

# DISCOVER THE SUSTAIN SITES

## ALUTAGUSE CARE CENTRE

Ida-Viru County, Estonia

### DESCRIPTION

- The Alutaguse Care Centre is a nursing home known and recognized in Estonia and a competence centre valuing the quality of life of senior citizens in the region
- The Care Centre managed by SA Alutaguse Hoolekeskus has 104 vacancies
- The nursing and health care services of the Care Centre are mainly intended for elderly people from the Mäetaguse rural municipality and southern region of the Ida-Viru County



### IMPROVEMENT PROJECT

- The purpose of the SUSTAIN improvement project is to enhance the sharing of information and communication in Alutaguse
- The SUSTAIN project cooperated with the initiatives "Talk to Me" in Alutaguse. It represented efforts to improve the collection and sharing of information on what influences users' quality of life, and a new concept of the nursing care plan was implemented. The initiatives provide care that is tailored specifically to users' needs
- The intervention required a change in organisational systems and procedures to ensure that staff are acquainted with users and that users are engaged in a systematic way so as to set up and keep alive the individual care plan in a long-lasting relationship in an institution

### OUTCOMES AND LESSONS LEARNT

- Underestimation of emotional condition of older people is an overwhelming phenomenon and needs public discussion
- For integrated care, representatives from all relevant organisations need to be engaged
- Family members are a relatively untapped resource in nursing homes. The individual scores from the survey indicate the need to engage family members more in the life of the nursing home
- Empowerment needs to take place at the administrative, legal and the individual level
- The paper-based tool, the structure of which was developed during the project, helped to improve the quality of service in Alutaguse by enhancing the professionals' mindset regarding person-centredness, prevention orientation, and safety

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