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Personal experiences & Practical examples

	Romania	Norway
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Health and welfare system experiences: [elderly] **positive experiences**

Romania

- Development of interrelating through activities with the elderly.
- Existence of beneficiaries who come to centers, staying in the same neighborhood but they don't know each other and after attending social activities together, they begin to visit more often, supporting on each other, develops between them a system of mutual aid.

Norway

- A generally good care for the elderly
- User involvement seems to be taken into consideration
- Each patient is offered different activities based on their past and current interests
- Activities outside the nursing home, ex. fishing, hiking etc.

Health and welfare system experiences: [elderly] **negative experiences**

Romania

- Barriers in communication with the elderly because of previous negative experiences, they were exploited or deceived and any person entering their house is looked with skepticism.
- Conceptual volunteering is a little harder to understand and try to build a team of elderly volunteers for care homes.
- Lack of funds and a small number of visits allocated.
- Difficulties in family involvement to help the elderly.

Norway

- Not an ideal use of resources
- Each patient is given a certain restricted amount of time

Health and welfare system experiences: [elderly] **ideal expectations**

Romania

- Carrying out activities that aim at regaining the role of active person in the community.
- Attracting elderly volunteers to get involved in activities.
- In each center, one- two volunteers to engage in activity of other elderly recipients.
- The relationship between the beneficiary and the person who helps him, either as a specialist in the organization, voluntarily or another person, in the first place must be based on trust

Norway

- Focus on personal food plans, to maintain current health statuses
- Customized activities should be offered on a daily basis
- The users get to live in their own homes for as long as possible

Health and welfare system experiences: [disabled] **positive experiences**

Romania

- The recovery of persons with disabilities and persons who are undergoing recovery.
- Information and help for getting social pensions. Some people did not know that can benefit from them or were misinformed.
- School integration of children with autism after their rehabilitation.

Norway

- They are able to live and receive help in their own homes
- They can benefit the factor of living together as neighbours
- Access of resources

Health and welfare system experiences: [disabled] **negative experiences**

Romania

- The lack of money for treatment, equipment and care.
- Calling from sponsors for obtaining aid.
- Lack of modern equipment in recovery centers and their high cost.
- Completed many documents to justify activities and funds received in the projects.
- Not accepting children with disabilities in some schools or not integrated their.

Norway

- The fact that the disabled are living together as neighbours can also show signs in a new era of institutionalizing the disabled
- Organizing services, who gets what
- Enough staff

Health and welfare system experiences: [disabled] **ideal expectations**

Romania

- Spending time in pleasant places, such as trips to monasteries or trips around the city.
- Understanding of family that this system comes in helping them, not to take advantage of the existence of these cases.
- Keeping new courses for parents to learn new ways of behavior in dealing with children with disabilities.

Norway

- Enough staff and services to meet the demand every disabled person has in needs in their daily lives.

Elderly service users involvement experiences: **overview**

Romania

- Elders presents both positive and negative attitudes about the services offered by the health and social protection in Romania.
- For them, the center represents an alternative when age and specific needs are an obstacle in maintaining relationships with relatives and close friends;
- On the one hand, the system offers them the chance to socialize, to overcome the notion of age, to conduct humanitarian purposes, to make friends and even close relationships and to lead their remaining days in peace and quiet ;
- On the other hand, the system forces them to come into contact with people with different age, mentality, personality and it leads to shortness of communication.

Norway

- It is challenging to involve elderly in service development and activities.
- Elderly persons that stay institutions in Norway have in general a very reduced capacity when they are staying in institutions

Elderly service users involvement experiences: **positive experiences**

Romania

- Quiet place, free of noise and verbal violence;
- Performing classic activities specific to their gender;
- Opportunity to help other beneficiaries in a more serious situation, which leads to an increased self-esteem and satisfaction of being useful,
- Socializing with people in similar situations and close age and it leads to a better communication, sense of equality and parity acceptance condition.

Norway

- Those among the elderly that have capacity to participate has often a lot to add to the services and system.
- It is also a good experience for them as far as they can make a difference and have impact on the situation
- Unfortunately it is difficult to get influence

Elderly service users involvement experiences: **negative experiences**

Romania

- The existence in centers of some beneficiaries who consume alcohol and then bother the rest of people;
- The lack of a nurse during the night, this suggests additional staff or increasing working hours;
- The lack of well-trained staff and financial resources.

Norway

- There are examples about initiatives from elderly service users that shows that they have not been taken seriously.
- That They have been overruled by staff or dependents.

Disabled service users involvement experiences: **overview**

Romania

- Disabled show more urgent and complex needs in contrast to those who do not suffer from serious diseases;
- They require more frequent visits and a caregiver to help them to move, to change the clothes, take them to the doctor because they are unable to carry out these activities themselves;
- They have high expectations in terms of quality and quantity of services received;
- Their health also depends on the attitude, interest and the compassion that manifests those who provide care.

Norway

- Disabled service users are in some settings strongly involved in services and in other less involved.
- It seems like attitudes and competence among staff are central factors for how this is shaped.
- Other factors are traditions and expectations among the service users in the concerned situations

Disabled service users involvement experiences: **positive experiences**

Romania

- Organizing of specific events for disabled, so, they exceed for the moment the physical suffering and live a moment of joy, euphoria, excitement;
- Changing environment by organizing trips in the neighborhood so disabled see new places, overcoming routine, recalls moments.

Norway

- We have experienced some examples that show strong user involvement
- Users have significant impact and have taken more or less control or running the services.
- User councils and user organisations are often central instruments that can make a difference when they are functioning

Disabled service users involvement experiences: **negative experiences**

Romania

- The visit of carer is too rare and short;
- Lack of a caregiver considering the fact that the road to the doctor, pharmacy or public institutions is long, and disabled need permanent help;
- Lack of human and financial resources;
- The need for permanent communication, socialization and affection compared with the lack of interest and reluctance of social workers.

Norway

- Some services are run by providers that have negative attitudes for involving and take service receivers opinion into account
- Some times hidden use of power hindering service user to involve and demand their rights to participate in shaping services

Students learning and practice experiences

Romania

- Something new, unique, a experience full of emotion and compassion. It was an opportunity to use the information gleaned from college to field, to apply the specific research methods and to know directly the reality investigated.

Norway

- We have learn that the individual service provider can make a huge difference
- It can also make a huge difference that there are some service receivers that have more experience and are enthusiastic about service user involvement.
- This can influence the others and also have impact on the staff