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Concept on short-time stay service for persons with mental impairments

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1. General terms used in the concept

Concept - service provision processes arranged in a specific system.

Service provider - an institution competent for service provision.

Service provision - tasks and actions related to provision of the service to a specific person.

Service receiver - person or a group using or having rights to use the service (hereinafter - client).

Mental impairments - a mental illness and mental development disorder which restricts the ability of a person to work, take care of himself or herself and makes it difficult for the person to integrate into society.

Support person - a person providing support functions to a person with a mental impairment.

Person-day - service use by one client for the entire day.

HACCP - *Hazardz Analyses and Critical Control Points*. HACCP is a systematic preventive approach to food safety in production processes that can cause the finished product to be unsafe, and designs measurements to reduce these risks to a safe level.

2. Concept development background

Short-time stay service concept is developed within the framework of Latvia-Lithuania Cross Border Cooperation Programme 2007-2013 co-financed project No.LLIV-322 "My Response" (hereinafter –project “My Response”). A development of the concept promotes understanding of agreed principles, offer, piloting of the specific service and ensures support to service providers. The joint social service concept is required to form a new social service accessible for clients from Latvia and Lithuania and promote cross-border cooperation.

3. Concept development process

On the basis of a purchase results “Kurzeme planning region” - Lead Partner of project No.LLIV-322 "My Response", selected an expert with experience in provision of social services to persons with mental impairments and in the development of recommendations/standards (selected expert - Māris Grāvis, hereinafter - expert). During the development of the concept, the expert became acquainted with the relevant regulatory legislation of both Latvia and Lithuania, project guidelines and with the actual situation which was assessed during visits to the three partners of the project who plan to pilot provision of short time stay services to persons with mental impairments. “Kurzeme planning region”, Dundaga County Council, Skrunda County Council and Joniskis "SAULES" basic school took an active part in the development of the concept.

The present concept was developed on the basis of the advantages and opportunities of involved party institutions which were harmonised with the goals and tasks of the project. In terms of content and structure, this concept has been intentionally developed in a simpler form than other similar planning documents mainly stressing that one thing complements the next together giving full view of the service.

4. Mechanism of Service Provision

4.1. Rights to receive the service

In accordance with the planned in project "My Response" as well as on the basis of the actual situation and needs of municipalities, the rights to receive the short-time stay service during the piloting shall be granted **to persons from the age of 10 if they have mental impairment according to one or more diagnosis of the following The International Classification of Diseases:**

F00 – Dementia in Alzheimer disease

F01 – Vascular dementia

F02 - Dementia in other diseases classified elsewhere

F03 – Unspecified dementia

F06 – Other mental disorders due to brain damage and dysfunction and to physical disease

F07 – Personality and behavioural disorders due to brain disease, damage and dysfunction

F09 – Unspecified organic or symptomatic mental disorder

F20 - Schizophrenia

F28 – Other nonorganic psychotic disorders

F70 - Mild mental retardation

F71 - Moderate mental retardation

F72 - Severe mental retardation

F73 - Profound mental retardation

F78 - Other mental retardation

F79 - Non-specific mental retardation

F81 – Specific developmental disorders of scholastic skills
F83 – Mixed specific developmental disorders
F84 - Pervasive developmental disorders
F88 – Other disorders of psychological development
F89 – Unspecified disorder of psychological development
F99 – Mental disorder, not otherwise specified

4.2. Service granting

The service is granted by the service provider responding to a client's or his legal representative's wish or local municipality's order in cases when service costs are fully or partially covered by state or local municipality funds.

It is an obligation of the client or his legal representative to inform the service provider on the necessary duration of the service, ensure that the service is available and book it no later than 5 days prior receiving the service (in emergency cases like legal representative health problems or urgent business trip, accidents at the place of residence, etc. - on the day receiving the service).

4.3. Service provision

The present section sets basic principles for the provision of short time stay services to persons with mental impairments, in accordance to which the newly established service shall be piloted within the framework of project "My Response" and how such service could be provided in 5 years time after the project implementation.

The service shall be provided to a client on a basis of:

- client's or his legal representative application,
- a copy of family doctor's notice or other document certifying the existence of the mental impairments,
- signed service provision agreement.

