

Person-centred Value Framework for Care for People with Severe Physical and Psychological Impairments

<u>Organisation(s):</u>	Region of Southern Denmark	
<u>Country:</u>	Denmark	
<u>Contact:</u>	policy@esn-eu.org	
<u>Theme:</u>	<input type="checkbox"/> Ageing & Care <input type="checkbox"/> Asylum & Migration <input checked="" type="checkbox"/> Young People <input type="checkbox"/> Support for Children & Families <input type="checkbox"/> Community Care <input type="checkbox"/> Integrated Care & Support <input type="checkbox"/> Co-Production <input checked="" type="checkbox"/> Disability <input type="checkbox"/> Housing & Homelessness <input type="checkbox"/> Artificial Intelligence <input type="checkbox"/> Digitalisation <input checked="" type="checkbox"/> Quality Care	<input type="checkbox"/> Labour Market Inclusion <input type="checkbox"/> Social Inclusion <input type="checkbox"/> Technology <input type="checkbox"/> Workforce and Leadership <input type="checkbox"/> Social benefits <input type="checkbox"/> EU Funding <input type="checkbox"/> Social Service's Resilience <input type="checkbox"/> Mental Health <input checked="" type="checkbox"/> Person-centred Care <input type="checkbox"/> Other, please specify:
<u>Principles of the European Pillar of Social Rights:</u> <i>Check the 20 principles here.</i>	<input type="checkbox"/> 1. Education, training, life-long learning <input type="checkbox"/> 2. Gender equality <input type="checkbox"/> 3. Equal opportunities <input type="checkbox"/> 4. Active support to employment <input type="checkbox"/> 5. Secure and adaptable employment <input type="checkbox"/> 6. Fair Wages <input type="checkbox"/> 7. Transparent employment conditions <input type="checkbox"/> 8. Social dialogue <input type="checkbox"/> 9. Work-life balance <input type="checkbox"/> 10. Healthy, safe work environment	<input checked="" type="checkbox"/> 11. Childcare and child support <input type="checkbox"/> 12. Social protection <input type="checkbox"/> 13. Unemployment benefits <input type="checkbox"/> 14. Minimum income <input type="checkbox"/> 15. Old age income and pensions <input type="checkbox"/> 16. Health care <input checked="" type="checkbox"/> 17. Inclusion of people with disabilities <input type="checkbox"/> 18. Long-term care <input type="checkbox"/> 19. Housing and assistance to homeless <input type="checkbox"/> 20. Access to essential services
<u>Current status of the practice:</u>	<input type="checkbox"/> Concept and Design Phase <input checked="" type="checkbox"/> Execution & Monitoring Phase <input checked="" type="checkbox"/> Consolidation Phase <input type="checkbox"/> Scaling Up and Transformation Phase <input type="checkbox"/> Other (please specify)	
<u>Context/ Social issues addressed</u>	The project addresses autonomy and quality of life for people with severe physical and psychological impairments and other significant challenges who receive highly specialised social services. These services include 24-hour-service institutions,	

<p><i>Please explain the problem you attempt to solve.</i></p>	<p>secured facilities for youths, day-activity facilities, special education services, and consultancy services.</p> <p>Through a collaborative process, the people in our care have expressed what is most important to them. That is self-reliance, autonomous decision-making, the feeling of safety, a content-rich life, communication, and significant relationships Taking the perspective of the persons rather than the systems is important when planning and executing highly specialised social services. Based on the valuable insights from the experts - the individuals themselves - a person-centred and value-based approach has been designed to increase autonomy and quality of life for the citizens in our care.</p>
<p><u>Objectives:</u> <i>Please provide a maximum of three objectives in bullet points.</i></p>	<ul style="list-style-type: none"> • Increase the autonomy and quality of life for people with severe physical and psychological impairments and other significant challenges receiving specialised social services • Better understand the needs and wishes of people with severe physical and psychological impairments receiving specialised social services. • Guide policymaking and local improvements that increase autonomy, inclusion and quality of life.
<p><u>Activities:</u> <i>Please summarise the activities put in place to achieve the objectives (maximum 200 words).</i></p>	<p>Defining a framework to assess the quality of life for people receiving specialised social services based on key values defined through a co-creative process together with people receiving specialised social services. This was done by gathering qualitative data about what constitutes quality of life from their perspective. Data was gathered through interviews with - and observations among - persons receiving care. Relatives and carers have been engaged in delivering data when the persons were not able to express their opinions.</p> <p>The framework includes 6 core values. The core values are: - I am as self-reliant as possible - I decide for myself - I feel safe - I live a content-rich life - I can communicate - I have significant relations</p> <p>The framework is used by institutions in collaboration with the people receiving care to plan and execute the everyday activities at the institutions and the service delivery for the individuals.</p>
<p><u>Evaluation of practice:</u> <i>Please explain how you evaluate the practice and what the results were/are so far</i></p>	<p>All 30 institutions and service delivery facilities have made a baseline assessment of their general performance in relation to each core value with the use of a radar chart. They will make an assessment again in 2024 as a part of their own evaluation and in order to provide information for a general evaluation of the approach.</p> <p>Furthermore we have many qualitative examples of how the value-based approach has impacted the individual's experience and quality of life.</p> <p>Examples of impact that has been measured:</p>

	<p>At an institution for adults with severe mental and functional impairments, the institutions decided to do a weekly “Saturday lunch”. The activity was chosen in order to bring the residents closer together and allow them residents to choose their own food from a buffet rather than predefined plates. Staff notice signs of impact as the residents express joy. Furthermore, residents who previously did not have relations now hug and chat.</p> <p>At an institution for adults with functional impairment sentenced by the court, they were discussing the value of “I live a content-rich life”. A resident had a big wish to meet a group of famous Danish YouTube idols. The staff arranged for the YouTube idols to make a charity show at a summer party for residents and their relatives. It was a positive experience for both residents, relatives and staff.</p> <p>Several institutions use the framework simply to engage in systematic conversations with the persons about what is important to them, thereby increasing autonomy and inclusion.</p>
<p><u>Links to supporting documents:</u> <i>e.g. website or report of the practice</i></p>	<p>Core Values to Improve Quality of Life (regionsyddanmark.dk)</p>
<p><u>Comments and tips, i.e. for people willing to use your Practice</u></p>	<p>Tips for engaging in a similar process:</p> <ul style="list-style-type: none"> • Co-create together with the end users who are the experts on their lives • Engage top managers in key decisions throughout the process for example through presenting qualitative data • Make data alive and use them often to create engagement • Engage key staff members to ensure ownership • Design an evaluation method that fits the purpose