involvement of institutions, health care etc., will have to be taken into account.

The project team believes that Community Based Services must help to establish and maintain a fair and equitable health and social services system.
3. THE WORKPLAN
3.1 Four phases

The project has initiated a four-phase approach.

3.1.1 Analyzing the best practices and understanding the existing situation

In order to be fully in line with the project objectives, especially with the project objective To bridge the gap in local service provision by improving the coverage, quality and sustainability of community-based social services, through piloting holistic supportive services for the elderly in two Day Care Centre and through establishing multidimensional home-based services for adults with disabilities, the project team made a study adopting the community-based framework, and focusing on selected EU practices of community-based services for elderly people and people with disabilities. The criteria for selecting practices deriving from specific EU countries involved: a) national policy framework on health and social care for people with disability and elderly people, b) national quality management systems in terms of national standards and guidelines and c) availability of relevant data. In addition, a situation analysis of the elderly people in Kosovo took place during the initial phase of the project and was followed by the Direct Beneficiary Identification Mechanism that was based on gathered information on field.

3.1.2 Staffing and the training for the hired staff

During the first phase of the project, the recruitment of the staff who would be involved in the delivery of services in the centres and in outreach services, took place. The following activity related to this action refers to the training of this staff. This was a very important activity as it would define to a great extent the outcome of the whole action. First, the training material needed to be developed, based on the identified services that would be delivered and the specification of professionals that would be needed. In addition, the training material was adjusted to the target group (elderly or PWDs) and the way of service delivery (day care centre or home-based services). Further to the development of the training material, four training sessions took place with the staff, including also an assessment at the end of the training that was considered to be an important aspect of the training process, so as to understand the strengths and weaknesses and improve training courses in the future.
3.1.3 Pilot testing of services and their evaluation

Evaluation is a process that critically examines the services delivered by the project. It involves collecting and analyzing information about the project's activities, characteristics, and outcomes. Its purpose is to make estimation about the services provision, to improve its effectiveness, examines the process of implementing the action and determines whether the project is operating as planned. The process of evaluation determines who needs the program, how great the need is, and what can be done to best meet the need. There are three stages of evaluation: the pilot testing evaluation, the mid-term evaluation and the final evaluation. In the process of evaluation are involved the beneficiaries and the staff providing the services. The process of evaluation is focused on determining how satisfied these individuals are with the services and what are the challenges following the implementation of these services.

In order to establish the services, initially a pilot testing of services took place where 10 beneficiaries for each service were selected, 5 persons with disability and 5 elderly persons in each municipality based on the criteria set in the Operation Manuals. Beneficiaries have been selected and initial assessment processes completed. Based on the needs assessment tool, individual action plans have been created and implemented for 5 people with disability and 5 elderly people in each municipality. The pilot operation process lasted approximately one month, starting on 1st March and ending on 29th March 2013 and at the end a pilot testing assessment was conducted. An assessment report of the two day care centres was completed in April 2013. Beneficiaries and the staff completed the evaluation questionnaires in order to evaluate staff and services of the DCCs Based on the review of these assessment reports, recommendations for sustainability and strategies for increasing potential of sustainability are being discussed. Preliminary evaluation of these reports indicates that there is a need for revising the assessment forms both for staff and beneficiaries for more accurate assessment of staff feelings in the workplace and for service assessment by beneficiaries. Additionally, there seems to be some unmet needs concerning medical equipment for monitoring general health and a need for space to provide individual counselling. In this phase the project has enabled the establishment of the monitoring process and every month the work in the centres and outreach work are monitored by the management staff of the project.

3.1.4 Continuation of services and mid-term evaluation

The full operation of services started at the end of April 2013 after the end of the pilot phase of operation. The target number of beneficiaries is twenty five elderly people and twenty five people with disabilities for each day care centre (DCC) (Prishtinë/Priština and Ferizaj/Uroševac), totalling fifty elderly and fifty people with disabilities (total n=100). This target number was attained and twenty five elderly and twenty five people with disability, beneficiaries of Pristine DCC (total=50) participated in the mid-term evaluation. In the Ferizaj DCC also, the target number had been reached and twenty eight elderly (n=28) people and twenty five people (n=25) with disability participated in the midterm evaluation of the services.
In accordance with the project proposal and logical framework, a Mid Term Evaluation has been arranged to assess what the project has achieved against designed services for elderly provided in Day Care Centres (DCC) and Home Based Services (HBS) for People with Disability to guide the remainder of the project in terms of its focus, direction and staffing within the frame of Operation Manuals for both services. The operation manuals were designed during the inception phase of the project. It should be emphasised that this follows the Pilot Operation Assessment Report which has already highlighted the main challenges and proposed improvements and changes needed.

The services were assessed over the operational period May 2013 to October 2013 in order to evaluate the operation of the services, performance and progress made towards achieving outputs as well as documenting lessons learnt. Specifically, the evaluation covers the following: the DCCs and HBSs, efficiency, service delivery, staff's collaboration and the interaction between the staff and the beneficiaries.

During the final phase of the project it is intended to conduct a final evaluation of the services that would be followed by an analysis of the overall development of services and to come up with the explicit cost of services that would accomplish the recommendations to the municipal government for a clear picture about the services in order to enable the sustainability of the services after the project ends. During this stage also it is intended to evaluate potential broader, longer-term changes that could occur as a result of the project implementation. These impact evaluations may focus on beneficiaries’ social wellbeing and health impacts of the project.

**4. OPTIONS TO BE ANALYZED**

During this section the attendees can introduce their ideas and options to be analyzed for further development of the services and their sustainability.
- How to establish a sustainable fund for covering the needs of our target groups at the municipal level?
- How to raise public awareness in better addressing the needs of People with Disability and Elderly People
- What are the capacity building needs of local authorities/actors in order to sufficiently address and meet the needs of elderly people and people with disabilities?
- The role of Licensing in ensuring sustainable services
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