



Improving Social Services: Practical Steps to Monitor and Improve Social Service Quality

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KÄO SUPPORT CENTRE
TALLINN, ESTONIA

WWW.KAOKESKUS.EE

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General facts about the centre

- started in 1996
- 34 children
- 75 adult clients
(2 centers in Tallinn)
- 106 employees:
 - 70 client workers
 - 15 rehabilitation specialists

Comprehensive Care Services Overview

Social Rehabilitation Services

Facilitates
rehabilitation for
both children and
adults



Day Care Service

Provides care for
children aged 7-18
in collaboration
with Kào Basic
School

Special Care Services

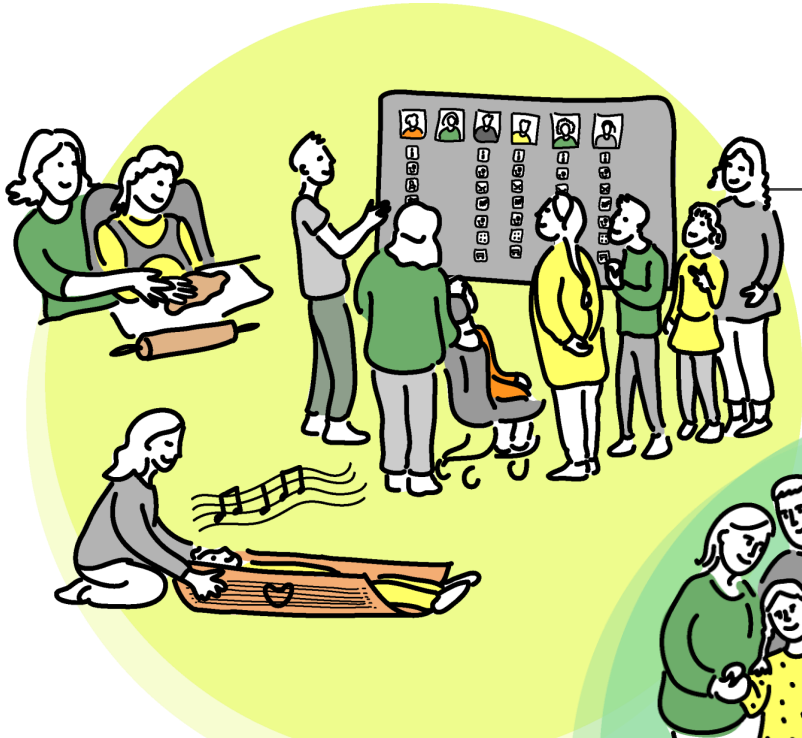
Offers day and
weekly care for
adults

Käo Support Centre is the best part of the day

- The time spent is meaningful
- Safe for everyone
- Activities that are activating and match the abilities
- Excellent environment that meets modern expectations
- Focus on development of the field
- Constantly striving for the best



I strategic focus- Services



- Need-based services for children and adults
- Maintaining family relationships.



