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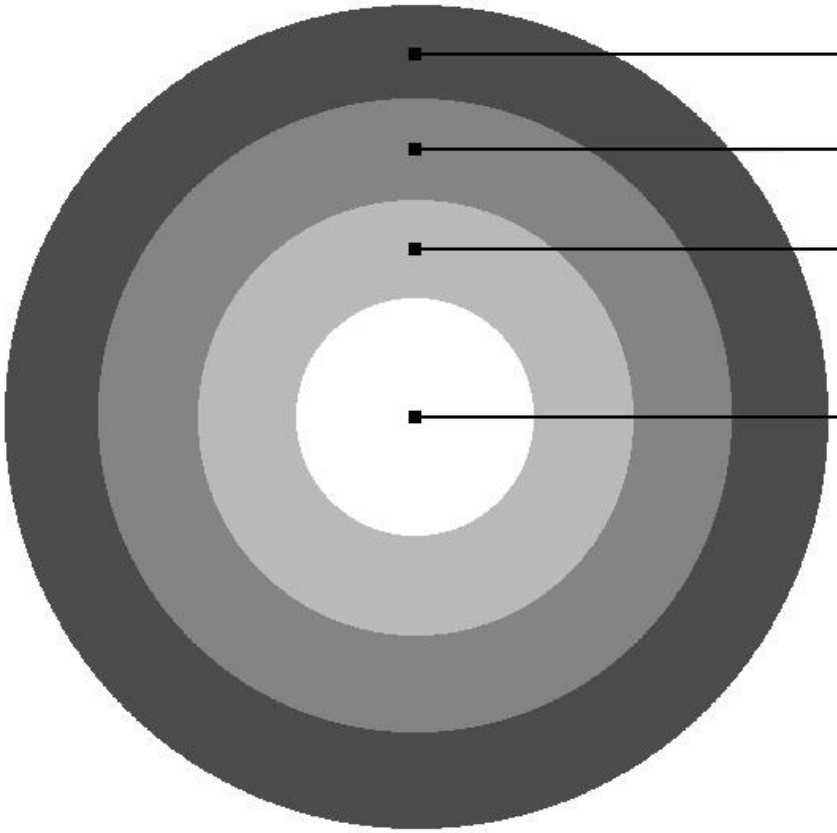
IMPROVING SERVICES
IMPROVING LIVES

SocioForum

The Annual Conference of
Independent Platform SocioForum
and 9. Forum EASPD 2017

Transformation of social services is **a complex change**, not just moving from big institutional building into
the small houses.



- Vrednote v družbi in prevladujoč odnos do oseb z motnjo v duševnem razvoju
- Filozofija in vrednote organizacije
- Vrednote, dojemanje, interpretacija in izkušnje zaposlenih
- Posameznik z edinstvenimi potrebami kulturnim ozadjem, etnično pripadnjostjo in osebnimi lastnostmi

Social systems create resistance towards (dynamic conservatism).

The reason for this resistance is not misunderstaning an individual that can not understand what is good for them, but that the previous situation is familiar, safe and provides psychological and other benefits.

or:

Fear of unknown, losing safety of stable habits that provide comfort since there is no assured trust due to different individual processes and conflicts between subsystems.

- This is one of the reasons that rational reasons are often not considered.

PREVENTING RESISTANCE

- Is there consent that change is needed?
- There are numerous solutions for each problem! Are there available options?
- Do the people benefit or lose with the current situation?
- Are they aware of negative consequences?
- What beliefs, habits, behaviours ... Are affected by the change?
- Do the people understand and believe that changes bring benefits?
- Are the workers ensured they have long-term support for realization of agreed plans?
- Is the process enacted without manipulation?

E-Qalin IDEA

- Goal of our society has to be enhancinh the quality of life of those that need support of social care services.
- E-Qalin is the answer for this challenge and develops a dynamic model of leading quality in the establishment.
- Enables quality enhancement of care and provision for user and enhances the users happiness.
- Services and their quality become more organized and enable comparing.

- E-Qalin promotes institutions to plan ahead and not become static in their development. It enables institutions to set optimal goals and optimal pace for changes regarding their specific qualities.

Source: Brooke, 2007

The process of deinstitutionalisation must be understood also:

- as a change of relations between professionals and users,
- acquiring new social roles and users involvement and participation,
- a shift of power from the experts and institutions to the users and
- as a change of epistemology of long-term distress.

