

National assessment of social services deinstitutionalisation

<u>Organisation(s):</u>	Korczak University	
<u>Country:</u>	Poland	
<u>Contact:</u>	policy@esn-eu.org	
<u>Theme:</u> Choose at least one option	<input type="checkbox"/> Ageing & Care <input type="checkbox"/> Asylum & Migration <input type="checkbox"/> Young People <input type="checkbox"/> Support for Children & Families <input type="checkbox"/> Community Care <input type="checkbox"/> Integrated Care & Support <input checked="" type="checkbox"/> Co-Production <input type="checkbox"/> Disability <input type="checkbox"/> Housing & Homelessness <input type="checkbox"/> Artificial Intelligence <input type="checkbox"/> Digitalisation <input type="checkbox"/> Quality Care	<input type="checkbox"/> Labour Market Inclusion <input checked="" 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 type="checkbox"/> Person-Centred Care <input checked="" type="checkbox"/> Research & Use of Evidence <input type="checkbox"/> Management & Planning <input type="checkbox"/> Other, please specify:
<u>Principles of the European Pillar of Social Rights:</u> Check the 20 principles here .	<input checked="" 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 checked="" type="checkbox"/> 8. Social dialogue <input type="checkbox"/> 9. Work-life balance <input type="checkbox"/> 10. Healthy, safe work environment	<input 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 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 type="checkbox"/> Testing or pilot phase <input type="checkbox"/> Temporary practice that has terminated <input type="checkbox"/> Temporary practice that is ongoing and has a termination date <input checked="" type="checkbox"/> Established and ongoing practice <input type="checkbox"/> Scaling Up and Transformation Phase <input type="checkbox"/> Other (please specify)	
<u>Summary:</u> Please summarise the practice in maximum 3 sentences. This will be the	Korczak University conducted the largest study of the potential and challenges of social services in Poland, which opened the eyes of Regional Centers of Social Policy and local governments to the challenges in this area. In the research, we ensured the representativeness of all voivodeships/regions and types of communes—urban, rural, and urban-rural—to obtain the fullest possible picture of the situation related to providing social services in Poland.	

<i>disclaimer of your project on our website.</i>	
<u>Context/ Social issues addressed</u> <i>Please explain the problem you attempt to solve with your practice.</i>	A fundamental problem was lacking a broad and credible scientific study of social service providers and recipients to implement evidence-based changes to the social support model.
<u>Objectives:</u> <i>Please provide a maximum of three objectives in bullet points.</i>	1. The research aimed to listen to the opinions of all social groups, both providers (institutional and in-home services) and recipients of social services (seniors, dependent people, people with disabilities, young people in foster care, people in a mental health crisis and people in a homelessness crisis) to present it to regional social services centres and decision-makers in local government units so that they could make decisions based on the real needs and expectations of society.
<u>Activities:</u> <i>Please describe the activities put in place to achieve the objectives (maximum 300 words).</i>	<p>Almost 40 researchers from all over Poland, travelling to its furthest corners, collected knowledge about society's awareness of the deinstitutionalization process (DI), concerns and fears related to its implementation, communication needs between stakeholders and the level of their involvement. There was a huge need to improve the communication process regarding the reforms being carried out, and many concerns, both among service users and suppliers, resulted from the insufficient flow of information. There was a significant problem related to double technological exclusion – recipients for whom technologies were often inaccessible and incomprehensible, as well as suppliers who felt enormous pressure to introduce ICT while at the same time feeling that the most important thing was a direct relationship with recipients. Also, there was little involvement of municipalities and their preparation to introduce the deinstitutionalization process and support regional social policy centres. Their lack of analysis and plans and the urgent need to introduce structured change management.</p> <p>Researchers conducted 1,666 interviews, 3,518 surveys with service recipients, 2,650 surveys with representatives of institutions providing social services and 561 surveys with decision-makers in municipalities. They talked primarily with people requiring support: seniors, dependent people, people with disabilities, young people in foster care, people in mental health crisis and people in homelessness crisis. They were the centre of the study, the primary goal of which was to examine the possibility of their fully integrated functioning in society. Hundreds of conversations were conducted with people who formed their support circles: families, neighbours, friends, carers, employees of institutions providing social services, and managers. They are the circles of support for the vulnerable population and it is they who enable them to function inclusively in society.</p>
<u>Outcomes:</u> <i>Please explain what the results were/are so far and how you evaluated this.</i>	<p>The survey itself has spurred innovation and transformation of social welfare entities and turned the spotlight on the needs of local communities in this area.</p> <p>Particularly significant were the findings on (1) the needs of social service recipients (the most important expected home care services), (2) the potential of the deinstitutionalisation of social care homes, (3) the conditions for cooperation, co-creation and co-production of services and local capacity, (4) the inclusion of family, neighbourhood circles, local communities in the creation of services, (5) the use of technology and e-services, (6) the need to create a narrative around changes in the social service model. The recommendations in the research report became, in late 2023 and early 2024, the starting point for a broad, nationwide and regional discussion of the directions of deinstitutionalisation and development of social services. The study became the germ of subsequent studies and projects in this area. The report is now widely used in developing deinstitutionalisation plans in local communities. Widespread involvement in the study of</p>

	<p>social care institutions has changed their perception and opened them to knowledge and the search for good practices, which we observe virtually every day.</p> <p>Published in January 2024, the research report achieved wide scientific, social and political impact. By the end of June 2024, they were downloaded by 7,563 people representing various institutions (public and local government organisations, NGOs). The printed edition was distributed to 2,000 leaders and decision-makers in the social care sector. The study's authors presented the report at over 40 conferences for scientists, decision-makers and social care employees in all regions and bodies deciding on the direction of development of social services in Poland, organised by central institutions.</p> <p>The report is one of the key analytical and diagnostic materials for over 2.4 thousand local government units in Poland that are developing local plans for deinstitutionalisation and development of social services. One of the factors strengthening the broad social impact of the research is the involvement of all organisations that shape regional social policy and the development of social services in the project. The report highlighted the key expectations of service users and institutional and mental barriers to their development. It also revealed high expectations and fear of changes associated with deinstitutionalisation and the development of community care services. It also outlined problems in multi-sectoral partnership and co-production of services. One of the key recommendations is the need for greater involvement of local authority leaders in supporting the development of social services. The conclusions and recommendations presented in the study are now strongly influencing the expert, political and social discussion on the direction of deinstitutionalisation and the development of community-based social services in Poland, which involves central, regional and local institutions, managers of the social care sector, NGOs, as well as organizations representing the most vulnerable groups.</p> <p>Research in figures: Total number of people in the survey: 8.428 Number of social services users and their families surveyed: 3.518 Number of interviews conducted as part of 256 case studies: 1.666 Number of questions, surveys, and research focuses: 922 Number of representatives of local authorities surveyed: 561 Number of case studies analysed: 256 Social care institutions downloaded the survey results in PDF form: 7,563 Units ordered a printed version of the research report: 2.000 Watched the presentation of the report findings online live: 14.300 4.5 thousand people attended conferences in the regions 130 media references and online publications about the report.</p>
<u>Links to supporting documents:</u> <i>e.g. website or report of the practice</i>	https://uczelniakorczaka.pl/raport-deinstytucjonalizacja/
<u>Comments and tips</u> <i>i.e. for people willing to use your Practice</i>	