

DANSKE REGIONER





Development of a quality model in the social sector in Denmark

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Background



The social sector services:

- Limited knowledge about the quality
- Limited knowledge about the work done, it's results and the effects
- Limited knowledge about methods and how to use them




Purpose




- To ensure the continuing professional development and learning in the professional environments
- To strengthen the involvement of users and their relatives
- To ensure continuity across units




Purpose




- To ensure the systematic documentation of the work done to ensure visibility and transparency for users, relatives and the public – and the potential to compare
- Jobsatisfaction, professional development opportunities and a general focus on working environment and development of skills



Background




- The Danish quality model is national and mandatory in the regional residential social institutions
- The decision to develop a quality model for the social sector services was taken by the five Danish regions in 2007
- The Danish regions approve and finance the development work




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Background



- The regions have invited the 98 municipalities to participate in the development as well as the implementation of the model
- Five municipalities have joined and it is expected that more will join later



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Context



- It has been decided to develop and implement the model in phases
- This means that we develop and implement simultaneously and that the amount of standards will increase over time
- To start small and let it grow (6 standards within 6 themes)
- Slow implementation of the first 6 standards to ensure adaptation of the method



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Content



The first generation of the quality model is structured around six themes:

- Management
- Working environment
- Development of skills
- User involvement
- Individual action plans
- Communication

The development of the standards and the guidelines has involved almost 150 professionals from the social sector services



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Content



The regional residential social institutions house the following target groups:

- Mentally retarded
- Physical function impairment
- Mentally ill
- Autistic
- Acquired brain injury
- Children/young people with psychiatric problems
- Young people in secure institutions



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Development

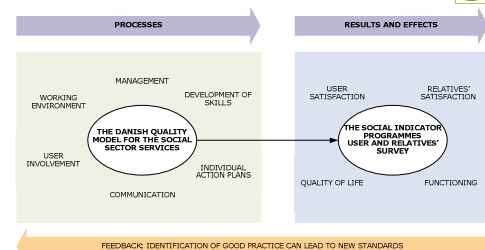


- When developing standards existing Danish practice and quality projects must form part of the basis
- If any evidence is available, it must be incorporated
- Existing legislation must be incorporated
- Selection criteria: usefulness, relevance, resources and measurability



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The relation between the standards and the monitoring programmes



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Conclusions



- It takes time and energy to create ownership and acceptance amongst the skilled professionals as well as from the administrative level
- Working systematically and continuously with quality development stimulates the ownership of the model
- Starting out with a small amount of standards and only a few guidelines can be a condition of success



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Further information



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