

Comparing the Netherlands and Japan: Some thoughts

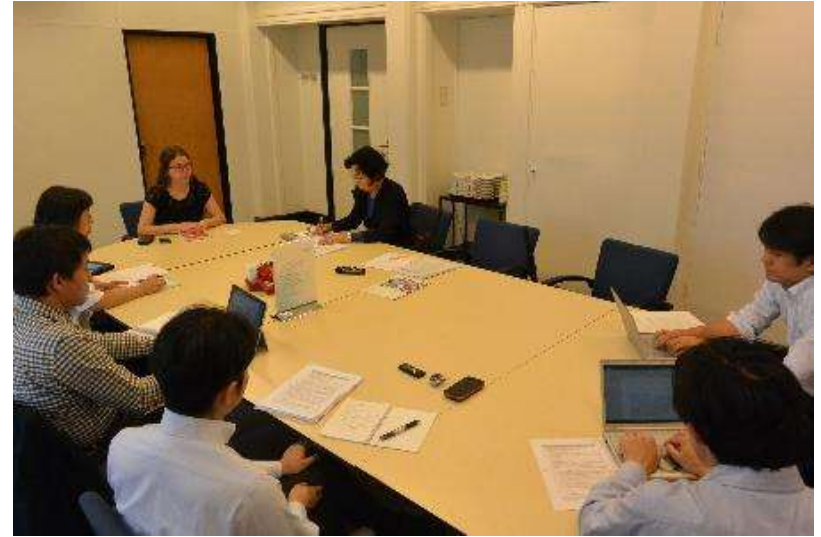
Shinji Hattori

Institute for Health Economics and Policy (Researcher, Research Dept.
and Deputy Manager, Research Administration Dept.)

Sawayaka Welfare Foundation (Research Advisor)

International Longevity Center (Research Committee member)

Research in Leiden City



Changes in Dutch day care services under WMO

Using services after assessment for insurance benefits (= rights)

Closed (limited stakeholders)

Staff members cook

Care workers discuss programs

Same programs all the time (e.g. bingo, chorus)

Doing things for them

Using services based on the assessment by a social bike team

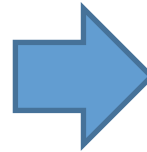
Social (neighbors can also participate)

Service users cook with staff

Innovation by talented local people

A wide variety (differentiation)

Supporting what they do



WMO implementation structure in Leiden City

* Leiden City (population: 116,936 (as of the end of Dec. 2008), area: 23.16 km²)

Leiden City Government



- Divide the city into 4 districts and assign “district producers”
- Have jurisdiction over not only welfare & long-term care but also overall issues, such as road, transportation, city planning, and economy

Social bike team



Coordinator



Team coach



Team coach



Team coach



Team coach



Team coach



Team coach



Team coach



Team coach

- Assign 8 social bike teams for older people (10 members per team)
- Temporarily transferred from a welfare organization to the city (public workers)
- There are also 6 other professional teams on families & youth

Social bike teams in Leiden City: An overview

◆ Functions

Conducting assessment, preparing care plans, coordinating care providers, developing new services, etc.

◆ Qualification to become a team member

Professional knowledge + capable to work as a social worker (T-Professional)

◆ Direction of care

“Help self-help.”

“More happiness, less care.”

“Prevent isolation.”

