DISCOVER THE SUSTAIN SITES

SØNDRE NORDSTRAND
Oslo Municipality, Norway

DESCRIPTION

• Largest and youngest borough in Oslo Municipality
• 38,000 residents, of whom 5.3% are aged 65 years and older
• Rehabilitation and other homecare services are provided by the borough’s division for prevention, voluntary work and public health
• Health and social care services are available for all residents

IMPROVEMENT PROJECT

• Promote awareness of the borough’s health and social care services among residents: users, caregivers, and healthcare staff
• Increase the use of low-threshold services (e.g. senior center) among service users and residents to reduce reliance on traditional healthcare services
• Increase collaboration between voluntary organizations and the borough’s homecare service division to promote sense of mastery, independence, and social participation

OUTCOMES

• Information screens have been installed in high impact public areas. They broadcast information about the borough's health and social care services, including voluntary services
• A senior supervisor has been hired to disseminate information about the borough’s services to older residents (age 65+), and help them access services that match their needs
• Voluntary coordinator has been appointed to recruit volunteers and facilitate collaboration between organizations and borough's healthcare unit
• A senior exercise program has been established

LESSONS LEARNT

• Invest adequate time at the outset to identify a feasible improvement initiative, and to develop good working relationships with project partners
• Invest in a competent, committed, and motivated project manager who can inspire and effectively lead the project team
• Stable leadership is essential
• The improvement team should have one or more stakeholders to whom they can be accountable

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Visit our website to access all the news, deliverables of SUSTAIN and our Roadmap for Sustainable, Tailored, Integrated Care for Older People in Europe!

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