The service must be provided in line with regulatory legislation of the respective country:

- In Lithuania - "Law on Social Services" In Latvia "Law on Social Services and Social Assistance" and dependent Minister Cabinet Regulations No.291 "Requirements for Social Service Providers" on June 3, 2003.

In accordance with planned in project "My Response" during the service piloting one client can use the service for no more than 30 days during a single calendar year. After the conclusion of the piloting stage of the project, service providers are entitled to set the duration of the service provision according to client's necessity, but no more than 90 days within a single calendar year.

Client has a right to start service use at a time convenient to one.

Service provider has a right to refuse service provision to a client due to a shortage of free places, if the service is already used by the maximum number of clients.

Service provider has to perform client recording and register clients in the respective register (for example client record book).

In case of client's health problems, emergency medical assistance call or first medical help must be provided. Service does not include presence and/or work of medical staff and do not cover such expenses.

Short-time stay service for persons with mental impairments may be provided 24 hours a day and then it includes:

- Accommodation service
- Care service (if necessary)
- Elements of meaningful daily activities
- Catering

Accommodation service:

- Premises and inventory suitable for living, sleeping and respecting personal hygiene is provided.
- Service is provided for one client per room. *The service for more than one person in room can be provided only with client's consent.*
- An option provided for under-age clients to receive service in separate from adult's room.
- An option provided for supporting person of an under-aged client with mental impairments to receive the accommodation service in the same room with the client without an additional charge.
- An option provided for supporting person of adult client with mental impairments to receive the accommodation service at an additional charge and the service provider sets the amount of payment.

Care service:

- Care and/or support is provided based on an assessment of client's abilities and needs for the performance of functions that the client is unable perform independently due to a functional disorder (for instance, assistance with hygiene activities, assistance with bathing, assistance with dressing/undressing, assistance with getting in and out of bed, assistance with going to the toilet, assistance during meal providing or feeding, assistance with taking medication).

Elements of meaningful daily activities:

- An option provided to participate in activities corresponding the age and abilities of the client (for example, skill learning activities, trips, games) and to take part in public activities outside the premises of the service piloting institutions, meet friends, family members and relatives etc.;
- A list of meaningful daily activities' elements shall be prepared and introduced to client on the first service receiving day and the client is allowed to select the most suitable elements.

Catering:

- Meal provided once a day in the morning at no additional charge
- An option provided to receive extra meals for an additional charge according to client's age, health and wishes.

After the service piloting within the framework of project "My Response":

- if the service costs are covered by client or his legal representative then the service is provided based on client's application, a copy of family doctor's notice or other

document certifying the existence of the mental impairments, and concluded service provision agreement .

- if the service costs partially or fully are covered from state or local municipality funds, the service is provided based on client's or his legal representative's application, a copy of family doctor's notice or other document certifying the existence of the mental impairments, state's or local municipality's (Social Service Office) referral/order and concluded service provision agreement.

4.4. Work or provided service accounting

The total amount of the service during the piloting shall be divided into the two parts:

- from 6pm to 10am client is provided with accommodation, care and catering (*one meal in the morning*);
- from 10am to 6pm client is provided with accommodation, care and elements of meaningful daily activities. *Additional catering can be provided at an extra charge.* .

Client has a right to use one or both parts of the service.

In order to ensure as accurate as possible provided short-time stay service accounting, when accounting person-days for each registered client receiving the service only from 6pm to 10am or from 10am to 6pm coefficient 0,5 is applied.

In cases when client uses some of the parts for shorter time, it is considered that full part of service is provided and accordingly accounting should be made.

Example 1: Client arrives at service institution place at 7pm and uses the service until 10am the following day or leaves at 8am. In this case, it is considered that the client has used one full part of the service and for provided service amount person-day coefficient 0,5 is applied.

Example 2: Client arrives at service institution place at 2pm and uses the service until 10am the following day or leaves at 8am. In this case, it is considered that the client has used both parts of the service in full and for provided service amount person-day coefficient 1 is applied.

4.5. Dissemination of information

In order to ensure attraction of clients and successful service provision, service provider must offer the services inside and outside the municipality territory via a direct communication with local authorities as well as indirectly - with media help (including use of online social networks).

4.6. Service need assessment

The client or his/her legal representative (custodian/guardian) determines/estimates the need and duration of a short time stay service. Though estimating exact service content client's wishes and needs must be taken in account.

