



SOTSIAALKINDLUSTUSAMET

Estonian social service quality guidelines: Our experience and challenges

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Estonia



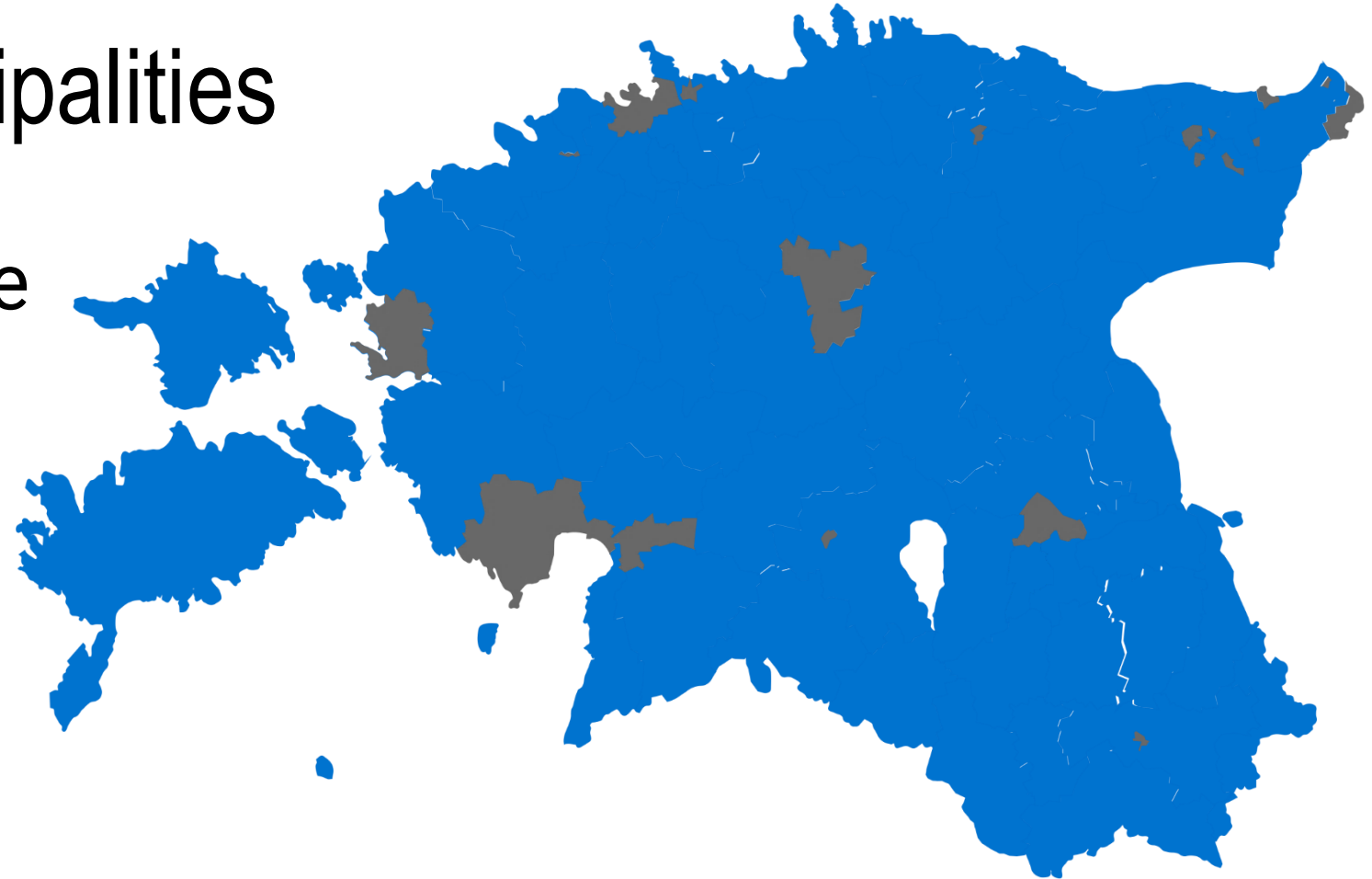
79 local municipalities



Social Insurance Board



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Establishing quality guidelines and standards

- 1 Constitution, Laws
- 2 Ministerial degree/regulation and other legislative acts
- 3 The quality guidelines drawn up by the Social Insurance Board
- 4 The quality requirement established by the contract
- 5 The quality requirement established by service providers

Service specific guidelines

1. Women's Support Center
2. Special Care Services
3. Social Rehabilitation
4. Substitute Care
5. Institutional Care
6. Shelter
7. Housing Assurance
8. Childcare
9. Children's Shelter Service
10. Safe Temporary Accommodation for Adults
11. Foster Family
12. Personal Assistant Service
13. Aftercare
14. Closed Childcare Institution
15. Home
16. Social Transport
17. Support Person
18. Adult Care
19. Debt Counseling

The main principles of the quality of social services

- Availability, Affordability, and Service Environment
- Person-Centered and Integrated Approach
- Empowerment, Involvement, and Human Rights
- Results-Oriented Approach
- Employee Competence and Ethics
- Organizational Management and Quality

Role of Social Insurance Board

- Issuing operating licenses to service providers in Estonia.
- Carrying out supervision over service providers as well as over local municipalities.
- Consulting and empowering local municipalities, service providers.
- Providing for soft legislation: guidelines, cost models, FAQ-s etc.

*Types of infringements in institutional care service

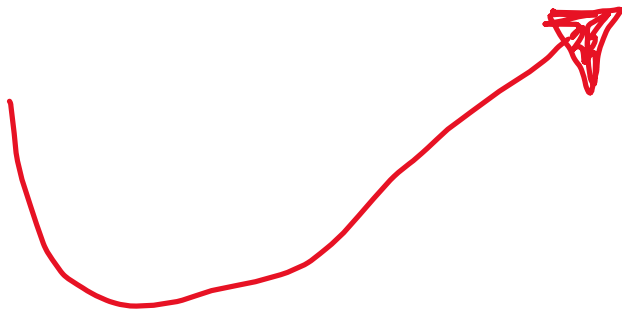
- Absence of the care plan;
- Obligation to notify of changes in circumstances related to economic activities;
- Requirements for care workers, e.g qualification standards;
- Expanding businesses and moving clients to new housing without operational license;
- Ignoring the ministerial regulation no 36, from 19.06.2023.

*General improvements

- the requirements for the service were specified;
- the requirements for the number of employees (care workers per client) have been specified, will be valid from 01.07.2026;
- service providers have had to review the care needs of all clients.

General norm

- Requirements for the housing
- Requirements for employees
- Requirements for activities
- Nursing requirements
- Catering requirements, etc



Quality

- Clear direction: vision of development
 - Measurable objectives
 - Expected results
 - Evaluation
 - Quality principles integrated
- + + +
- Systematicity
 - Awareness

Challenges

- Soft legislation is not obligatory
- In institutional care the prices have gone up
- Not enough capacity to supervise all providers
- Ignorance by clients not knowing their rights
- Not enough resources
- Backlog in digitalization



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Thank you!

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