Home Help Service (SAD) of Proximity

Organisation(s):	Barcelona City Council - Institute for Social Services
Country:	Spain
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Theme:	☒ Ageing & Care ☐ Asylum & Migration ☐ Young People ☐ Support for Children & Families ☒ Community Care ☐ Co-Production ☐ Disability ☐ Housing & Homelessness ☐ Artificial Intelligence ☐ Digitalisation ☐ Integrated Care & Support ☐ Quality Care	☐ Labour Market Inclusion ☒ Social Inclusion ☐ Technology ☐ Workforce and Leadership ☐ Social benefits ☐ EU Funding ☐ Social Service's Resilience ☐ Mental Health ☒ Person-centred Care ☐ Other, please specify:
Principles of the European Pillar of Social Rights: *Check the 20 principles here.*	☐ 1. Education, training, life-long learning ☐ 2. Gender equality ☐ 3. Equal opportunities ☐ 4. Active support to employment ☐ 5. Secure and adaptable employment ☐ 6. Fair Wages ☐ 7. Transparent employment conditions ☐ 8. Social dialogue ☐ 9. Work-life balance ☐ 10. Healthy, safe work environment	☐ 11. Childcare and child support ☐ 12. Social protection ☐ 13. Unemployment benefits ☐ 14. Minimum income ☐ 15. Old age income and pensions ☐ 16. Health care ☐ 17. Inclusion of people with disabilities ☒ 18. Long-term care ☐ 19. Housing and assistance to homeless ☐ 20. Access to essential services
Current status of the practice:	☐ Concept and Design Phase ☐ Execution & Monitoring Phase ☐ Consolidation Phase ☒ Scaling Up and Transformation Phase ☐ Other (please specify)	
Context/ Social issues addressed *Please explain the problem you attempt to solve.*	The SAD is the service that provides **home support for people who are dependent or at risk** and who need help from **social and medical professionals to carry out their daily routines**. The service includes help with hygiene and personal care, help with physical activities and movement (getting up, getting into bed and walking), food and dietary control, medication and assistance getting out of the home.	

Objectives: *Please provide **a maximum of three** objectives in bullet points.*	- help people with limited autonomy or in vulnerable situations who need support at home to stay in their usual homes with suitable conditions for coexistence in their environment, family and community - provide support when carrying out the daily activities of daily life (personal hygiene, going shopping, organizing meals and the home and others) - promote people's personal autonomy and improve their quality of life
Activities: *Please summarise the activities put in place to achieve the objectives (maximum 200 words)*	**What services does the SAD offer?** - Help with hygiene and personal care - Help with physical activity and movement - Dietary care and control - Control of medication and healthcare - Support with everyday habits (food, hygiene, household organisation etc.) - Assistance outside the home (visits to medical facilities, banking, etc.) - Guidance and support for carers The new model is based on the creation of **teams** of professionals who **attend to a group of persons who live in a superblock** SAD of proximity. An **urban superblock** is a territory of proximity, physically defined by a set of blocks of the urban fabric with a population between 5,000 and 8,000 inhabitants. The **social superblocks** pursue the idea of "distributed or virtual residence": **The neighbourhood provides all the common services** that are provided in a residential area within a radius of 300 meters.
Evaluation of practice: *Please explain how you evaluate the practice and what the results were/are so far*	Evaluation of the perception of client services Federal Antidiscrimination Agency FADA – January 2019 **Proximity of the team:** - The clients of services **remember the names** of their family workers. - The clients of services feel **listened to** by the professionals. - The clients of services know where to **call** or contact. **Trust in professionals:** 86.1% of the clients of services have enough trust in a member of the team to ask for help when they have to make a decision or need to organize something. **Attention provided by professionals:** - The perception of the knowledge of the professionals to attend to the person in an adequate way stands out, which is well valued by 97.5%. **Continuity with the attention:** 100% of the people interviewed consider that the different professionals in the team are well coordinated. **Service adjustments:** - The clients of services positively value their participation in establishing the days and hours of service and have the feeling of having a **better conciliation with their family**.

	Social inclusion, autonomy and mood status: ➢ In all the questions referring to results, satisfactory scores were obtained, especially in the question referring to the increase in the possibilities from before the services was provided of going out on the street, which obtained a result of 94.7%.
Links to supporting documents: *e.g. website or report of the practice*	https://ajuntament.barcelona.cat/personesgrans/ca/canal/atencio-domiciliaria https://ajuntament.barcelona.cat/en/
Comments and tips *i.e. for people willing to use your Practice*	