Experience in countries where deinstitutionalisation has been implemented, show:

- that it takes time, but it needs to be implemented swiftly and decisively,
- that the intended effects cannot be achieved only by setting up community services. This must be accompanied by an active and efficient institutional closure,
- for prompt, effective and successful deinstitutionalisation we need:

✓ solid political will,
✓ an active and democratic leadership of institutions,
✓ good (re)training,
✓ new methods and organisation,
✓ participation of civil society,
✓ a commitment to users' rights and their empowerment, and
✓ coordination of activities, good monitoring and routing process based on evaluations and research.

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It is necessary to work together with other external entities to fulfill the integration.

- Cooperation of various different organizations (government, non-government entities), continuously creating a larger network of partners.
- It is important that service providers cooperate with policy creators on local as well as national level
- Informing the general public through different means and activities in community and using the media to make social services more popular and understood.

Klima i kultura ovise o stilu vođenja

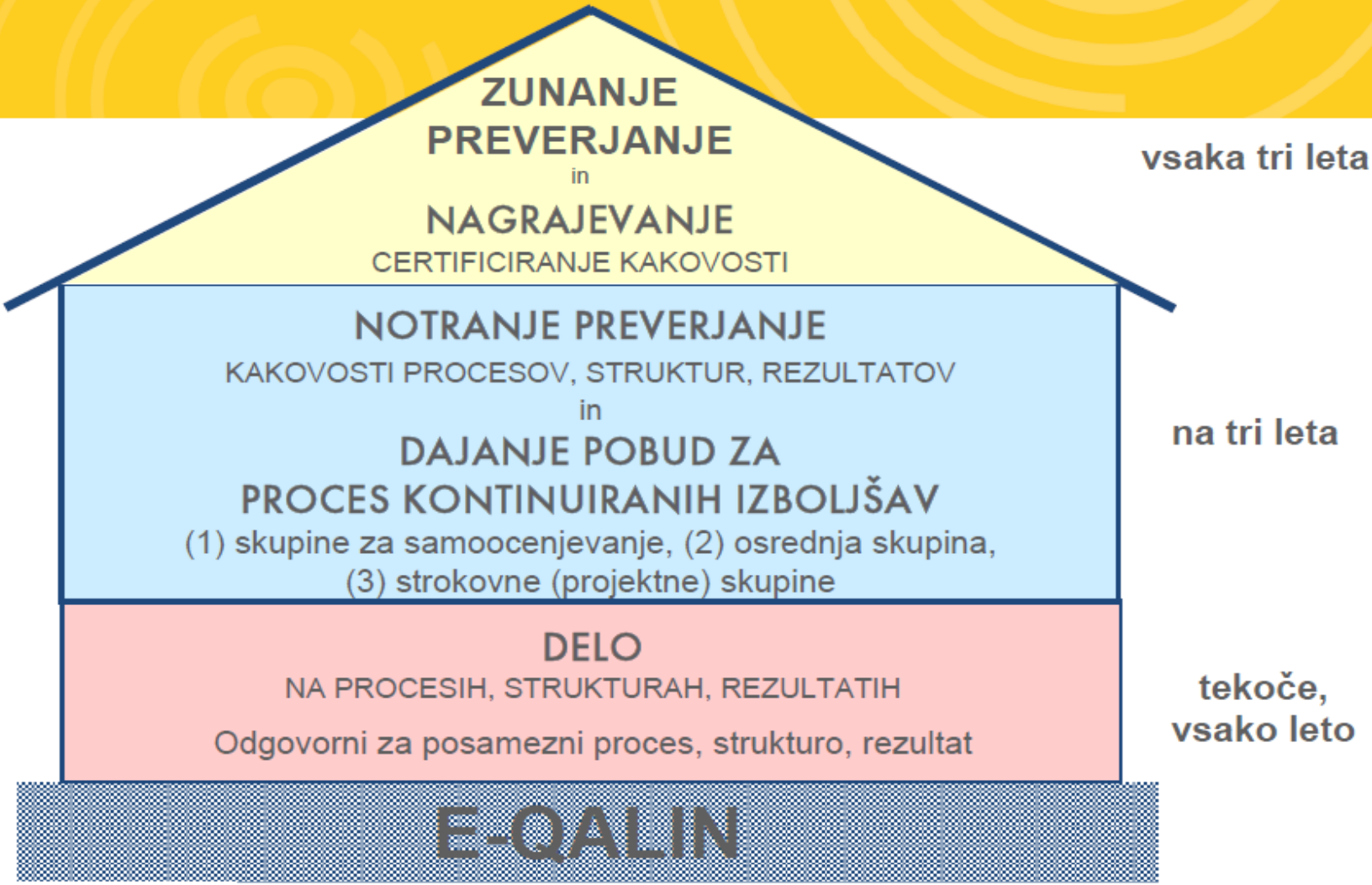
E.Qalin

KOORDINACIJA – KULTURA SUDJELOVANJA
UČEĆA ZAJEDNICA

VODSTVO S AUTORITETOM –
INDIVIDUALISTIČNA KULTURA

- Deregulataion and reform of current models of service provision and establishing new programmes
- Restructuring of current capacities to new user-friendly forms of community living