◆ Order of priorities in care

Individual ⇒ Family ⇒ Neighbors, communities ⇒ Volunteer organizations

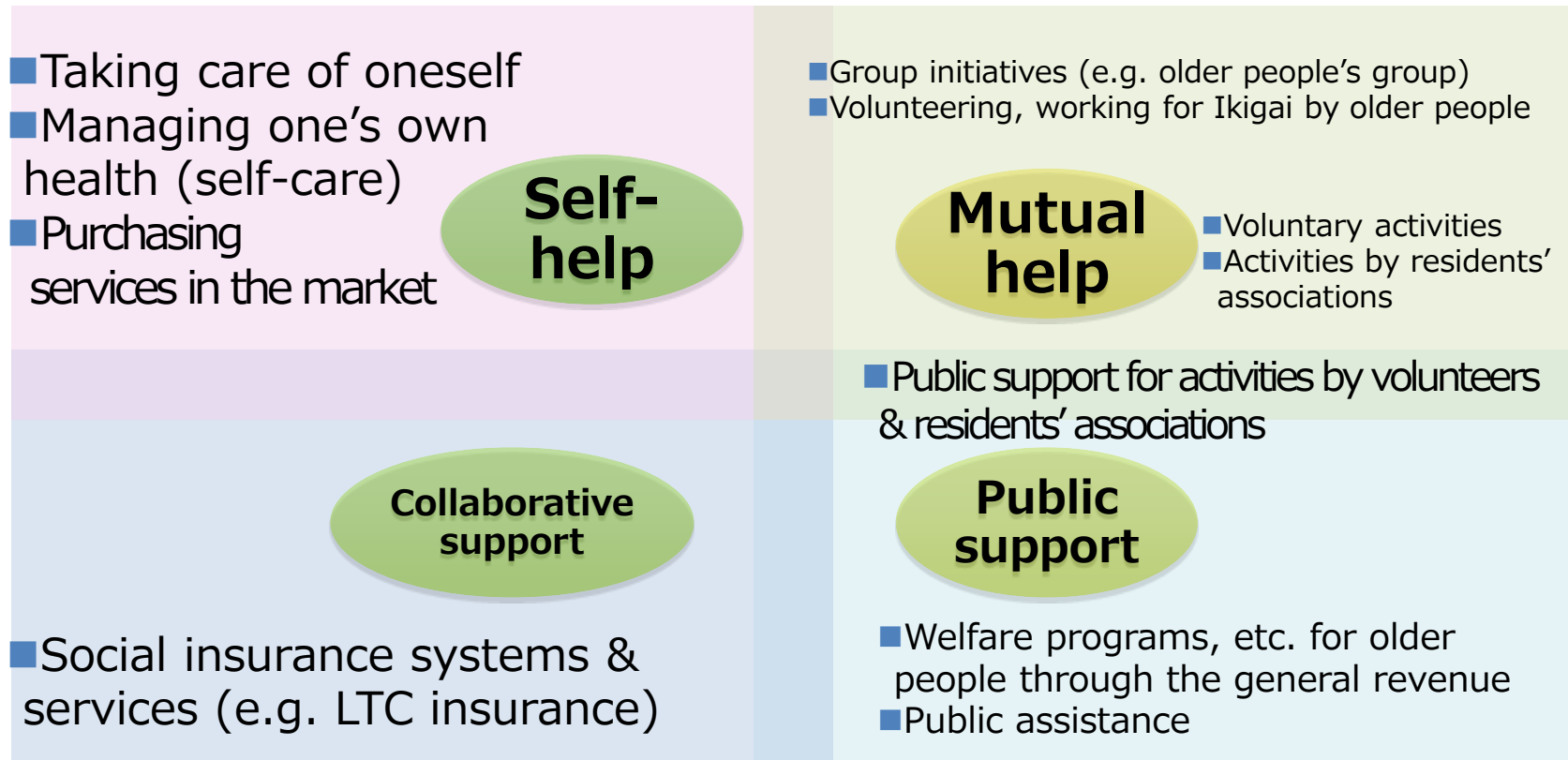
List of personal care, housework assistance & supportive services

Personal care (at home)	At home	Feeding
		Bathing
		Toileting
		Sponge-bathing
		Grooming
		Changing clothes
		Changing positions
		Transferring / moving
		Helping with medications (preparation and confirmation)
		Relaxing / stretching
Housework assistance	At home	Cleaning
		Washing (laundry)
		Shopping
		Cooking
		Bringing and clearing dishes
		Bed-making

Supportive services	Daily living	Safety confirmation	Safety confirmation
		Mobility assistance	Telephone reassurance
		Assistance in daily living	Mobility assistance (taking the person to the place)
			Accompanying the person to a hospital / city office (listening to staff)
			Taking out the garbage
			General housework
			Reading / writing letters / answering the phone
			Minor repair (home, tools)
		Emotional support	Walking a dog
			Watching over people with dementia
	Conversation (friendly visiting)		
	Accompanying on a walk		
	Support for families		
	Staying with a dying person		
	Preventing isolation (supporting independence)	Grief care	
		Outreach (preventing isolation)	
		Network coaching	
		Self-help support groups	
	Interaction	Activity centers (places provided by the public sector)	
		Social interaction	Hobbies & cultural activities
Outdoor activities (e.g., exercise, gardening)			
Dementia cafés			
Other cafes (e.g., Internet cafés)			
Job assistance, business incubation			
Welfare services	Alarms, emergency response		
	Welfare services	Meals on wheels	
		Preventive home visitation	
		Home renovation	
		Assistive devices	
		Mobility assistance (providing taxi coupons)	
		Mobility assistance (microbus transportation service)	
		Consultation	
		Financial management, signing contracts on behalf of the person (advocacy)	
		Conversation (friendly visiting)	

Comprehensive community care system: Self-help, mutual help, collaborative support, and public support

- ◆ “Concrete action” is needed from everyone involved in self-help, mutual help, collaborative support, and public support.



Source: Report by Comprehensive Community Care Study Group “Issues for the future discussion in development of a comprehensive community care system.” (March, 2013)

Why are so many resident-led support programs emerging in the Netherlands?

- ◆ Coordination to carefully bring out “something I’m good at” and “something I can do” among older people
- ◆ Recognizing citizens who took the initiative to apply for grants
- ◆ A variety of support besides money
- ◆ Volunteering is “something I do for myself without pushing myself”