Accommodation service need and duration is estimated by the client or his/her legal representative (custodian/guardian).

Care service amount is determined by the service provider based on assessment of client's abilities and needs at the arrival time or prior it; care service amount each time must be harmonised/agreed with the client.

Client shall select meaningful daily activities' elements from the list offered by the service provider.

Catering is provided once a day in the morning at no additional charge. *Service provider offer an option to receive extra meals for an additional charge according to client's age, health and wishes. Service provider should agree with the client on additional meal time and cost.*

4.7. Service quality evaluation

Service provider is obliged to conduct a regular quality assessment of the service at least once a year.

Service quality assessment is organized according to the applicable legislation of the respective country.

Service provider shall prepare a client questionnaire form and evaluate the quality of provided service involving all service receivers and their support persons.

Service provider is obliged to register the service in the respective State's social services register after the service piloting within the project "My Response".

5. Service cost calculation

Service provider calculates service price by including all costs required for the provision of accommodation and care services, meaningful daily activities' elements and catering once a day in the morning.

In case of full service use service cost shall be estimated by multiplying the service price by 1.

In case when client using only one part of service as described in paragraph 4.4 of this Concept, service cost shall be estimated by multiplying the service price with the respective coefficient.

Information on the price of the service must be available to the client before applying and receiving the service.

6. Service financing

Service piloting within the project "My Response" shall be covered from project budget according the planned and written in project application.

After the service piloting client or his/her legal representative covers the service costs from personal resources or according to respective state's/municipality's laws and regulations – other financial means can be used.

7. Personnel management

Manager of service provider's institution identifies necessary number of staff, ensuring even and rational work task distribution among employees and considering number of service receivers.

Service provider shall hire a suitable staff to provide accommodation and care services, meaningful daily activities' elements and catering according to the needs in case of full service amount.

According to respective national laws and regulations following staff may be involved:

- social worker
- social worker's assistant
- social rehabilitator
- social carer
- carer
- other specialists for meaningful daily activities' elements provision.

The number of employees who provide services can be variable according to the number of service receivers and their needs.

Selecting employees, preference must be given to potential employee who has prior experience or skills working with persons with mental impairments.

Staff working hours are determined by working regulations and shift schedules.

Recording worked hours of each employee and paying for work flexi-time system is used.

7.1. Staff requirements

Service provider must ensure staff with appropriate knowledge and skills to provide a good quality service.

Job description for the staff must be prepared based on:

- requirements set in national professional standard of the respective country;
- needs of service receivers.

7.1.1. General requirements:

- Knowledge and understanding of the persons with mental impairments
- Empathy
- Tolerance
- Good communication skills
- High sense of responsibility

7.1.2. Requirements for accommodation service staff:

- Ability to perceive information,
- High sense of responsibility,
- An ability to identify problems, understand the causes and offer a solution,
- Record keeping skills including ability to record information in writing.

7.1.3. Requirements for care service staff:

- Previous professional experience in social care, social rehabilitation or healthcare (preference - experience working with persons with mental impairments),
- Knowledge of hygiene requirements including personal hygiene,
- Knowledge on provision of care functions, including meal serving and eating,
- Care function providing skills,
- Requirements according to national laws and regulations:

For example

<i>In Latvia</i>	<i>In Lithuania</i>
Eligible to provide social care services are persons who have education set in Article 42 of the "Law on Social Services and Social Assistance".	In accordance with "Law on Social Services", eligible to provide care services is social worker and social worker's assistant. Requirements for specialists are set in "Vocational Education and Training Standard for a Social Worker".

7.1.4. Requirements for staff providing meaningful daily activities' elements:

- Previous professional experience working with persons with mental impairments,
- Knowledge on development of persons with mental impairments,
- Knowledge on skill improvement and development of new skills,
- Knowledge and skills to motivate persons with mental impairments,
- Skills to evaluate provided services,
- High communication skills and pedagogical approach to work,
- Appropriate education according to national laws and regulation.

7.1.5. Requirements for staff providing catering:

- knowledge of how to apply HACCP principles,
- knowledge of hygiene requirements in food processing.

7.2. Duties of employees

When developing staff job descriptions, service provider must take into account requirements set in national professional standard of the respective country, as well as number and needs of service receivers.