- Determining individual needs and preparing of an individual plan
- Giving full rights to users for equal coworking with professional workers
- Pairing users with their rights and opportunities for rights
- Institutionalisation of users influence on local and national level
- Ensuring multidisciplinary cooperation
- Ensuring supervision for employees
- Organising education and training for employees and professional workers for new methods of work
- Control over quality of work
- Introducing individual payment methods

Who are we?


ZUNANJE
PREVERJANJE
in
NAGRAJEVANJE
CERTIFICIRANJE KAKOVOSTI
vsaka tri leta
NOTRANJE PREVERJANJE
KAKOVOSTI PROCESOV, STRUKTUR, REZULTATOV
in
DAJANJE POBUD ZA
PROCES KONTINUIRANIH IZBOLJŠAV
(1) skupine za samoocenjevanje, (2) osrednja skupina,
(3) strokovne (projektne) skupine
na tri leta
DELO
NA PROCESIH, STRUKTURAH, REZULTATIH
Odgovorni za posamezni proces, strukturo, rezultat
tekoče,
vsako leto
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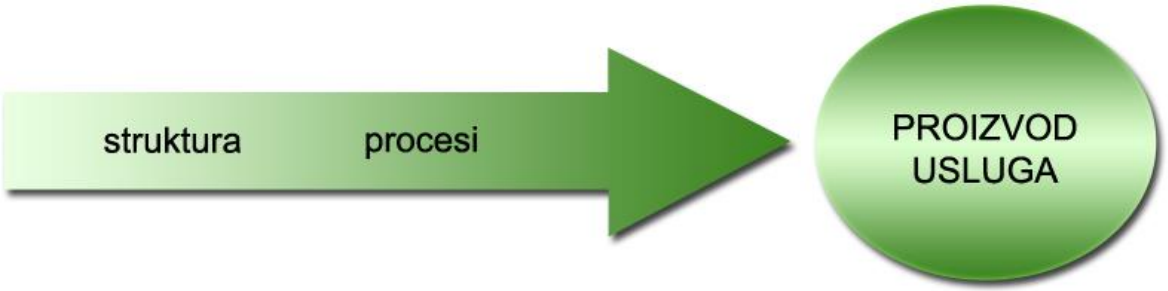
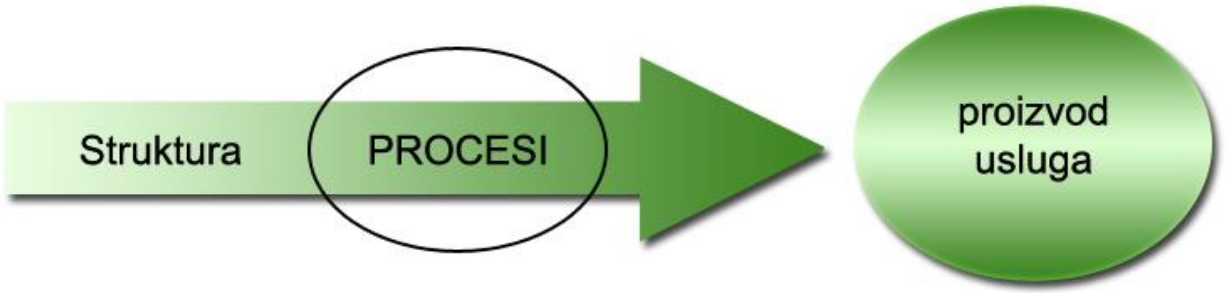
Kvaliteta usluga i kvaliteta procesa?



Rani modeli kvalitete su bili usmjereni prije svega u kvalitetu proizvoda – usluge. Iza te usmjerenosti je skrivena pretpostavka:

AKO JE PROIZVOD (USLUGA) KVALITETAN, TAKVI SU I PROCESI U USTANOVI.

Kvaliteta usluga ili kvaliteta procesa?



Ustvari je kvaliteta proizvoda – usluge, samo pokazatelj kvalitete djelovanja ustanove. Zato je moguće skrivenu pretpostavku također obrnuti:

AKO SU PROCESI U USTANOVI KVALITETNI, TAKVI SU I NJENI PROIZVODI – USLUGE.

