



HILLERØD
KOMMUNE

**Create growth and sustainability on an
Eden Alternative Journey**
Kirsten Gosvig, Denmark
3.-5. may 2016




HILLERØD
KOMMUNE




18-04-2016

Denmark, Hillerød




HILLERØD
KOMMUNE



18-04-2016


Facts



<p>Denmark</p> <ul style="list-style-type: none"> • Area: 43,561 km₂ • Coastline: 7314 km • Population: 5.659.715 • Head of state: Queen Margrethe the 2nd • Prime minister: Lars Løkke Rasmussen 	<p>Hillerød</p> <ul style="list-style-type: none"> • Area: 132,75 km₂ • Coastline: 0 • Population: 49.108 • Mayor: Dorte Meldgaard
--	--

18-04-2016


Population Hillerød



Age group	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2015
0-5 years	3.123	3.025	2.985	2.967	2.980	3.055	3.151	3.250	3.364	3.482	3.588	3.123
6-15 years	6.806	6.730	6.632	6.476	6.322	6.127	5.996	5.845	5.727	5.675	5.629	6.806
16-24 years	5.582	5.463	5.323	5.230	5.154	5.086	5.036	5.039	5.064	5.005	4.951	5.582
25-39 years	7.323	7.360	7.577	7.798	8.042	8.319	8.664	8.959	9.279	9.565	9.803	7.323
40-64 years	17.390	17.639	17.743	17.914	17.996	18.151	18.324	18.453	18.602	18.749	18.877	17.390
65-80 years	7.152	7.290	7.415	7.460	7.535	7.558	7.608	7.686	7.762	7.825	7.867	7.152
81 +	1.728	1.777	1.839	1.943	2.050	2.138	2.217	2.309	2.394	2.485	2.612	1.728
Total	49.104	49.285	49.515	49.788	50.080	50.434	50.997	51.541	52.193	52.786	53.327	49.104

18-04-2016


Elder care in Hillerød



<p>6 Home care centers</p> <ul style="list-style-type: none"> • 362 apartments <ul style="list-style-type: none"> - 134 apartments for people living with dementia - 228 apartments for elderly people with somatic illness - 8 apartments for people living with severe dementia 	<ul style="list-style-type: none"> • 8 apartments for respite care • 30 rehabilitation rooms • Home care deliver services to 1437 elderly
--	---

18-04-2016


Timeline 2011 - New leadership team



- New leadership team being motivated via Eden Alternative Associate training
- Selfstudy and discussion of our future strategy
- Drafting a SWOT at a staff meeting via collages, dreams, songs and theater
- Dementia trainings – to become both an EA home and a dementia specialist home
- Study trips
- EA Associate training of all staff members
- Strategy finished and published

18-04-2016

Timeline 2012 /




2012

- Release of the strategy at a staff meeting in January
- EA café – residents invite themselves to join
- Each team gets one day of training per quarter with the subjects:
 - Model for citizen review (Tom Kittwood)
 - Communication
 - Cooperation with families and relatives
 - Connecting the 3 subjects

18-04-2016

Timeline 2013- /



EA registration 31st of August 2013


- The application connects the various reflections on each step in M1 and leads to conclusions regarding what we have achieved at the concerned step
- Milestone 1 coupled with the strategy
- We continue our work with the milestones

18-04-2016

Our 3 focuses

- People living with dementia
- Eden Alternative
- Marte Meo


18-04-2016



Marte Meo

- A tool to improve the relationship between the elderly and the staff
- Also used to improve the staff's competences

18-04-2016




Resident experiences /

Growth - from spectator to participator

- Eden Alternative Café, the residents have deeper conversations about life
- More time for the residents to do the daily activities by themselves. The staff members have more real time with the residents. (User time percentage 76 %)
- More influence and participation in the daily activities
- Closer relations


18-04-2016




Families /

Growth

- More involvement
- More participation
- Many want their parents/spouse to live in Ålholmhjemmet
- The assisting spouse gets more dignity



18-04-2016




Staff /

Growth – from professionals to "relation based" and person centered care

Results:

- Absenteeism dropped < 4 %
- Fewer temporary workers
- No recruitment problems
- All unsolicited applications
- Many candidates in vacancies
- We don't use experts from the outside


18-04-2016



Homecare centers illness % at Hillerød Kommune

	2013	2014	2015
Lions Park	7,85%	5,42%	5,71%
Plejecenter Skovhuset	7,07%	7,20%	7,17%
Plejecentret Bauneparken	5,72%	5,26%	6,54%
Skanselyet	9,79%	7,81%	7,67%
Sophienborg Plejecenter	6,20%	6,58%	5,96%
Ålholmhjemmet	4,84%	4,03%	4,08%

18-04-2016




My individual growth /

Growth – from controlling to giving opportunities

- More confidence in staff
- More spacious
- Stronger belief that things can be managed, if I am willing to work for it
- Conscious that success for me is when I see others grow
- Proved to myself that it pays to pull together
- More professional satisfaction

18-04-2016



MY management

Focus on

- Feelings
- Values
- Ethics
- Morals
- Learning
- Personal growth
- Visions


→ **Motivate staff**

↓

Staff achieve more

When I challenge the staff they perform better


18-04-2016



The managementgroups

Successes	Failures
<ul style="list-style-type: none"> • We managed to create a familiar relation between staff, residents and families. • More equality between staff and managers witch feeds into the residents. • We are the preferred training center for students. 	<ul style="list-style-type: none"> • We failed the official doctor inspection in 2012 because we only had focus on the relations. • The matching of expectations between staff and managers wasn't clear. • We worked a little too fast in the beginning. We "forgot" the residents.

18-04-2016



How we achieve

- **Identity**
- **Growth**
- **Autonomy**
- **Security**
- **Connectedness**
- **Meaning**
- **Joy**


11-04-2016



3 strategies to initiate the culture change journey

- All employees EA Associates from the beginning
- Milestone 1 as a tool for strategy
- Marte Meo as a tool for communication


18-04-2016



Positive outcomes for

Elders	Employees
<ul style="list-style-type: none">• Participate in the daily activities and make decisions• Eden Alternative cafe• Closer relations	<ul style="list-style-type: none">• Competences are strengthened, we don't need to use experts• More responsibility• Better working environment

18-04-2016



3 strategies to create sustainability



- Educate all managers and staff. They know their competences
- Facebook
- The relations between staff, residents, and families