7.2.1. Duties of accommodation service staff:

- To take service bookings,
- To welcome client at arrival,
- To plan clients' allocations in rooms,
- To organise the involvement of other staff,
- To offer and harmonise with the client usage of meaningful daily activities' elements,
- To organise necessary staff,
- To find out if client has any acute health problems,
- To check a copy of family doctor's notice or other document certifying the existence of the mental impairments,
- To help client fill in the application,
- To ensure service provision agreement signing,
- To ensure handing out client questionnaire forms (to all service receivers and their support persons) for the service quality evaluation.

7.2.2. Duties of care service staff:

- Based on client's abilities and needs assessment to evaluate and provide the necessary support for the performance of functions that the client is unable perform independently due to a functional disorder (*for instance, to assess client's care needs, to help with personal hygiene, to provide assistance with bathing, dressing/undressing, getting in and out of bed, attending toilet, taking medication, taking meals or provide feeding*).

7.2.3. Duties of staff providing meaningful daily activities' elements:

- To provide client's age and interests appropriate meaningful daily activities involving the client in planning and organisation of such activities.

7.2.4. Duties of staff providing catering:

- To organise necessary products delivery and storage according to requirements set in the applicable legislation,
- To take into account client health specific and age when planning menu and/or cooking meals,
- To ensure meal preparation and serving according to client's health and age.

7.3. Staff training

Within its limits, service provider shall ensure professional development of staff.

Starting the work introductory training on the specifics working with persons with mental impairments shall be provided for accommodation and care service staff and staff providing meaningful daily activities' elements.

8. Required documentation

Service provider shall elaborate the documentation according to requirements set in the applicable national legislation.

For example:

- *Service Rules,*
- *Service receiving application form*
- *Service provision agreement*
- *The Internal Rules*
- *Work rules for employees*
- *Client Register*
- *Rules for petitions and complaints*
- *Petition and complaint submitting and handling register*
- *The Code of Ethics*
- *List of Confidential Information*
- *Staff Action Plan on client aggression management*

9. Service provision restrictions

- The service is not available for persons without mental impairments
- Service provider may not provide the service to a client requiring intensive medical care.
- Service provider has a right to determine additional service provision restrictions.

10. Risks

Client is not satisfied with the quality or amount of the service.

Possible solution: To provide for client or his legal representative possibility to submit verbal or written service improvement suggestions or complain about service work. Service provider shall accordingly react to reasonable suggestions or complaints.

Due to change of location or other conditions client has signs of aggression

Possible solution: To develop Staff Action Plan on Client Aggression Management and ensure that all involved staff are familiar with it and implements it according the necessity. To develop The Service Internal Rules.

The service is received by person with acute health problems including acute infections.

Possible solution: Accommodation service staff at Service Provision Agreement concluding shall clarify client's health condition including existence of acute infection diseases. Emergency medical assistance shall be called when necessary. Premises must be regularly and well-ventilated. Premises and inventory must be regularly disinfected.

Rise in price of binding goods and services

Possible solution: To review the price of short time stay service regularly for example once a year or at change in price of binding goods and services.

Accidents and force majeure cases.

Possible solution: Accommodation service staff at Service Provision Agreement concluding shall clarify client's contact persons for contacting them in the emergency.

Staff incompliance

Possible solution: To perform a regular staff assessment. To develop concrete staff recruitment criteria. To ensure that involved in the service provision staff have not been convicted of violent and/or sexual crimes. To develop and introduce to staff The Code of Ethics and List of Confidential Information in which amount of information set that may not be exposed under any circumstances.

An insufficient number of service receivers.

Possible solution: Offer and advertise the service at wider area.

Difficulty to recruit suitably qualified personnel.

Possible solution: Partial workload. Additional employment.

11. Pros and Cons of service provision

11.1. Pros of service provision:

For service receivers:

- Developed new social service for persons with mental impairments supplementing the range of social services in Latvia and Lithuania;
- Encouraged self-determination and integration of persons with mental impairments;
- Necessary support provided for persons with mental impairments;
- Support provided for families with persons with mental impairments;
- Service provided in crisis situations;
- Social service receiving options improved for persons with mental impairments while travelling to neighbouring countries

For service providers:

- Diversified range of social services,
- Diversified and supplemented clientele,

- Diversified sources of income,
- Increased personnel competence,
- Increased competitiveness.