- Trendsetters in the social field
- Necessary means/resources

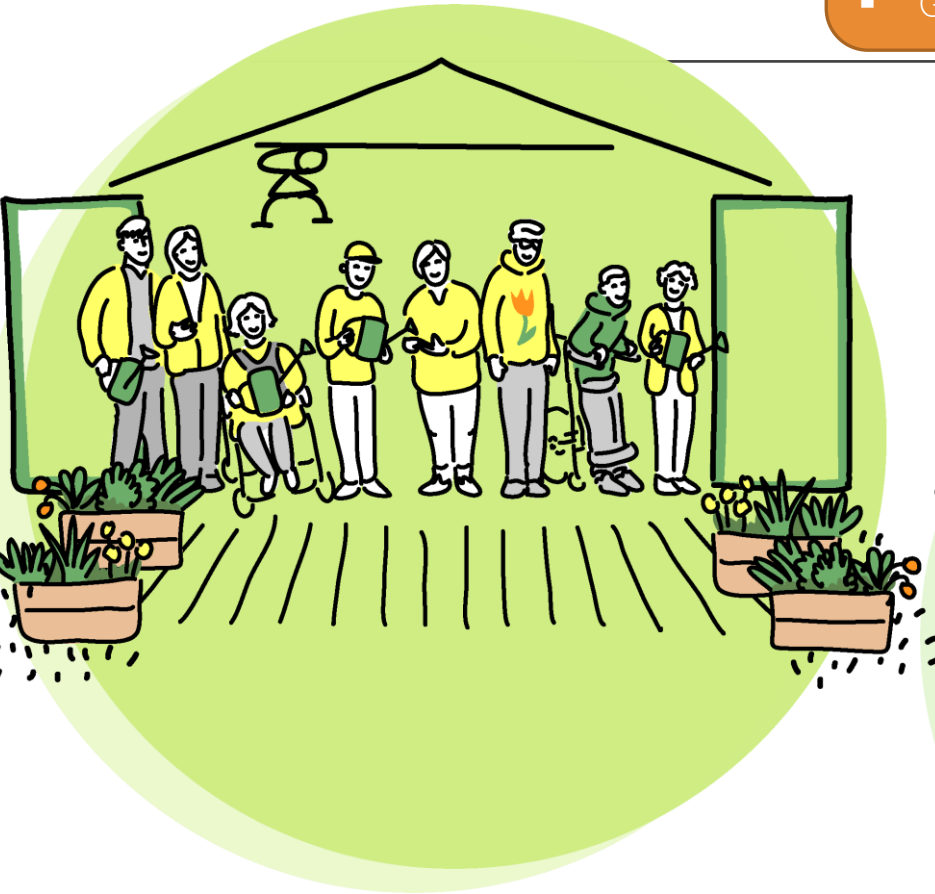


- Interesting activities
- Equal opportunities



II strategic focus- Environment

- Accessibility
- Cozy and modern environment
- Diverse outdoor area
- Green way of thinking



III strategic focus- Organisation



- Good relations
- Considering different needs
- Opportunities for self-development

Quality standards/ Quality guidelines



- **European Social Services Quality Framework** (Common Quality Framework for Social Services of General Interest, Brussels, 21 June 2010), Europe Agreement of the Working Group of the Standards Committee.
- **European Voluntary Quality Framework for Social Services** (A Voluntary European Quality Framework For Social Services, Brussels, 16 November 2010), ELN Social Protection Committee
- **Legislation of the Republic of Estonia** (including Social Welfare Act, Child Protection Act, Personal Data Protection Act, etc.).
- **Quality guidelines for social services, including service-specific quality guidelines** (Social Insurance Board of Estonia, since 2018).
- *EQUASS Assurance (European Quality in Social Services) was and is implemented in Estonia with a support of European Social Fund in 2010-2011 with min 25 rehabilitation and welfare service providers in 2012-2013*

Quality principles

(Social Welfare Act § 3, subsection 2)