AKO ŽELIMO PROMJENITI KVALITETU PROIZVODA – USLUGE, MORAMO PROMJENITI NEŠTO U DJELOVANJU

ORGANISATION CULTURE

- ***Direction of institution (organization culture) tells about how employees understand their work, to what they give more or less attention, to what they have to turn their attention to.***

- J.Johston: People are attracted to goals but are afraid of the path

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Kaj ocenjuje model E-Qalin®

System of management for quality or reaching bussiness excellence includes:

- structures,
- Processes and
- Institutions results.

Quality of all three fields is checked with the use of selfevaluation.

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Expected effects:

- Better qualty of service for users
- Better motivation and happiness of employees
- Help for management and employees with ensuring and improving quality service
- Qualification of employees for consideration of quality specific for activity
- Acceleration of quality in institutions and social policies
- National and international comparison of homes
- Certification of specific activities and trademarks

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Strukture in procesi: 60 kriterijev

1. Uporabniki	2. Zaposleni	3. Vodstvo	4. Okolje	5. Učeča se organizacija
1.1 Pogoji delovanja	**2.1 Razporejanje delavcev**	**3.1 Politika ustanove**	**4.1 Partnerji pri upravljanju in poslovanju**	**5.1 Učenje**
1.1.1 Dostopnost	2.1.1 Razporejanje v skladu z individualnimi sposobnostmi	3.1.1 Vrednote	4.1.1 Komunikacija in sodelovanje	5.1.1 Učenje iz izkušenj in od drugih
1.1.2 Materialni pogoji	2.1.2 Lastna odgovornost, kreativnost in lastna iniciativnost	3.1.2 Strategija	**4.2 Partnerji v okolju**	5.1.2 Izobraževanje in usposabljanje
1.1.3 Organizacija dela	....	3.1.3 Promoviranje storitev in pridobivanje podpore	4.2.1 Iskanje in izbor	....