11.2. Cons of service provision:

- In case of variable and small number of clients, complex service provision mechanism must be ensured, attracting qualified specialists for situation when amount of work and payment is very changeable.

11.3. Service provider advantages:

- Previous experience providing services for persons with mental impairments;
- An opportunity to offer the service in a wide territory in conditions of no competition;
- A database of potential clients available;
- Possibility to attract resources from other parallel existing services;
- Recognisability;
- Suitable premises.

12. Joint service aspect

12.1. To promote the cross-border cooperation and reach goals of the project "My Response", service accessibility must be ensured for clients of both countries.

12.2. Placing of internationally recognizable signs (pictograms) according to principles of universal design must be provided in service premises.

12.3. Service provider must ensure that staff is able to communicate in Latvian and Lithuanian.

12.4. The language of the neighbouring country can be replaced with an alternative - either English and/or Russian.

12.5. Description of the provided service must be available both in Latvian and Lithuanian.

12.6. **No less than 2%** of person-days during the service piloting within the project "My Response" must be provided for clients from other country.

During the service piloting short-time stay service for other countries' clients must be provided in following amounts:

- Joniskis "Saules" basic school - no less than 56 person-days
- Dundaga County Council - no less than 2 person-days
- Skrunda County Council - no less than 5 person-days

13. Annexes

13.1. Situation summary

Joniskis “Saules” basic school

It is planned to provide the short time stay service in separate, suitable for that adapted premises of the comprehensive school. Next to premises suitable for the learning process the school has premises and special classes for children with mental impairments as well as premises and day centre for adult persons with mental impairments. In total approximately 40 children and young people with mental impairments use school's premises on a daily basis. With the project "My Response" finances reconstructions are made in school, environment adapted and lift installed, as well as appropriate equipment purchased. Service premises may be used separately from other activities, but also in cooperation with the day centre. Conditions of the premises are valued as good and appropriate. The service can be provided for up to 10 persons at the same time. The service provision day and night is possible as the day centre offered opportunities can be used. The school has an operating canteen which is seen as advantage and opportunity for corresponding short-term stay service provision. Another advantage of the service provider is long-term previous experience offering the education and day centre services for persons with mental impairments. Previous experience of service provider's manager makes possible new service better understanding, preparing a list of suitable employees and attraction of competent specialists. The existing special classes and day centre clients' register may serve as a support for the piloting and further provision of the short-term stay service for persons with mental impairments. There is a risk not to reach the planned piloting amount (2800 person-days) if there will be an insufficient number of persons with mental impairments living in the region or there will be a lack of interest of the service. Service provider sees that in more distant future the most appropriate service receivers would be school age children with mental impairments. Though considering project tasks, the specifics of other partners and the aforementioned risk, service provider will adjust and provide the service to a broader range of clients while piloting the service within the project.

According to the Lithuania “Law on Social Services” for provision of any social service it is necessary to register and to obtain a licence of social service provider. Considering the condition that during the project "My Response" the service is piloted and tested, it is recommended to licence the service after the piloting completion.

Dundaga County Council :

It is planned to provide the short time stay service in the premises of SIA "Dundagas Veselības Centrs". Long-term social care service in Dundaga county is used by persons requiring care and supervision due to age or disability. SIA "Dundagas Veselības Centrs" has a previous experience providing service for persons with mental impairments as well as terminated service for persons in crisis situations. The previous experience is an advantage, planning and organising the short time stay service for persons with mental impairments. With the help of the project "My Response" financing it is planned to place a lift in the building of SIA Dundegas Veselības Centrs", to adapt the premises (client room and hygiene premises) to the principles of universal design. The SIA "Dundaga Veselības Centrs" premises for service piloting are located in the social care centre part. The service piloting is planned as parallel to long-term social care service, resulting that short-time stay service is available day and night. During the inspection of premises in the beginning of

February 2013, it was visible that it is planned to make in project application mentioned adaption of the premises. The service availability is 4 persons at the same time, however the recommended amount – 2 persons at the same time. When meeting with the expert, neither the service provider, nor the Dundaga municipality had any specific quantitative data regarding the potential service receivers, which is high risk for starting the piloting. During the piloting, the service provider shall ensure service in amount of at least 82 person-days. The most appropriate clients for this service provider would be retired persons with mental impairments. Though considering project tasks, the specifics of other partners and the aforementioned risk, service provider will adjust and provide the service to a broader range of clients while piloting the service within the project. According to the Minister Cabinet Regulations "Requirements for Social Service Providers" each social service must be registered and receive the social service provider certificate. Considering the condition that during the project "My Response" the service is piloted and tested, it is recommended to certify the service after the piloting completion.

