

# Community Care for People with Disabilities



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# Community 360

*Social Services Leading Care in the Community*

Barcelona

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# Summary

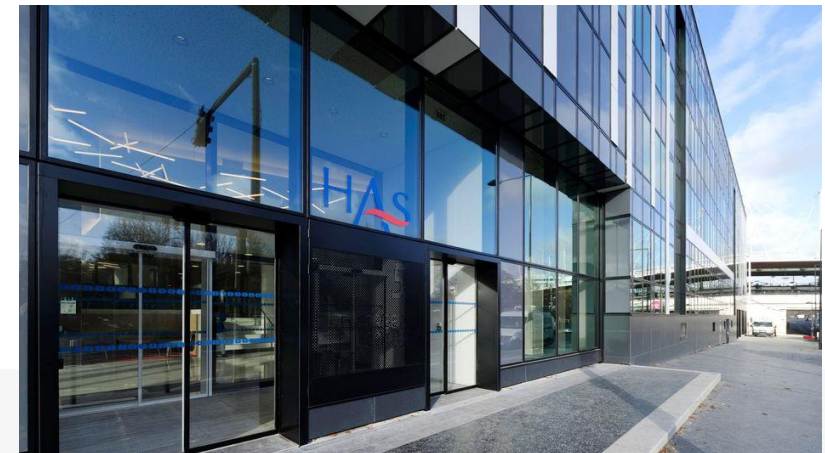
1. Presentation of the *French National Authority for Health* (« HAS »)
2. History of Community 360
3. Practices
4. Quality assessment
5. Points of vigilance

# The French National Authority for Health

- An independent, public scientific advisory body ;
- Purpose : advance quality health ;

*Health is a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity (WHO definition)*

- Area of action: healthcare and social care services.



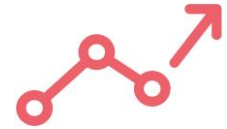
# Three core missions



**Assess and appraise** pharmaceuticals, devices and procedures for inclusion on the national list of reimbursed products and services



**Recommend** best practices for health care professionals and elaborate public health guidelines



**Measure and improve** the quality of care delivered in health and social care organizations

**Advance quality in health and social care to serve both individual and collective interests**

# History of the Community 360

An heritage from the COVID crisis :

- ❖ Consequences of **lockdowns** have generated significant difficulties for people with disabilities and their entourage ;
- ❖ Social workers had to “**go towards**” the public (elderly and people with disabilities especially) ;
- ❖ Deployment of the "360 Covid communities" was decided, which aimed to **support people with disabilities and their caregivers** in their search for solutions.

# Pilot organizations in France

Specifications set out in 2021/2022, and a budget allocated by :

- The National Solidarity Fund for Autonomy (“CNSA”)



Caisse nationale de  
solidarité pour l'autonomie

- Interministerial Direction for Public Transformation (“DITP”)



MINISTÈRE  
DE LA TRANSFORMATION  
ET DE LA FONCTION  
PUBLIQUES

*Liberté  
Égalité  
Fraternité*

**In 2022 : There must be a community in each department of France (101).**

# For which people ?

Any person with a disability, or caregiver, looking for support to concretely carry out their project, especially :

- Persons kept in **children's institutions** under the "Creton amendment";
- People on the **waiting list** of a medico-social establishment and service (ESMS) and/or on leaving a health institution;
- People at **risk of breakdowns** in their lives (ex: transition between children and adults, inadequate support, etc.);
- Persons **not detected** or reported by any given services...who are going through very critical periods.



# Organization

The community is supported by an association (like social work in general in France)

Professionals in a community 360

- Community coordinator (experienced social worker) ;
- Course advisors ;
- Person of reference at the departmental house for people with disabilities

**Important skill required** : Culture of partnership and overall vision of a territory's resources

# How ?

A practice of "going towards" and coordination, against the French institutional tradition

Promote new ways of working with many specialized actors (coordination support systems, mobile teams, rare disability relay teams, outsourced skills and services centers, respite platforms, medico-social institutions and services, supported employment platforms, etc.).

# Which practices ?

**It is a transformation of the institutional landscape. The line between institutions, services and the mainstream environment is becoming increasingly blurred.**

Key actions:

1. Contacting people in difficulty / Make a specific telephone number available to the public ;
2. Planning and implementation of people's life goals and aspirations ;
3. Seek operational solutions as close as possible to where the people live (rights, leisure, citizenship, housing, schooling, training, employment...)
4. Mobilise administrations to activate responses as quickly as possible.

# Quality assessment

## Advantages

- **Simpler** for people and their caregivers (one or two interlocutors...);
- A **facilitating gateway** to administrations and financial aids : approximately 80 calls a day received (50% are people with disabilities, 40% are caregivers) ;
- **Prevent** the situation from deteriorating and help to keep the person in his environment.

## Difficulties

- Most people who manage to apply for the community 360 are **already accompanied** by a social service : there is a strong need to communicate about the community.
- The community 360 must **make its place** in the organizational landscape.
- Social workers within the community 360 need to develop a **new culture**. His core is to reach towards other partners and other organizations. In France, it needs to be developed.
- There are **few solutions** for **very difficult situations** (very severe disability for instance)

# Quality assessment

Main reasons why we need community 360 (example with the « département du Nord », 2020) :

- Questions on administrative procedures (46%),
- Need for respite or a support solution (20%),
- Health (11%)

But also employment, questions about a specific establishment, schooling, accessibility...

[Source : Communautés 360 : quel bilan pour le numéro d'appui handicap](#)

# Points of caution

1. The 360 community is **not a substitute** for a **residential space**.  
Its vocation is not to manage the emergency ;
2. The **consent** of the person is essential, if not mandatory ;
3. The community is **not a substitute** for **curators** and **tutors**.



# Thank you !

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