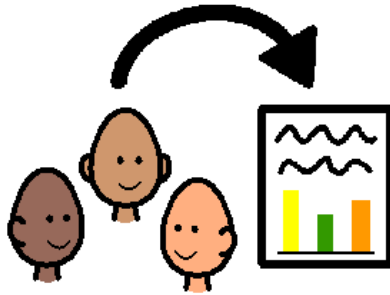
person-centeredness



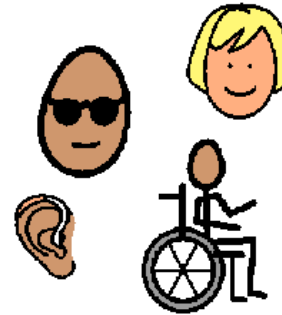
the empowering nature of services



results orientation



needs-based approach



inclusion



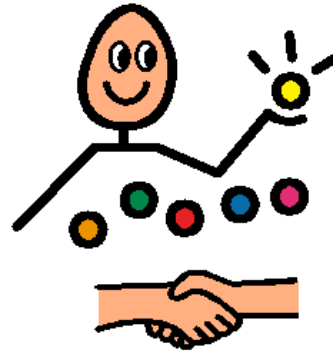
holistic approach



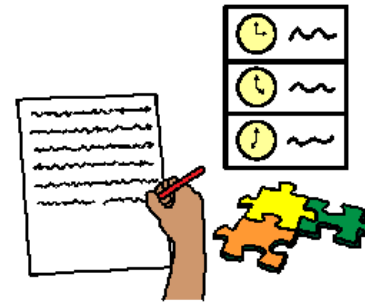
protection of personal rights



employee competence and ethics



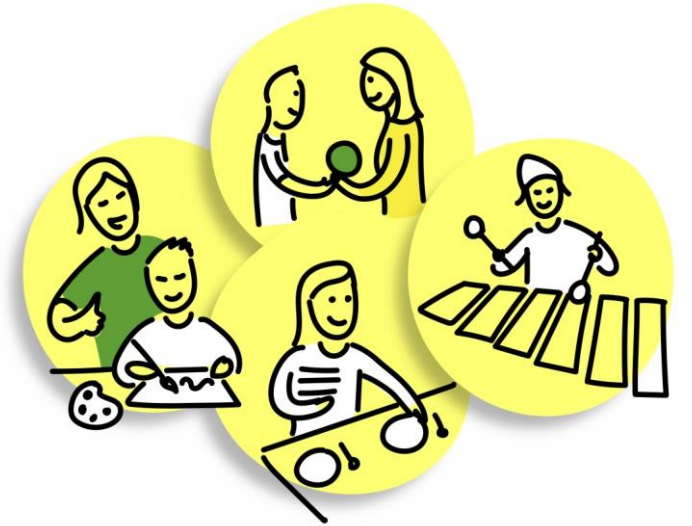
good organization and high quality management of the organization



Quality can be ensured through conscious action- quality management

STRATEGIC AND ANNUAL PLANNING

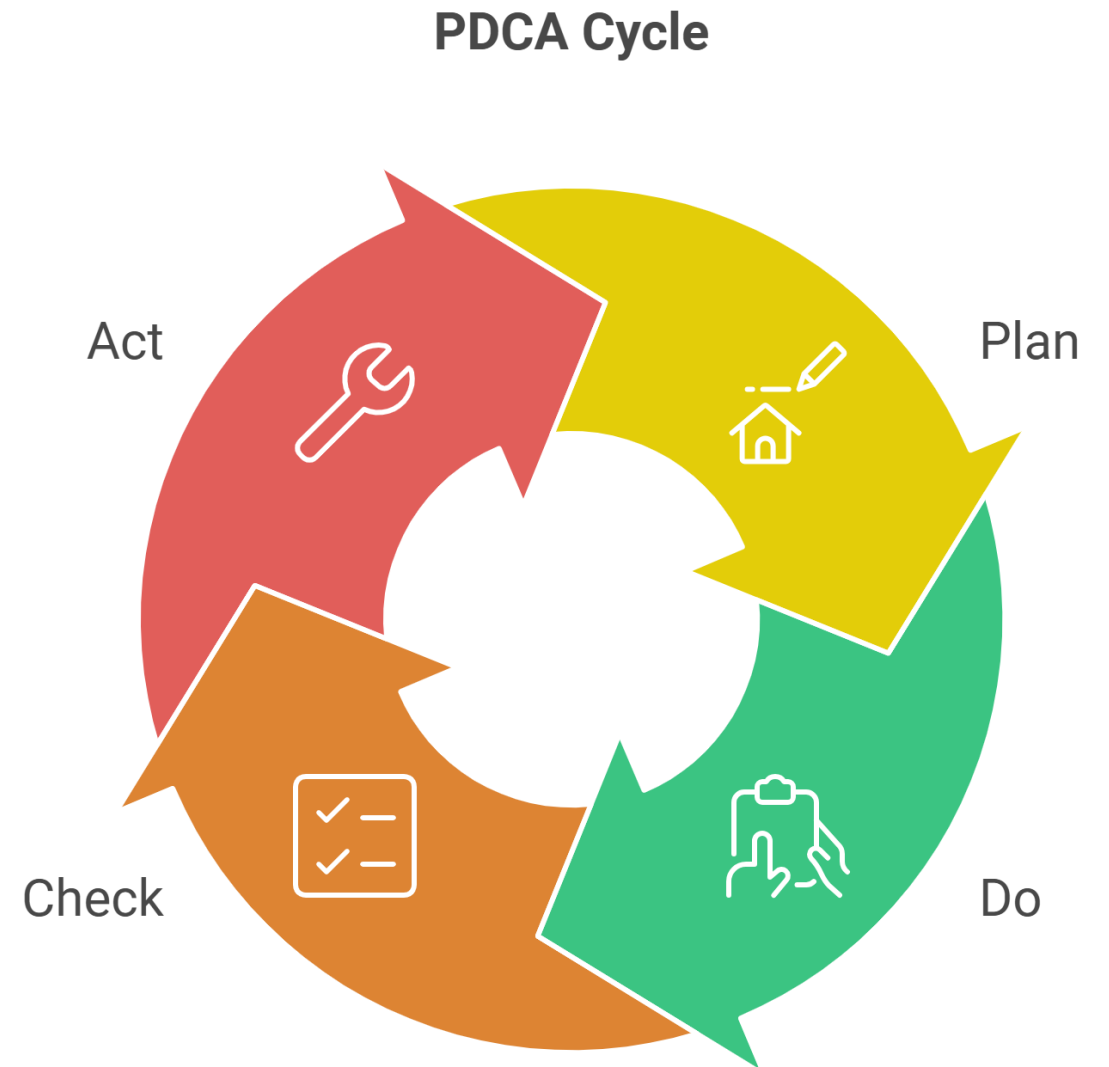
- development plan (takes into account the broader sectoral or regional objectives of the local government or the state)
- action plan
- strategic objectives
- annual objectives
- activities to implement objectives
- expected results with performance indicators or metrics