Skrunda County Council :

It is planned to provide the short time stay service in premises of P/I "Skundras veselības un sociālās aprūpes centrs". Long-term social care service in Skrunda county is used by persons requiring care and supervision due to age or disability. P/I "Skundras veselības un sociālās aprūpes centrs" has a previous experience providing service for persons with mental impairments as well as terminated service for persons in crisis situations. The previous experience is an advantage, planning and organising the short time stay service for persons with mental impairments. With the help of project "My Response" financing 2 rooms adapted for accommodating clients and hygiene premises reconstructed according to universal design principles, and lift was placed. The P/I "Skundras veselības un sociālās aprūpes centrs" premises for service piloting are located in the social care centre part. The service piloting is planned as parallel to long-term social care service, resulting that short-time stay service is available day and night. Premises require more adaptations according universal design principles. The service availability is 4 persons at the same time, however the recommended amount – 2 persons at the same time. The most appropriate service receivers for this service provider would be retired persons with dementia. Though considering project tasks, the specifics of other partners and the aforementioned risk, service provider will adjust and provide the service to a broader range of clients while piloting the service within the project. During the piloting, the service provider shall ensure service in amount of at least 228 person-days. According to the Minister Cabinet Regulations "Requirements for Social Service Providers" each social service must be registered and receive the social service provider certificate. Considering the condition that during the project "My Response" the service is piloted and tested, it is recommended to certify the service after the piloting completion.

13.2. Document samples

Annex 1

SAMPLE

Council regulations No. _____

_____ place

Procedures on receiving a short-time stay service for persons with mental impairments

Issued in line with: (indicate the applicable respective national/municipal legislation)

I. General questions

1. These regulations define the procedure of receiving the short-time stay service for persons with mental impairments and payment system.

2. Terms used in these regulations:

2.1.

2.2. -----

2.3.

2.4.

2.5. **client** - a person receiving the short-time stay services.

3. The goal of the service is to improve quality of client's life and ability to integrate into society.

4. The task of the service is providing client with the opportunity to live as independently as possible assisting to person in accordance with level of his/her functioning ability.

5. The rights to receive the short-time stay service have persons from the age of 10 if they have mental impairment according to one or more diagnosis of the following **The International Classification of Diseases**: F00 – Dementia in Alzheimer disease
F01 – Vascular dementia
F02 - Dementia in other diseases classified elsewhere
F03 – Unspecified dementia
F06 – Other mental disorders due to brain damage and dysfunction and to physical disease
F07 – Personality and behavioural disorders due to brain disease, damage and dysfunction

F09 – Unspecified organic or symptomatic mental disorder
F20 - Schizophrenia
F28 – Other nonorganic psychotic disorders
F70 - Mild mental retardation
F71 - Moderate mental retardation
F72 - Severe mental retardation
F73 - Profound mental retardation
F78 - Other mental retardation
F79 - Non-specific mental retardation
F81 – Specific developmental disorders of scholastic skills
F83 – Mixed specific developmental disorders
F84 - Pervasive developmental disorders
F88 – Other disorders of psychological development
F89 – Unspecified disorder of psychological development
F99 – Mental disorder, not otherwise specified

6. The service is granted by the service provider responding to a client's or his legal representative's wish or local municipality's order in cases when service costs are fully or partially covered by state or local municipality funds.

7. In order to receive the short-time stay service a person or its legal representative shall submit an application to the service provider.

