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# Quality of services and Efficient use of resources. Proposals

	<b>Romania</b>	<b>Norway</b>
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# Proposals for elderly services: the necessity of change and innovation

## Romania

- Poor quality of services provided by centres
- The social services are too expensive for elderly and they feel like a burden for their families
- Insufficient medical staff because of the low financial resources of the centres
- The necessity of a better collaboration between institutionalized old people and the ones that are no longer under institution care

“I think it’s important to involve old active people in voluntary work so that the old ones from institutions not to feel alone in this process of care.” – volunteer, 75

## Norway

- Good quality provided by the Centers
- The needs that has to be covered is very large and the the services are expensive so they are trying to keep the staff as limited as possible. One are trying to replace staff with technical equipment, so called welfare technology.
- Challenges in recruiting and keeping staff. Especially nurses, occupational therapists etc. (Professions with a bachelor degree).
- One must prioritize and ask – when is it good enough
- It is still a need to develop better collaboration between centers, home care and hospitals.
- Norway has implemented a cooperation reform in the health- and care Sector.

# Proposals for elderly services: the possibility of change and innovation

## Romania

- Mandatory internship in institutions
- Peer-working would be beneficial for both individual and system as a whole
- Better collaboration between beneficiaries and staff
- Strict inspection on units and applicability of the law

“A hand of help from people with the same age would be very useful financially speaking for the system and emotionally for the elderly. – 75, Beneficiary

## Norway

- The challenges and the professional input needs to stay in focus.
- More flexibility in services according to personal needs
- More user involvement and shared decisions.
- More volunteers to visit elderly people without family. This can be both from other elderly or disabled persons.

# Proposals for elderly services: issues to be improved

## Romania

- Lack of medical assistants during the night shifts
- The costs of care are too high for the elderly persons
- Special places for elderly to relax or to meet with the family in a different environment
- The staff is not interested in fully satisfy the necessity of beneficiaries

“I think it would be better for us to have a medical assistant during the night shift because we don't have one. We only have a nurse during the night and what does she know? It would be good to have a medical assistant.” Beneficiary, 75

## Norway

- Generally understaffed and especially at the night shifts.
- Private care is just for the few.
- Public care has also become very expensive for the municipalities.
- The staff have to rationalise their work and there are little room to take care of personal needs.
- In nursing homes there is only one nurse available for several wards during night shifts and doctors are also difficult to reach.

# Proposals for elderly services: actors involved in change and innovation

## Romania

- Local Council
- The Government
- The entire system
- The staff
- The institutions
- The volunteers

“One of the proposals would be to involve young people and elderly as well in different voluntary activities. Volunteers can offer that moral support which is so necessary in treated the one in need” – Volunteer,

75

## Norway

- The Government
- The Municipality
- Private and Public institutions
- Technology Companies
- The Staff/Professions
- Volunteers
- User organizations
- Universities and Research Institutes.

# Proposals for disabled persons services: the necessity of change and innovation

## Romania

- The collaboration between HealthCare System and Social Care System
- Difficulty filing an application for a mobile team for those immobilized
- Inexistence of an online system through which the immobilized may complete an application for a mobile team
- Poor quality of services provided by the social system
- Insufficient social and medical staff, low wages -insufficient resources in social centers

”This is our big problem. We have, thanks God, a lot of legislation, but we can not put them into practice. We have laws, but we can”t do anything with them.”

Social worker, 30 year old, Caritas Iași

## Norway

- There are people who are more concerned with the rules of the system rather than anything else. Health care tends to deprive people of belonging and commitment. Attitudes are still a Problem.
- The public assistance system fails in many ways. People does not recognize themselves in the Diagnostics system.
- “The gap between management and us who are "on the floor" should have been shorter”.
- “We should have been more accessible to each other regardless of how high positions each individual employee possess and have more understanding for each other”.

# Proposals for disabled persons services: the possibility of change and innovation

## Romania

- We can use the technology better, create an online system for fulfilling an application for a mobile team
- Creation of support groups by the more active (peerworkers)
- Most experts in the field
- Desinstitutionalization of children with disabilities
- Better collaboration between the Ministry of Labour, Ministry of Health and the local councils.
- Creating an NGO through which we can help each other
- Professional integration of people with disabilities

"We are a small community, we can help each other. Otherwise I can't see how."

- Elena Rusu, 64 years old, beneficiary

## Norway

- Change in attitudes. Management must signal what attitude they have to meet people with. Scientific truth is held as important, rules and ethics.
- The Distance between the service provider and service recipient must decrease. It will require more personal involvement.
- It is important with user interaction, it is important that the visitors also are involved in determining how their stay should be.
- It should be more focused on recovery. Recovery is that users (the visitors) are setting their own goals, employees will only be a supervisor. This is an ongoing program, so we have not seen the impact of it yet.

# Proposals for disabled persons services: issues to be improved

## Romania

- Ignorance of these issues
- The difficulty of applying the law in the social system
- Too high standards of quality for service providers that we have
- The mentality
- Lack of communication between employees and the General Direction of Social Assistance
- We do not create partnerships between institutions
- Unmotivated staff

”We need better collaboration within the institution, within the multidisciplinary team at the highest level, with specialists from the Directorate General for Protection of Child Rights.”

## Norway

- The user organisations have to get more influence on the services and be seen as partners in innovation
- More possibilities for work and activities and may be demands also for people that have physical and mental problems linked to inactivity.
- More focus on personal resources and possibilities of developing these and be able to handle demands.
- Possibilities to combine work and social benefits in order to get out of poverty.
- Less medication and more alternative treatment.

# Proposals for disabled persons services: actors involved in change and innovation

## Romania

- Attendants beneficiaries could ease the process
- The Government
- People able to take a decision of the Ministry of Labour and Social Justice
- National Authority for People with Disabilities
- The staff involved

”Specialists from the General Directorate of Social Assistance should come to check to see children's needs, the needs of employees.”

Psihopedagog, 38 years old

## Norway

- The Government
- Health directorate
- Hospitals
- The Municipalities
- Social services (NAV)
- User organisations
- Research institutes
- Staff and professions

# Students learning and practice experiences

## Romania

- This experience brought us up to some realities that we couldn't see until now. The private centres need less resources than the public ones and the differences are huge. We could see that even the staff is not fully dedicated to their work because of some poor conditions and payments.
- We think that we can make a difference by involving more in voluntary work and lately, if we'll ever have the chance to work with this kind of beneficiaries, to have the courage to fight for our customer's rights and to try to satisfy their needs as much as we can.

## Norway

- The content and focus in education and especially experiences from practice and field work is important for how to cope with change and innovation
- Attitudes to elderly and disabled is important and often difficult to be aware of.
- Change and innovation is often also about attitudes to be willing to see and try alternative approaches and let new actors as service receivers take part in the changing processes.