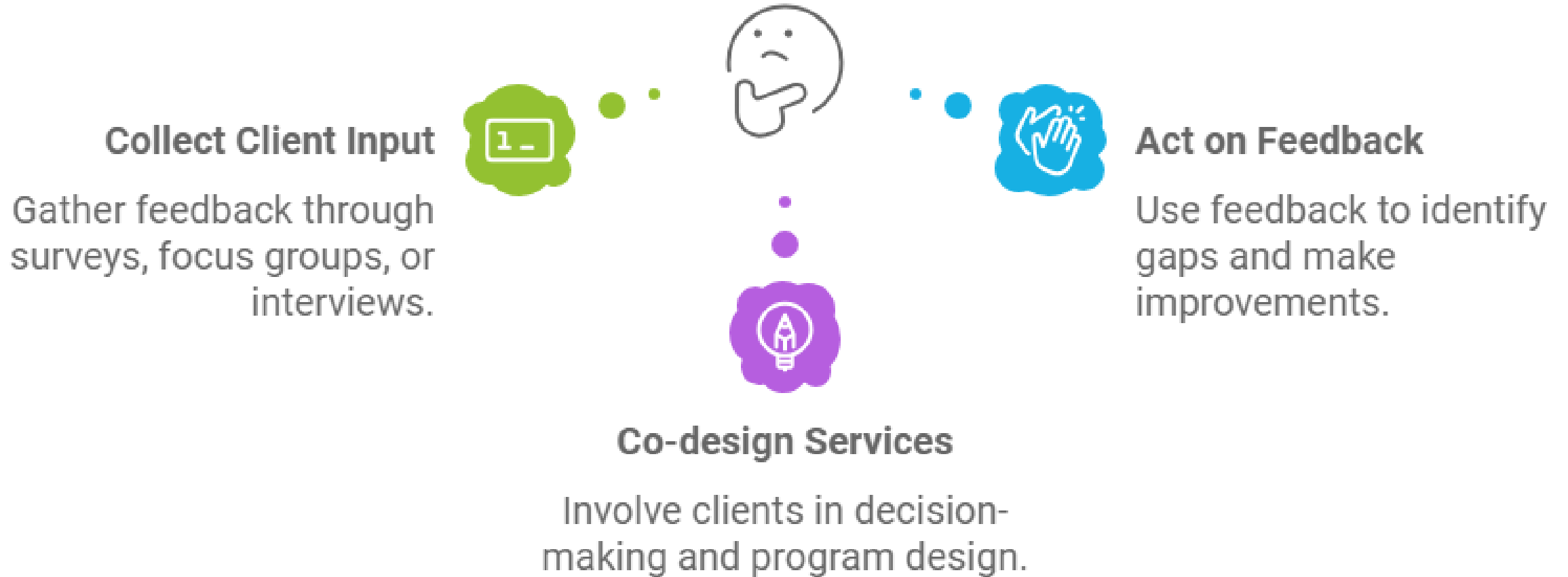
Process management through continuous improvement