8. Short-time stay service for persons with mental impairments may be provided 24 hours a day and then it includes:

- Accommodation service
- Care service (if necessary)
- Elements of meaningful daily activities
- Catering

8.1. Accommodation service:

- Premises and inventory suitable for living, sleeping and respecting personal hygiene is provided.
- Service is provided for one client per room. *The service for more than one person in room can be provided only with client's consent.*
- An option provided for under-age clients to receive service in separate from adult's room.
- An option provided for supporting person of an under-aged client with mental impairments to receive the accommodation service in the same room with the client without an additional charge.
- An option provided for supporting person of adult client with mental impairments to receive the accommodation service at an additional charge and the service provider sets the amount of payment.

8.2. Care service:

- Care and/or support is provided based on an assessment of client's abilities and needs for the performance of functions that the client is unable perform independently due to a functional disorder (for instance, assistance with hygiene activities, assistance with bathing, assistance with dressing/undressing, assistance with getting in and out of bed, assistance with going to the toilet, assistance during meal providing or feeding, assistance with taking medication).

8.3. Elements of meaningful daily activities:

- An option provided to participate in activities corresponding the age and abilities of the client (for example, skill learning activities, trips, games) and to take part in public activities outside the premises of the service piloting institutions, meet friends, family members and relatives etc.;
- A list of meaningful daily activities' elements shall be prepared and introduced to client on the first service receiving day and the client is allowed to select the most suitable elements.

8.4. Catering:

- Meal provided once a day in the morning at no additional charge
- An option provided to receive extra meals for an additional charge according to client's age, health and wishes.

9. One client can use the service for no more than 30 days during a single calendar year.

10. These regulations become effective on the following day after approval.

APPROVED

_____, 2013

Short-time stay service

REGULATION

1. General rules

1.1. Short-time stay service for persons with mental impairments may be provided 24 hours a day and then it includes:

- Accommodation service
- Care service (if necessary)
- Elements of meaningful daily activities
- Catering

1.2. The address of service provision is _____

2. Rights to receive the service

2.1. The rights to receive the short-time stay service have persons from the age of 10 if they have mental impairments according to one or more diagnosis of the following **The International Classification of Diseases:**

- F00 – Dementia in Alzheimer disease
- F01 – Vascular dementia
- F02 - Dementia in other diseases classified elsewhere
- F03 – Unspecified dementia
- F06 – Other mental disorders due to brain damage and dysfunction and to physical disease
- F07 – Personality and behavioural disorders due to brain disease, damage and dysfunction
- F09 – Unspecified organic or symptomatic mental disorder
- F20 - Schizophrenia
- F28 – Other nonorganic psychotic disorders
- F70 - Mild mental retardation
- F71 - Moderate mental retardation
- F72 - Severe mental retardation
- F73 - Profound mental retardation
- F78 - Other mental retardation
- F79 - Non-specific mental retardation
- F81 – Specific developmental disorders of scholastic skills
- F83 – Mixed specific developmental disorders

- F84 - Pervasive developmental disorders
- F88 – Other disorders of psychological development
- F89 – Unspecified disorder of psychological development
- F99 – Mental disorder, not otherwise specified

3. Service tasks

3.1. Primary tasks:

- 3.1.1. Provide an accommodation service 24 hours a day,
- 3.1.2. Provide care service (if necessary) according to client's needs 24 hours a day,
- 3.1.3. Provide an option to use elements of meaningful daily activities from 10am to 6pm,
- 3.1.4. Provide meal once a day in the morning.

3.2. Secondary tasks:

- 3.2.1. Encourage persons' with mental impairments living outside long-term social care and social rehabilitation institutions;
- 3.2.2. Support families wishing independently to maintain and take care of family members with mental impairments;
- 3.2.3. Create the greatest possible client's self-determination;
- 3.2.4. Promote the fullest possible client's integration in society.

4. Service provision

4.1. Information on provided services and rules of internal procedure must be provided for client and/or his legal representative in easy understandable form.

4.2. A full confidentiality of information must be guaranteed to the client, his legal representatives or relatives.

4.3. Entering the service, an agreement including the rights and obligations of both parties must be concluded.

4.4. The service may be provided for ___ clients at the same time.

4.5. One client can use the service for no more than 30 (thirty) days during a single calendar year. The said term can be divided into shorted periods at the client's or his legal representative's request. The service provider may decide on extension of the said period in emergency situation based on request in client's or his legal representative's application.

4.6. The service shall be provided by staff with knowledge of work organisation and experience working with persons with mental impairments. The manager of the institution may hire a social worker with knowledge and experience of social care work, carers with knowledge and experience in care work and other specialists according the requirements set in national professional standard.

