

DISCOVER THE SUSTAIN SITES

SØNDRE NORDSTRAND BOROUGH

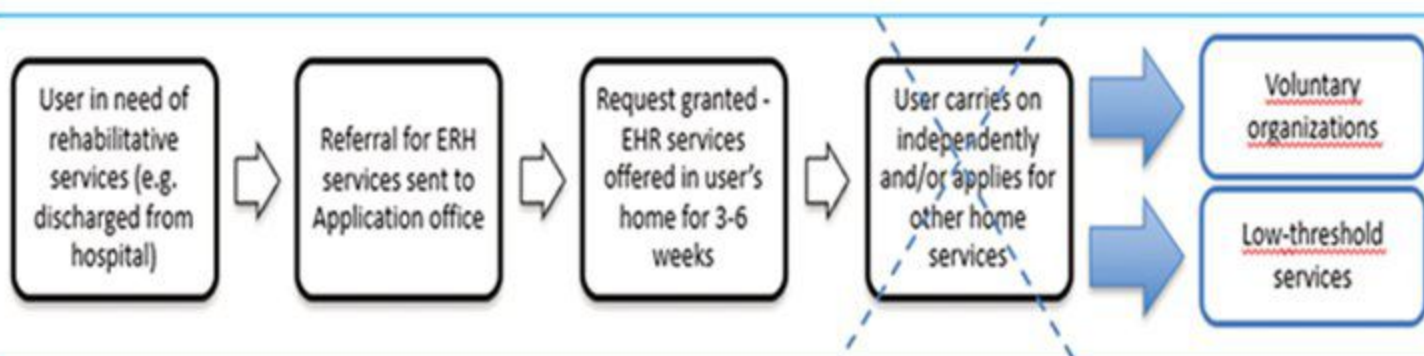
Oslo Municipality, Norway

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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