

→ A client oriented care system

Country Romania

Project title Towards a prepared organization of the Neuro-psychiatric Recovery and Rehabilitation Centre Jibou to supply adequate care service to her clients

Twinning Municipality of Aalten (the Netherlands)
Salaj County Council, Department for Social Care and Child Protection (Romania)
Neuropsychiatric Recovery and Rehabilitation Centre (NRRC) in Jibou (Romania)

Project period 1 January 2008 to 30 June 2009

Project budget € 61.447,25

Project objective

The project aimed to offer adequate care services to clients of the Neuro-psychiatric Recovery and Rehabilitation Centre in Jibou. This was achieved by optimising the intake and indication process and by establishing a care service that covers the individual care needs of the clients.

Project summary

The project was comprised of 4 components:

- The training of the staff of the Neuro-psychiatric Recovery and Rehabilitation Centre in a more client oriented approach of their work. Putting the client first instead of their own duties.
- The development of a strategic plan for 2009-2012 and a communication plan for 2009. The design and implementation of a new client registration system.
- The use of volunteers in the centre.

Core information

Salaj county has a population of 250,000 inhabitants and is located in north west Romania. The county's main activities are industry (cellulose and wood, metal, equipment, light industry) and agriculture. In medieval times Salaj was an important stop on the salt route to Western Europe. Tourism potential is high as the area has many churches, monasteries, spa's, and protected natural sides.

Problem analysis

At the start of 2008 the centre moved to new and smaller buildings, resulting in smaller departments that could not deliver the adequate quality of care services to its clients. The most important shortcomings were that there was no well-balanced vision within the centre concerning the treatment and service to its clients with neuro-psychiatric problems. Furthermore, the staff was not fully

capable to provide the requested needs. Finally, a well functioning indication and registration system was lacking.

Project implementation

The project started with the development of a strategic and communication plan with the support of the Dutch partner municipality of Aalten. Based in this new strategy new types of dossiers were designed for each client. To allow the staff to deliver the services as indicated in the new strategic vision they have been provided with a series of trainings. As a result the staff will now perform their duties based on each client specific needs. Furthermore, a campaign was launched to attract volunteers resulting in 5 volunteers that joined the centre in the summer of 2009. Thanks to the success of the project 4 clients could be successfully integrated in their families. The good performance of the centre resulted in the replication of the project in other centres in the county of Salaj.

Process management

The project team designed a strategic plan for 2009-2012 for the centre after the political support was assured by the local elections in June 2008. The main stakeholders involved in the project were the staff of the Department for Social Care and Child Protection. The change of mentality within the staff was put into practice by giving more attention to each individual client by the set-up of groups of 10-11 clients with mentors. In order to support these changes, meetings with the staff were organised to focus on the benefits of primary nursing and on developing the personal autonomy of the clients. The beneficiaries were mainly the staff of the Centre and the clients.

Recommendations: do's and don'ts

- Local authorities should be more actively involved in attracting the civil society to support the Centre's activities. It is very important for these kinds of institutions to be understood and sustained by citizens.
- Change the mentality of the employees! It should focus on the clients, not on the job duties.
- Involve all the staff of the concerning institution in such projects; mainly the ones with less education!