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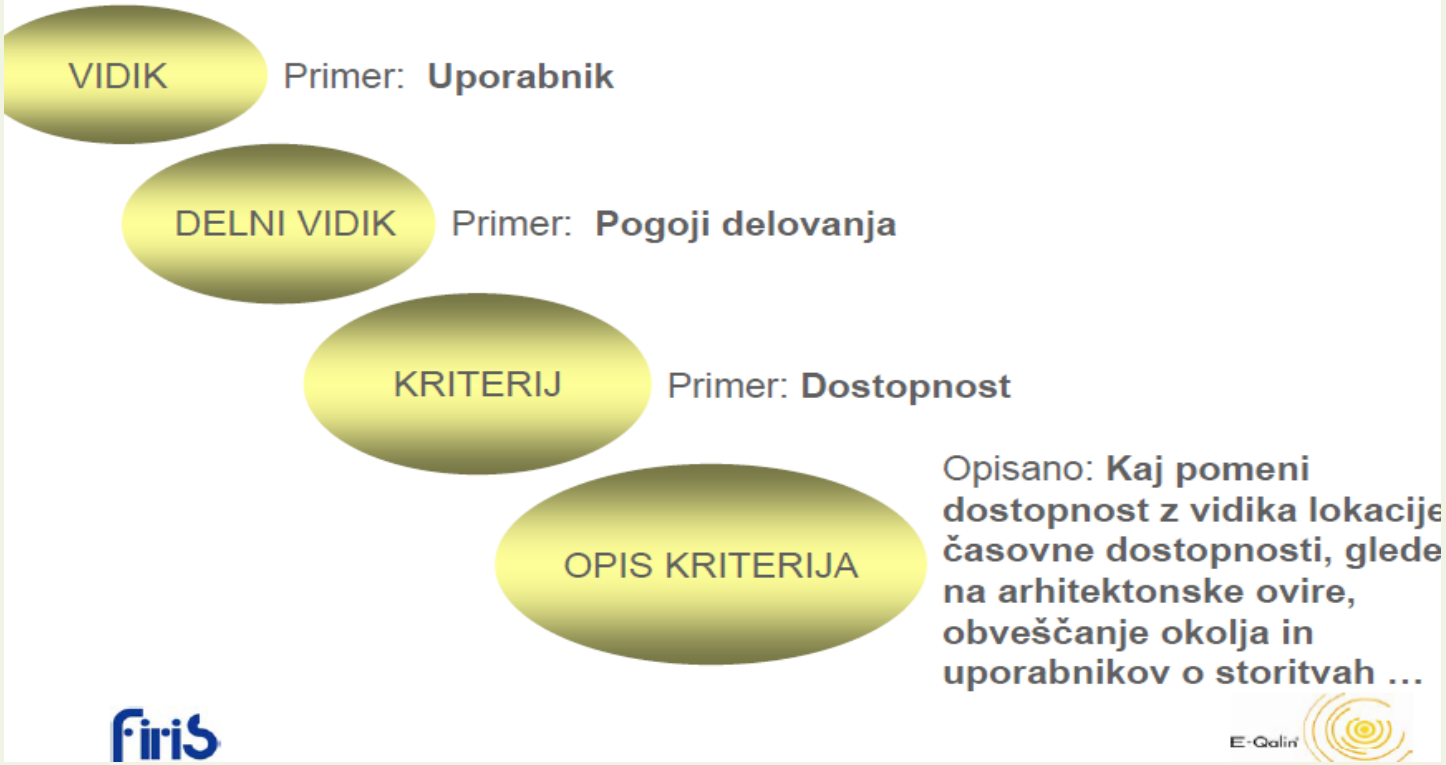
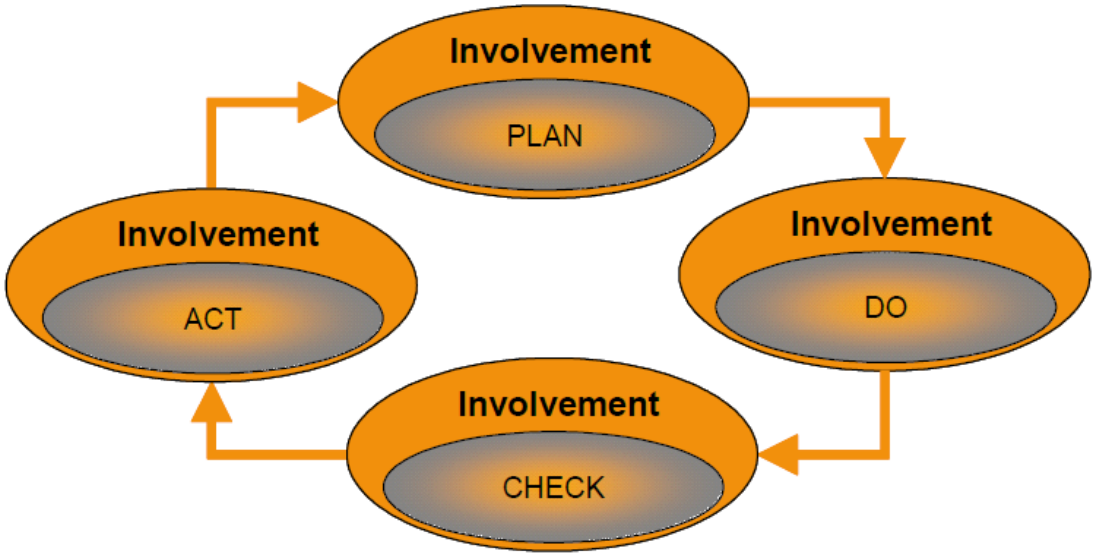
Primer ocenjevanja struktur in procesov



Samoocenjevanje na osnovi Demingovega kroga … in z vključevanjem



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Rezultati:
22 kazalnikov

1. Stanovalci	2. Zaposleni	3. Vodstvo	4. Družbeni vpliv	5. Usmerjenost v prihodnost
1.1 Kakovost storitve	**2.1 Zadovoljstvo zaposlenih**	**3.1 Gospodarnost**	**4.1 Zadovoljstvo**	**5.1 Razvoj CSD**
1.1.1 Ponudba PSP in ostalih storitev ter programov	2.1.1 Vključevanje delavcev	3.1.1 Dodatni stroški dela	4.1.1 Zadovoljstvo partnerjev	5.1.1 Načrtovanje in projektno delo
1.1.2 Potek, pogoji in dostopnost	2.1.2 Delovna klima	3.1.2 Materialni stroški	**4.2 Ugled**	5.1.2 Izobraževanje in usposabljanje
....	2.1.3 Razvojne možnosti	3.1.3 Financiranje	4.2.1 Prisotnost v medijih in delo z javnostmi	5.1.3 Mreža

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Primer ocenjevanja rezultatov

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Ph.d. Valerija Bužan, clinical psychology specialist,

- manager of CUDV Draga, the provider of different programs of social services: Education, care and occupation for people with learning disabilities
- president of the umbrella organization Association of organisations for education of people with special needs SOUS
- president of the Social Chamber of Slovenia
- Vice president of EASPD

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Thank you for your attention