Södertälje municipality’s home help service
Our mission

Our most important task is to provide you with support that enables you to continue living at home and leading as independent a life as possible in the safest manner possible. Based on your needs and abilities, our staff support you in coping with everyday life.

How we plan services

It is important to us that you are involved in decisions regarding the type of support needed and that we agree on how the support will be delivered. Once those decisions have been made, we plan together how the services that you have been allocated will be carried out and we produce an implementation plan.

You will be assigned a dedicated contact person who has principal responsibility for the support you receive being adapted to reflect your needs. You can also contact this person if you have any questions or additional requests. If Swedish is not your first language, we will do our best to find staff who speak your language.

Your home – our workplace

We are guests in your home, so once inside the door it is your rules that apply, your habits and your routines. When you are allocated home help services, your home immediately becomes our workplace, which means we have a responsibility to ensure that our work environment is safe and healthy. Consequently, we will carry out a work environment assessment, which we then review together in case we need to make any adjustments.
Our work tool – the mobile phone
We have a duty to document the work we do under the Swedish Social Services Act and for this we use a mobile phone. Phones are used to document the help provided and the time we spend at your home, using a small label that we attach next to your entrance door. This enables us to check that you have received the help and support granted to you. We work with time slots, which means that the time we agree with you is an approximate time.

Our staff
Our staff are assistant nurses or care and home help assistants and many of them have extensive experience in the elderly care sector. A lot of our staff come from abroad and have a variety of language skills. We employ both men and women.

Safety and security
Everyone employed within the home help service has a duty of confidentiality. This means that we will not discuss you or your situation with anyone else without your consent.

For your security, our staff wear uniforms and easily visible forms of identification. If we are delayed in visiting you, we will contact you. If you still feel anxious or unsure, please contact us to let us know.

If you have difficulty opening the door when we visit, you will need to provide us with a copy of your key. We store these keys in a locked cabinet at our office. When a key is issued to a member of staff, we record the name of the person to whom it is given and the time. We also record when the key is returned to the cabinet.

Södertälje Municipality does not allow its staff to accept gifts or witness documents.
Personal safety alarm

You can be granted assistance to get a personal safety alarm. This alarm can be used around the clock in emergency situations. If you are granted a personal safety alarm, we require two sets of keys as well as any tags/keys for building access before we can install the alarm.

Home help at night

If you require help during the night, the night-time team will visit you at home. They work between 21:30 and 07:00. The night-time team requires a separate set of keys to be able to help you at night.

Available services

If you already get help with laundry, cleaning and shopping, these services can be swapped for other available services, e.g. help with other chores, help to run errands, getting out and about or just a chat. If you require gardening or odd-job services, these can be arranged through our Repair Service (Fixarservice).
Guidelines
The elderly care committee has produced a set of guidelines that apply for all measures performed under the umbrella of home help services. All measures performed must be linked to a decision on assistance, which sets out the scope and frequency of the allocated services. If you would like to change something in the decision on assistance, you must always contact the municipal care administrator.

Cleaning
As a general rule, you can expect the cleaning service to visit every three weeks, unless expressly stated otherwise in your decision on assistance. If you live alone, cleaning covers up to two rooms, the kitchen and the bathroom. If you live with someone, cleaning covers up to three rooms, the kitchen and the bathroom. You will need to supply working cleaning equipment. This service does not include window cleaning.

Meals
Daily needs in terms of prepared food are met in the first instance by the food distribution service. This service is provided to persons who are unable to prepare their own meals. Chilled prepared food is delivered to the home. You heat the food yourself, unless you specifically require help at mealtimes.

Shopping
You can get help with the weekly shop for everyday items. If needed, this service includes cleaning out the fridge, planning shopping, writing a shopping list and unpacking the shopping.
Laundry
Laundry here means that the home help service helps with, for example, booking the laundry room, loading the washing machine, hanging washing up and taking it down, ironing everyday clothes and putting clothes away. We also use an external laundry provider who collects, washes and delivers clean laundry to your door.

Joint households
Spouses and cohabitees (including children over the age of 18 years) have a shared responsibility for the household, which means that the home help service does not take over responsibility for chores from anyone other than the person receiving assistance. Examples include the preparation of food, shopping, cleaning, washing up and laundry.
Cancelling services
If you know that you do not require a service, will be away, have guests or for any other reason do not wish to use our services, you must notify the home help service as soon as possible, but not later than 24 hours before the service is due to visit you. If you plan to be away for a prolonged period, please let us know well in advance.

Repair Service – practical help for anyone over the age of 67
The Repair Service provides practical help with everyday tasks, such as changing a light bulb, fitting a smoke detector, putting up pictures, sorting out window boxes, etc., storing items in a cellar or attic (also retrieving items), and moving lighter items of furniture in the home.

This service is free of charge and you are entitled to use the Repair Service once a calendar month. You are responsible for any material costs.

You can arrange to have the Repair Service visit by calling: 08-523 063 93, Monday–Friday between 08:00 and 09:00.

Pets
If you have a pet, you are obliged to ensure that the animal receives the care it needs, even if you are unable to take care of it yourself. The home help service can help you to complete a contact card for the person who will look after the animal if anything happens to you. If we observe an animal suffering, we are obliged to report this under the Swedish Animal Welfare Act.
Tell us what you think

We want you to be happy with the help that you receive. We would like to know what you think of the work we do and the service we provide. This helps us to improve our services. You can speak to our staff or a home help service manager. You can tell us your views at www.sodertalje.se.

You can also call us on 08-523 010 00 (Contact Centre).

Södertälje kommun

Omsorgskontoret, Södertälje kommun
Address: Nyköpingsvägen 26, Södertälje
Tel: 08-523 010 00 (Contact Centre)
www.sodertalje.se