Communities empowered by professionals

Even Buurten in Rotterdam

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www.vilans.nl
Let’s chat!

EVEN BUURTE

Rotterdam
Rotterdam

- 635,000 inhabitants (2nd city of Holland)
- 173 nationalities
- 53% Dutch origins, 47% non-Dutch
- 100,000 65+ years
- 200,000 0-23 years
Even Buurten

• enables frail older people to remain longer in their own home
• by organising care and support close to home, provided by (in)formal network in the community
• Outreachend en preventive

Started in 2011, evaluation by EUR (Hanna van Dijk) in 2014 (http://www.bmg.eur.nl/onderzoek/secties/smw/onderzoeksrapporten_smw)
Method ‘Even Buurten’

- professionals
- community
- keyplayers

Care by (in)formal (community) network

Frail older person

Outreachend visit

‘spil’ Even Buurten

Signal
De Spil

• professionals on HBO degree (bachelor/ higher vocational education): care or welfare
• presence in the community (‘spider in the web’)  
• knows the community she/he is working in 
• outreachend, binding power, inviting, enterpreneurial attitude, creative, activating 
• coaches and stimulates the self-reliance of people and communities
Empower community network

‘find simple solutions for early problems’
End 2014

• 12 ‘spillen’
• 4 communities/neighbourhoods

And than...

Long term health care reform in the Netherlands!
Goal Long Term Care Reform

1. Focus on peoples capabilities instead of focus on disfunctioning. Quality of life is primary goal (definition Positive Health Huber)
2. If care or support is needed, first seek assistance of family, neighbours, community members.
3. For those who need more support or care, professional support and care will be organised close to home and with focus on participation. This help is provided by the municipality.
4. The most vulnerable people have the right for care in long-term care organisations, provided by the national government.
Rotterdam 2015

- Community-teams (20-25 persons per team)
- Generalist professionals detached from care and welfare organisations (public tender)
- Support and care for all citizens (0-100 years)
- In line with the new laws (transformation)

And:
- Apply method Even Buurten in all community teams (to enforce the transformation)
Rotterdam: 42 community teams
Learning Framework Jennings

70
- Experiential Learning
  - Work-related collaboration
  - On-the-job performance support

20
- Social Learning
  - Peer learning and coaching
  - Mentoring

10
- Formal Learning
  - Learning program support
  - High potential development

3Es | EXPERIENCE | EXPOSURE | EDUCATION
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‘Spil’ as living example

• Spil becomes part of the community team (no caseload!) 4 ->12
• The story-telling starts...
  • Formal learning (10)
    • Presentation on Even Buurten in team (own experience)
  • Social learning (20)
    • Discuss cases with colleagues in intervision
    • Go on a ‘safari around the neighourhood’ with the team
    • Consultation on cases (coaching)
    • Questioning ‘traditional’ interventions in team meetings
  • Experiential learning (70)
    • Go (together) to citizens/keyplayers/neighbours etc.

Also: new ‘spillen’ selected and trained for community network empowerment
Situation now

• From 12 -> 20 community teams
• ‘spillen’ work together in districts: new empowerment activities
• In development:
  • Module for new ‘spillen’ (Hogeschool Rotterdam)
  • E-learning for all generalists (Hogeschool Rotterdam)
  • Tool for Integrated Community Care for teams (EUR)
Lessons learned

• Find the right ‘ambassadors’ (this takes time...)
• Dare to do different (neighbourhood focus)
• New skills and competences of professionals (not everybody ‘has’ these...)
• Use ‘ears and eyes’ in the neighbourhood
• Learning by storytelling, sharing experiences
• Give space to unexpected solutions
• ‘Do Something Different’ isn’t easy for everyone
• Citizen-matches can fail (as in real life...)

Thank you!
Find out more?

- http://www.beteroud.nl/ouderen/zorg-even-buurten-toolbox.html
- https://www.rotterdam.nl/werken-leren/zorg-voor-elkaar/
- https://www.zonmw.nl/nl/actueel/parelprojecten/parel-voor-even-buurten/
- http://www.bmg.eur.nl/onderzoek/secties/smw/onderzoeksrapporten_smw/

Questions?

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