




TAKING
COOPERATION
FORWARD

 Closing Open HoCare2.0 Conference, Czech Republic/Virtual

 **Social ambulance**

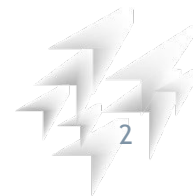
 Institute for social services Prague 4 - Jan Schneider

INTRODUCING THE ORGANISATION

- A city organisation of Prague's largest municipality
- Provider of terrain, ambulance and respite social services.
- Previous experience with national level ESF projects - Center for informal care, Biographical approach in social services, Developing electromobility in social services.

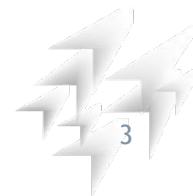


ÚSTAV SOCIÁLNÍCH SLUŽEB
V PRAZE 4



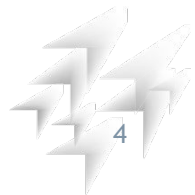
ROAD TO THE PILOT

- The pilot follows up on a previous successful ESF project, which gave birth to the Center for informal (family) care.
- Informal and family carers in Prague \$ have a unique access to support and help:
 - Psychological support
 - Social and palitative advisory
 - Mentored self support group sessions
- The center continues to function beyond the project, partially financed by a City of Prague family policy grant.
- Up to date it has provided over 2000 hours of consultations to over 400 clients.



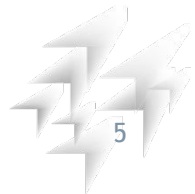
THE SOCIAL AMBULANCE

- The pilot projects follows up on the experiences and both success and failures of the Center for informal care experience.
- It also incorporates another project focused on biographical care, meaning individualizes work with the clients and their families.
- The main goal is an attempt to create one entry point for those interested in services or information - everything under one roof without needing to go around several institutions or organisations.
- The pilot tests a new setup of the multidisciplinary team, with the most notable addition being an advisor for adapting the home environment to care.
- A major part of the social ambulance is the help provided to family or other informal carers, not only with connection to care, but also with reconciling care with their work and family life, as well as with their rest and relaxation.



OUTPUTS FROM THE PILOT TESTING

- The social ambulance is a link not only for the services within the organization, but also with other providers and authorities.
- It has created a "gateway" to the organisation, i.e. an entry filter and signpost through which people come to the services.
- Self-support groups continue to be a significant feature, where carers exchange their experiences and support from both care and other fields.
- The importance of individualised care and one-to-one networking with volunteers has proven to be of vital essence.
- Crisis support is an important element for those who suddenly find themselves in a caring role and need help with setting up care and adjusting their home environment.
- The concept has proven to be so successful in practice that it has influenced the organisation structure and led to the creation of a new Social activities department, a separate unit within the ISS4.



FUTURE PLANS

- The need approach needs to be fully integrated into the organisation and its corporate culture.
- All the employees need to be continuously educated and trained in using new approaches and possibilities.
- Digitalization plays a vital role and low PC literacy of employees is the main obstacle that needs to be tackled.
- Building a caregiver training center that can be used both to further train professional caregivers and demonstrate and train the basics of caregiving for family and informal caregivers.



Thank you for your attention



Jan Schneider

Expert supervisor HoCare2.0
Institute for social services Prague 4
www.uss4.cz



www.interreg-central.eu/HoCare2.0



project.hocare2@uss4.cz

