

HOUSE OF SMILE

- EXPERIENCE WITH SOCIAL AND HEALTH CARE

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INTRODUCTION

Due to the demographic ageing of the dialysis population, comprehensive care for elderly patients has become an important topic for health professionals. As a response to the increased demand for social and health care residential services for this target group of patients, we expanded the existing portfolio of social services and introduced a very unique facility connecting various services with dialysis treatment under one roof.

The B. Braun House of Smile is a home for people with disabilities. We provide year-round residential social services to people with kidney disease, predominantly for patients on dialysis – especially those who can no longer live alone in their natural environment because of the loss of self-sufficiency, who need help securing their needs and those who have trouble with regularly attending the dialysis centre.

We provide the following services: accommodation, meals, help with personal care, hygiene assistance, educational services, activation activities, support of contact with the social environment, provision of social therapeutic activities, assistance with the fulfilment of leisure time, the exercise of rights, legitimate interests and assistance in personal affairs.

OBJECTIVES

The goal of the B. Braun House of Smile is to enable the clients to live a fulfilled life despite their disease and to help them engage in routine activities. Furthermore, our goal is to meet the clients' basic needs, so that they do not feel alone with their disease, give them the opportunity to share their fears and develop natural relationships with their family, friends and the local community.

We place an emphasis on respecting basic human rights and freedoms, respecting human dignity, maintaining our clients' self-esteem as well as respecting their views. We create an atmosphere of trust, safety, respect and responsibility. We promote the relationship between the client and the personnel and always respect a client's right to privacy.

CAPACITY

Currently: 36 beds in 26 rooms (16 single-bed rooms, 10 double-bed rooms).

OUR CLIENTS

The B. Braun House of Smile serves clients with kidney disease from age 27 year and above. The service cannot be provided to clients suffering from severe personality disorders or mental disabilities that would interfere with their coexistence with other clients, and additionally, to clients whose health condition requires therapy in a health or specialised facility with a special regime as well as to clients addicted to alcohol or narcotics.

FINANCING

Under the Social Services Act No. 108/2006 Coll. the maximum payment for accommodation and meals is set and the client should remain with at least 15% of his/her income. The state also contributes to the provision of social services in the form of care provision allowances. The amount of the contribution depends on the ability to manage basic life needs and daily activities.

PROVISION OF CARE

We provide health and social care. Health care is provided under the supervision of the certified Head Nurse. Main tasks include administering medication, injection application, treatment of skin defects, cooperation with the haemodialysis centre, assisting or performing peritoneal dialysis and organising the visits of specialised physicians.

Social care is provided by a Social Care Worker. Their basic activities include helping clients with using the toilet, dressing, hygiene, meals and assistance in many other common daily activities. A substantial part of the work also consists of individual planning of the social service process and regular activation activities. Preferred activities include body exercises, memory exercises, social games, reading, walks or handicrafts and art activities. Social activities with the cooperation of local organisations are the manifestation of these activations. We organise meetings with kindergartens and primary schools, musical programmes for dancing and listening as well as other thematic programmes; for example, Birthday parties, theatre performances, and Christmas and New Year's Events. Regular spiritual services are also provided – the Holy Mass and priest visits are secured.

BENEFITS FOR CLIENTS

Merging residential social services for people with disabilities, specifically for patients with severe kidney disease, with the dialysis centre, renal outpatient services and other complementing services under one roof is very much appreciated by our clients. It has an impact on their quality of life as transport to and from the dialysis centre, waiting times and costs are avoided.



CASE REPORT

In February 2017, we received a request from Mr V., 51 years old, for social services related to dialysis treatment. Before admission to the B. Braun House of Smile, Mr V. was hospitalised for dyspnoea, chest pain and impaired renal function. In the hospital, therapy with haemodialysis was started. Mr V. was unable to take care of himself, he was homeless, unemployed, and had no money for food, clothing and other needs. He needed assistance with solving his personal issues and help with hygiene and obtaining clothing and hygienic supplies. He expressed the wish to have dialysis and medical assistance available in case of any unforeseen health problems.

MEDICAL HISTORY

Family history: He lives alone and has no children. He had a brother, but he does not have any contact with him. His parents died – his mother died of a stroke at the age of 39; his father died at the age of 67 due to colon cancer.

Personal history: therapy for high blood pressure, poor adherence to the therapy, no other problems reported before hospitalisation.

Abuse: alcohol, nicotine

Work anamnesis: certified chef, unemployed, casual jobs

Social history: He grew up in a functional family. After his mother's death, he took care of his brother. Later, he lived in a hostel or on the street. He lived in the South Bohemian region, where he had no family connections. Now he lives in the B. Braun House of Smile in Slavkov u Brna in the South Moravian region.

Current illness: acute progression of CHRI stage 5 – initiation of haemodialysis, which then switched to peritoneal dialysis, acute hypoxic respiratory failure, congestive cardiac failure, sideropenic anaemia, hypertension, type 2 diabetes mellitus.

Current problem: Mr V. is in an unfavourable social situation with no financial or material security. He does not have proper hygienic habits. His health was unfavourable for a long time, and required assistance, supervision or the care of another person in terms of managing his basic life needs. Mr V. did not have any natural social environment or family bonds.

SOLUTION

We managed to comprehensively solve the social and health care problems of our client, namely:

- Assistance with financial security: settlement of the living allowance, settlement of housing allowance, application for invalidity pension and maintenance allowance.
- Assistance with material security: provision of clothing, bedding and hygiene through organising a collection of clothes among the personnel at the B. Braun House of Smile.
- Habits: through an individual plan, we together with Mr V. have chosen the goal of improving his personal hygiene and learning the right habits.
- Mediation of contact with his family: together, we searched for Mr V.'s brother on social media and contacted him. The brothers now have regular telephone conversations.
- Assistance with health care: provision of medicines, supervision of medicine use, organising follow-ups with specialised physicians, accompaniment to regular dialysis treatment, re-introduction of peritoneal dialysis due to recurrent vascular problems, assisted peritoneal dialysis.

CONCLUSION

Mr V. has adapted to a new environment, he is financially and materially secure. He participates in the events and daily activities at the B. Braun House of Smile; for example, he helps to take care of the pets. His health condition is stabilised and his treatment with peritoneal dialysis is satisfactory. He has access to medical assistance and specialised outpatient clinics.

With this case report, we wanted to present the benefits that bring our new concept to our clients.

The B. Braun House of Smile makes a fundamental contribution to the quality of life of dialysed elderly patients. Due to the fact that the concept of a facility connecting various services with dialysis treatment under one roof has proven itself, we plan to open other facilities in the Czech Republic and Slovakia.