W. Edwards Deming

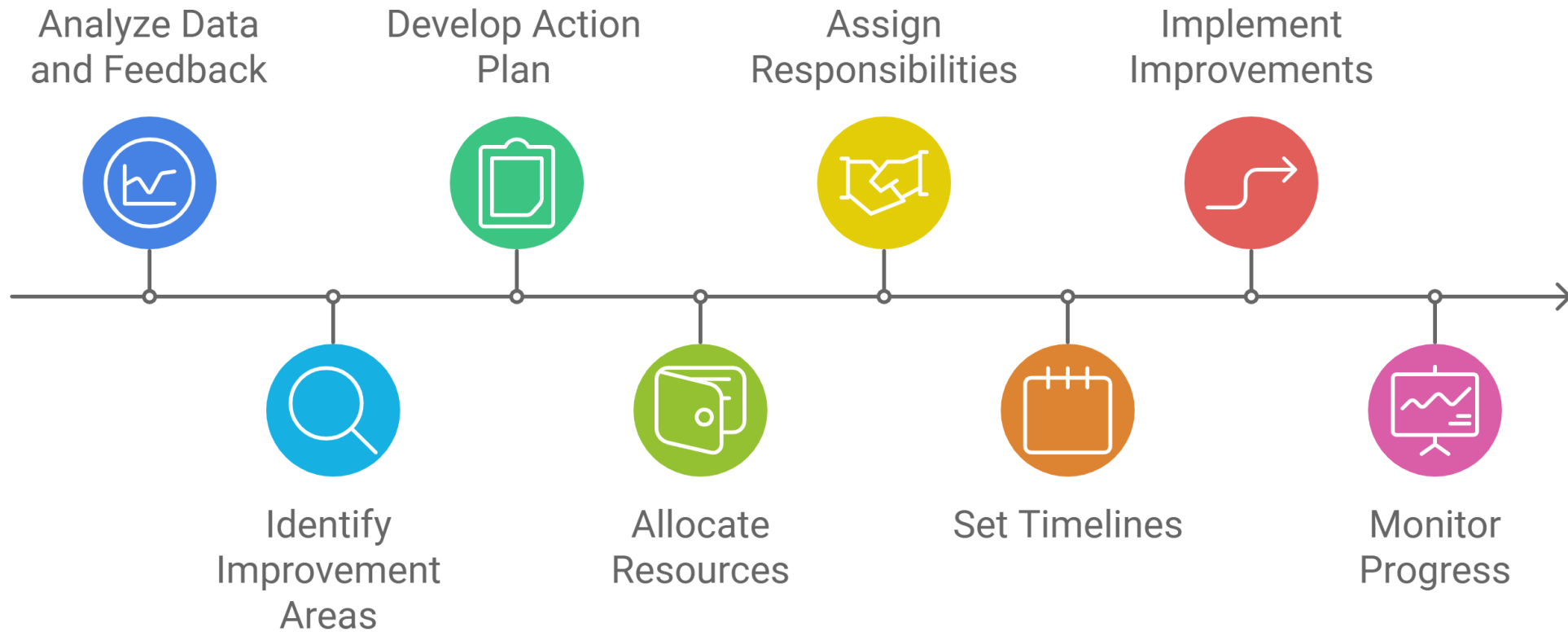
- Model and visualize processes (use technology)
- Define core and support processes
- Define process owners and related employees
- Decide activities and add metrics
- Process analysis, improvements



How to improve service quality?



Enhance Performance through Targeted Improvements



Effectiveness and Outcomes

- Evidence-Based Practices
- Goal-Oriented Services
- Client Outcomes Tracking
- Resource Management
- Service Integration
- Cost-Effectiveness
- Quality monitoring, learning from feedback
- Innovation



How to promote a culture of quality?

- Leadership Commitment
- Employee involvement
- Ongoing training and education
- Open communication and feedback
- Make quality long-term priority

Thank You!



Thank you!