4.7. The manager of the institution approves the list of employee's posts, working regulations and rules of internal procedure.

4.8. The service is available 24 hours a day.

4.9. Service provider ensures that hygiene premises are adapted according to the client's needs.

4.10. When necessary employees shall call for Emergency medical assistance and inform contact persons indicated on client's application about the fact.

4.11. Employees must be trained and able to provide the first aid.

5. The employees' obligations and rights

5.1. Employees' rights and obligations are regulated by signed employment contracts, this regulation, work safety documents, job descriptions and rules of internal procedure.

6. The clients' obligations and rights

6.1. Clients' rights and obligations are regulated by signed agreements, rules of the day and internal procedure and rules for petitions and complaints submission and processing.

6.2. Client obligations:

6.2.1. Follow the mutually signed agreement;

6.2.2. Inform timely about any changes in service usage terms;

6.2.3. Get acquainted with rules of internal procedure and to follow them.

6.3. Client rights:

6.3.1. Select the most appropriate forms of the elements of meaningful daily activities;

6.3.2. Select the service receiving time harmonising it with the service provider;

6.3.3. Select the quantity and content of extra meals.

7. Service financing

7.1. Service piloting within the Latvia-Lithuania Cross Border Cooperation Programme 2007-2013 co-financed project No. LLIV-322 "My Response" shall be covered from project budget according the planned and written in project application.

7.2. After the service piloting client or his/her legal representative covers the service costs from personal resources or according to respective state's/municipality's laws and regulations – other financial means can be used.

7.3. Service provider performs its accounting, financial and economic activities in according to the national laws and regulations.

7.4. Service provider may raise additional funds from the donations of legal entities and individuals. Such funds shall be used for the service operation, development and extension, implementation of new work forms and methods.

8. Procedures for service reorganisation and termination

8.1. The service may be reorganised or terminated according to the national laws and regulations.

Date:

"APPROVED"

_____, 2013

Short-time stay service

RULES OF INTERNAL PROCEDURE FOR CLIENTS

1. The service is used by persons submitted the application and signed the agreement on service provision.
2. According to the planned within the Latvia-Lithuania Cross Border Cooperation Programme 2007-2013 co-financed project No. LLIV-322 "My Response" during the piloting one client can use the specific service for no more than 30 (thirty) days during a single calendar year.
3. From 6pm to 10am client can use accommodation and care services and catering (*from 7.30am - 10am*)
4. From 10am to 6pm client can use accommodation and care services and elements of meaningful daily activities.
5. Extra meals client can receive for an additional charge agreeing on quantity and content of such meals.
6. Sleeping hours are from 11pm to 7am.
7. Client has right to determine his own daily schedule including sleeping hours, when chosen schedule do not disturb other clients.
8. Client may leave the service premises prior notice to the staff.
9. Client has right to terminate the service receiving at own discretion.
10. Client notifies in writing of wish to terminate the service use.
11. Client has a right to refuse taking the meal.
12. Meal is not stored for to be eaten later.
13. Client can receive the meal at the specified place.
14. Client unable to eat independently has right to ask staff's help.
15. Client (as much as possible) must take care of personal hygiene.
16. Client must listen to staff's suggestions to take care of personal hygiene.
17. Client has right to ask care staff help performing the personal hygiene, when client due to functional disorders is unable to perform such functions by him/her-self.
18. Client shall choose daily activities according to his/her interests and development.

19. Client may not arrive to the service under the influence of alcohol, narcotic or other psychotropic or intoxicating substances and it is forbidden to use such substances in the service premises.
20. Client may not offend physically other clients, staff and other people.
21. It is forbidden for a client to collect and store medication.
22. It is forbidden for a client to bring to the premises alcoholic drinks and other intoxicating or narcotic substances.
23. Smoking and use of open flame is forbidden in the service premises.
24. Client must comply with staff instructions and reminders on following to necessary safety measures.

Client's name and surname: _____

Address: _____

Application
for the reception of short-time stay service

I wish to receive the short-time stay service from _____ to _____.

Attached documents:

- Copy of family doctor's notice or other document certifying the existence of mental impairments;
- Local municipality's order;
- Other: _____

Date:

Signature: