



Helsinki

**24-hour care  
for seniors**

# **Welcome to 24-hour care for seniors**

**Helsinki**

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Maarit Hohteri (cover)

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Description of 24-hour care services for clients







# For the reader

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We want to support your wellbeing, safety and good quality of life. Our operations are guided by our shared values: genuine encounters, the joy of life, and the wellbeing of our personnel. In this service description, we provide you with information about our services, the housing and care environment, and how we support you together with your relatives and loved ones.

You can also familiarise yourself with our self-monitoring plan, in Finnish, which is available online at [hel.fi/palveluiden-laadunvalvonta](https://hel.fi/palveluiden-laadunvalvonta) and as a printout at every senior centre and service home. In the self-monitoring plan, we give an outline of the laws, regulations and quality requirements that our 24-hour care is based on and explain how we ensure the quality and safety of the service.

24-hour care is usually provided as service housing. The Kivelä Senior Centre and part of the Koskela and Kustaankartano Senior Centres provide institutional care. In accordance with legislation, institutional care will be replaced by 24-hour service housing by 2028. These two types of services differ in their details, some of which we also explain in this service description.

# Housing and care environment

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In our service housing, you will live in a one-person or two-person apartment with a toilet and a bathroom. The apartments come furnished with an electric bed, a mattress and general lighting.

Our institutional care units may also include rooms for multiple persons. Toilets and bathrooms may be in the hallway. Our institutional care units have more items of basic furniture and equipment than service housing units.

You will also have access to common areas. Our group homes have common dining and living areas, and some of them also have a sauna. All our senior centres and service homes have a restaurant, various rooms for groups and meetings, and a gym. Some senior centres also include sauna facilities, a library or services such as private hairdressing and massage services, which can be used by both the residents and the customers of the senior centre.

You can bring your own items, but you and your family and friends will be responsible for taking care of them.

When decorating your room, you must ensure that your items do not increase your risk of falling, and that the space remains safe and functional. In service housing, we recommend that you take out home insurance.

We will only be responsible for cash (up to 300 euros) and valuables handed over to our personnel for safekeeping. As a rule of thumb, we recommend that you do not bring any valuables with you. Also keep in mind that in service housing you may also need to have cash available for possible return trips using Kela-reimbursed taxi services (EUR 50). We will draw up and maintain a list of any cash and valuables that you hand over to the care unit for safekeeping.

The care personnel will be available 24 hours a day. We have a variety of technological systems in place for contacting our personnel and ensuring your safety. Our residents usually wear a safety bracelet.

# Recreational activities

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We organise many kinds of sports, recreational and cultural activities for our residents. Group activities offered may include memory groups, music or visual arts groups, discussion groups, as well as crafts, cooking or gardening activities. We may also arrange social events and excursions for you, other residents and your loved ones. In our activities, we observe the seasons and various holidays. You can participate in our community activities and lead an active life.

Our daily and weekly programme will be available to you and your loved ones. We welcome you to join us in our activities!



# Personnel

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Your daily care will be provided by practical nurses and nurses. Many other professionals will also participate in ensuring your wellbeing, including physical and occupational therapists, social and cultural counsellors, and care assistants. The premises also have property and facility management personnel, as well as caretaker and catering services personnel.

When you arrive, you will be assigned your own nurse, who will manage, plan and evaluate your care together with other professionals. With your nurse in charge, you can discuss your

concerns, take care of practical matters, as well as do nice things that are important to you. Your nurse in charge works in shifts, so remember that other members of staff can always help you while your nurse in charge is away.


Developing the competence of our personnel is important to us. We encourage our employees to develop their professional skills by enabling additional training and by taking part in various development projects.

We have clients and employees from many cultures. We are proud of our diverse communities, in which we also use languages other than Finnish. Our employees can develop their Finnish language skills through language courses organised by the City of Helsinki. In our Swedish-language services, we provide service in Swedish.

The definition for sufficient personnel is provided in the Act on Care Services for Older Persons. We continuously monitor the adequacy of personnel levels ourselves. Twice a year, the National Institute for Health and Welfare (THL) also collects data on all 24-hour and institutional senior care units in Finland to ensure the sufficiency of professional personnel.







# Support and care based on a care and guidance plan

Your care is based on a care and guidance plan. To help create an adequate plan, we make an assessment of your functional capacity and health using an assessment system called the Resident Assessment Instrument (RAI).

The information collected through the RAI assessment helps to create a care and guidance plan that meets your needs and resources. Your care and guidance plan will be developed together with you and, should you so wish, your loved ones. We will discuss your own views and wishes regarding your life and care. We want to get to know you and your life story so that

we can help you continue to live your life in a way that feels authentic to you in a new life situation.

We will monitor your health and wellbeing daily and record our observations in our client information system. Based on these assessments, we will review and adjust your care plan as necessary. The doctor assigned to your unit will be responsible for your medical care and will regularly assess your health.

You can contact the doctor through the care personnel. We will take care of matters related to your medication in cooperation with our partner pharmacy.

# Support for living a good life

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After you move into our unit, we want you to be able to continue to live your life in a way that reflects your wishes. Although things such as mealtimes and work shifts affect the daily schedule of the care unit, we will take into account your personal daily rhythm and preferences. Your wishes regarding outdoor activities, hobbies, and using the sauna, for example, will be included in your care and guidance plan. We aim to have things taken care of according to your wishes.

We will encourage and help you to be as independent as possible in moving around, getting dressed and eating, so that you can maintain or even improve your functional capacity. We will also ensure that you have the assistive devices you need.

With the right assistive devices, you can handle many things independently and safely, even if you have health or mobility challenges. We will help you with your day-to-day activities if you need assistance. We will also guide and support you in looking after your physical health and fitness through a variety of exercises and encourage



and help you to participate in group activities that support your functional capacity. We value the involvement of your family and loved ones in supporting your functional capacity and enabling a life that reflects your wishes. We do not have fixed visiting hours. However, late evenings are best reserved for the residents' evening routines. We regularly organise events for residents' loved ones and are happy to receive suggestions and ideas for meetings and activities.

# Meal service

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Good nutrition helps to maintain function and recover from illness. Enjoying tasty food and having meals together are what many consider to be the highlights of the day. We want to make mealtimes a pleasant part of your day which also supports your independence as much as possible.

Meals are designed to be wholesome and healthy in line with nutritional recommendations. The meals for the day include breakfast, lunch, an afternoon coffee or snack, dinner, and an evening snack. The meals are scheduled so that there is an interval of at least five hours between hot meals (lunch and dinner) and the overnight fast does not exceed 11 hours. A day's meals should provide you with the nutrition you need. If you do not eat enough at meals and lose weight, we will offer extra snacks to meet your needs. Meal plans can also be tailored to your individual needs, such as your health status, for example.

The menus and mealtime information are available in the care units as well as in the restaurants of senior centres and service homes. The provider of the meal service will always appreciate your feedback and be happy to receive requests for meal choices.

Residents' family and friends are also welcome to enjoy the food at several of the restaurants and cafes in senior centres and service homes. You can ask your own care unit for more information on how to arrange meals together with your loved ones.

# Cleaning and laundry services

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Our apartments are cleaned once a week, or more often if necessary. The cleaning includes wiping floors, vacuuming carpets, wiping surfaces and cleaning bathroom areas. Between cleanings, we will help keep your apartment tidy, such as by removing stains, emptying rubbish bins and putting things in their place. Your apartment will also be cleaned more thoroughly when necessary.

You will be provided with sheets and

towels, which are rental textiles from a laundry.

Your clothes will be washed by our personnel. Please ensure your clothes are labelled with your name. In the case of delicate clothing and fabrics requiring special care, you must make your own arrangements at your own expense.

If your functional capacity allows for it, we will be happy to take care of the cleaning and laundry together with you.

# Care at the end of life

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You can live in the senior centre or service home until the end of your life. For us to be able to care for you as well as possible, it is important for us to have discussed in advance how your health and previous illnesses will affect your care if something happens, such as if you experience a sudden illness. It is important for us to know what you wish from your care. What we do will be guided by any advance directive you may have completed as well as the treatment guidelines given by the doctor in charge of your medical care.

Life can end unexpectedly, but often it is possible to tell when death is approaching. At such a time, it may be necessary to start end-of-life care. The decision to start of end-of-life care will be made by your doctor. You, your relatives, and the medical staff will discuss the matter together before the decision is made.

We respect your beliefs and strive to care for your spiritual wellbeing also as death approaches. We encourage your relatives and loved ones to also be present and participate in your





end-of-life care. We can arrange for a single room or a quiet space as needed.

We will provide your relatives and loved ones with support during the end-of-life phase of your care and in dealing with their grief. We will give them time have a peaceful conversation with a nurse. We will also give them written instructions on things that may need to be taken care after your death.

End-of-life care is a form of care that is provided to a severely ill person when their disease has progressed and curative treatment is no longer an option, with the person's death expected in the coming days or weeks. End-of-life care can be part of palliative care and employs an approach based on human values in supporting and caring for the dying person and their loved ones in the best possible way. The decision to start end-of-life care is made by the doctor responsible for the patient's care.

End-of-life care requires the patient and their loved ones to have made the conscious commitment to abandon curative care. The decision affects not only the client and their loved ones, but also the care personnel, and therefore all parties should be involved in making the decision. Key aspects of end-of-life care include the right of the dying person to adequate pain relief and comfort care, treatment that respects human dignity, as well as the emotional support of loved ones.

(Source: Palliativinen hoito ja saattohoito. Käypä hoito -suositus. Suomalaisen Lääkäriseuran Duodecimin ja Suomen Palliativisen Lääketieteen yhdistyksen asettama työryhmä. Helsinki 2019).



# Confidentiality and processing of client information

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Your client information is confidential. We may disclose it third parties, including your relatives and loved ones, only with your consent. You need to understand what it means to give another person permission to access your information or act on your behalf. Let us know who you would prefer for us to contact about matters concerning you.

You can save your consent directly in the Maisa client portal at [maisa.fi](https://maisa.fi). Alternatively, you can submit a power of attorney directly to the care unit, naming the person you authorise to

access your data and/or act on your behalf. In the Maisa client portal, you and the person you have authorised can view your client information and contact the care unit's personnel.

When using ordinary email, confidential client and personal information may end up being accessed by unauthorised third parties. Your relatives and loved ones can contact us by phone, text message or secure email.

For more information, please contact your care unit.

# Senior centres and service homes

## Senior centres:

### **Kinapori Senior Centre**

Kinaporinkatu 7–9  
Tel. +358 9 3105 2910

### **Kivelä Senior Centre**

Sibeliuksenkatu 14  
Tel. +358 9 310 76667 and  
+358 9 3104 6146

### **Kontula Senior Centre**

Kontukuja 5  
Tel. +358 9 3106 1800

### **Koskela Senior Centre**

Hospitaalinkulku 8  
Tel. +358 9 310 5011

### **Kustaankartano Senior Centre**

Oltermannintie 32  
Tel. +358 9 3105 4776

### **Myllypuro Senior Centre**

Myllymatkantie 4  
Tel. +358 9 3103 3367

### **Riistavuoren Senior Centre**

Isonnevantie 28  
Tel. +358 9 3104 9200

### **Roihuvuori Senior Centre**

Punahilkantie 16  
Tel. +358 9 3106 0790

### **Syystien Senior Centre**

Takaniitynkuja 3  
Tel. +358 9 3105 8413

### **Töölö Senior Centre**

Töölönkatu 33  
Tel. +358 9 3104 4538

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## Service homes:

### **Itäkeskus Service Home**

Voikukantie 6  
Tel. +358 9 3104 5102

### **Kannelmäki Service Home**

Urkupillintie 4  
Tel. +358 9 3104 4006

### **Laajasalo Service Home**

Rudolfintie 17–19  
Tel. +358 9 3106 0790

### **Madetoja Service Home**

Madetojankuja 3  
Tel. +358 9 3102 4433

### **Munkkiniemi Service Home**

Professorintie 3  
Tel. +358 9 3106 4522

### **Puistola Service**

Aksiisipolku 1  
Tel. +358 9 3105 8722

### **Vuorensyrjä Service Home**

Vuorensyrjä 7  
Tel. +358 9 3107 4374

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