



SERVICE FOUNDATION
FOR PEOPLE WITH
AN INTELLECTUAL DISABILITY

"An institution can never beat a home"

Final report of the project
One of the Neighbours
– Deinstitutionalisation
in Finland
2011-2014



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The title of the final report is a comment made by Teuvo Taipale, an influential member of the steering group of the project One of the Neighbours and of the self-advocacy organisation Me Itse, in a steering group meeting.

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One of the
Neighbours
project

Introduction

No one is too disabled to live in a home of their own. This is what we thought in 2011 when we started the project **One of the Neighbours – Deinstitutionalisation in Finland**. This idea has been part of the project all along, but what does it mean? And when we say people should move from institutions to homes, what do we mean by a home?

PHOTO: ELINA LEINONEN



No one is too disabled to live in a home of their own. This is what we thought in 2011 when we started the project One of the Neighbours – Deinstitutionalisation in Finland. This idea has been part of the project all along, but what does it mean? And when we say people should move from institutions to homes, what do we mean by a home?

I asked my colleagues what home means for them. Almost everyone answered: “Peace and quiet, important people, privacy, and security.” One of the answers was different: the sauna. This was referring to structures, square metres and surface materials. Other responses referred to things which cannot be bought with money or established by legislation.

“People with disabilities also need a home that genuinely feels like home”, said Doctor **Brian McClean**. **Gerard Quinn**, who drafted the UN Convention on the Rights of People with Disabilities, has studied the significance of home as an element of identity. According to him, the formation of a person’s identity and personality requires a private physical space – a home, a safe and secure environment. The sense of privacy is at its strongest inside one’s home. However, if people are not allowed to decide where and with whom to live, we cannot say that they have a home. By this definition, only few people with intellectual disabilities live in real homes. Instead, they live in flats that resemble a home. The same thing was discussed by our CEO **Markku Virkamäki** in his blog in March 2013: “For all of us, a home means a shelter, a heart. In a home, there is love. A home is where we find our identity, our roots and routines. A lot of people with disabilities have a shelter but not a home in this important emotional sense.”

Moving to a home, instead of a home-like environment, can be accomplished by listening to the person making the transition and by hearing their opinion. When people are moving out of an institution,

we have to keep in mind that they may have a very narrow experience of the world. Forming and expressing opinions may be difficult if you don't know what life is like outside the institution. This is why moving takes a lot of thorough planning and preparation.

Family and carers play an important role in planning and carrying out a moving process. They often spend a lot of time thinking about what would make the best possible home for their family member and what is needed for a good life. In the family meetings, organised by the One of the Neighbours project, one of the recurring themes was safety and security. Parents and siblings were concerned about whether they could trust other service providers than institutions, where safety and security was a high priority.

If you don't have confidence in the future of your loved ones, you cannot support them in the middle of transition – families also need support, discussion opportunities and answers to their questions. During the project, we could see that confidence in community-based services intended to replace institutional care varies from one region to another. For example, in Kainuu, people were really looking forward to moving from the institution to individual homes; whereas in Joensuu, fears and concerns seemed quite insurmountable. However, we were able to discuss everything; uncertainty and resistance finally transformed to acceptance and support for people in change.

The One of the Neighbours project started from a dream about deinstitutionalisation. As the project started in 2011, the idea was met with a lot of suspicion, prejudice and fear. During the past few years, faith in independent living in the community has grown stronger in the minds of clients, their family members and carers, and professionals, as well as in political decision making.

As we were starting the project, deinstitutionalisation was considered a utopia with no chance of becoming reality. Feedback given by staff of the Eskoo institu-

tion for their first training event read: "I cannot make the connection with my own unit, where residents have really profound disabilities, both physically and mentally." Persons living in institutions were considered so profoundly disabled that they would not be able to live anywhere else. In the field, discussion about deinstitutionalisation was received as a criticism of institutional care: "I still don't understand why so many people criticise institutional care? WHY COMMUNITY CARE?"

Deinstitutionalisation is based on the idea of normalisation – people's right to live in the community where everyone else is living. Deinstitutionalisation was seen as resistance to institutions and contempt towards professionals working in institutions. However, this is not what it was about.

As the trainings in Eskoo progressed, we noticed that the resistance was based on a genuine concern about how the service users would manage outside the institution – would the receiving professionals have sufficient skill and understanding towards the new clients and would the services suit their needs? In the training process, resistance was allowed and questions about the future were answered. This helped reduce concerns and uncertainty. This transformation is reflected nicely in the feedback for the last day of training: "I feel safe now."

In 2010, the Government gave a resolution about a programme for providing housing and related services for people with intellectual disabilities. This resolution only mentioned a downsizing of institutional care. According to another resolution issued in 2012, care for people with intellectual disabilities in residential institutions would be ended by 2020. After this, nobody with an intellectual disability would be living in an institution.

The Housing Programme for People with Intellectual and Developmental Disabilities (the KEHAS programme) gave the One of the Neighbours project new power in its efforts towards changing attitudes. Suddenly, we were no longer being

accused of spreading ideological rubbish – instead, we were being asked for help. Help was needed to support professionals and to adopt new tools and methods, to consult the clients and to deal with the thoughts and concerns of family members and carers. This brought about a change in the project: in addition to advocacy, we were able to start working with people living in institutions and with their families. In 2013, clients and their family members and carers were playing a significant role in the project.

In the One of the Neighbours project, we have interviewed people who have moved away from institutions in the regional events organised by the KEHAS monitoring group in different parts of Finland. At the same time, we have seen rapid progress during the past couple of years. During the four years that the project has been in operation, a lot has changed in the status of persons with intellectual disabilities in Finnish society. They have come forward to speak for themselves and tell about their lives, wishes and dreams. They have also spoken about the problems they encounter in today's Finland.

A lot of good things have happened but we are still far from a situation where a person with an intellectual disability can feel like a citizen equal to others. However, we strongly believe that someday this will come true. Nobody is too profoundly disabled to live in a home of their own – this is still our philosophy. And by home, we mean a home in the proper meaning of the word.

You are reading the final report of the project One of the Neighbours – Deinstitutionalisation in Finland. This is a report of the activities of the project. We want to share stories about deinstitutionalisation and especially about the people affected. I hope these stories will give you joy and inspiration, whether you are a self-advocate, a family member or carer, or an employee. ●

KATRI HÄNNINEN
PROJECT MANAGER



Dreaming of an ordinary life

BY MERJA SEPPÄNEN
PHOTOS: SINI SALMIRINNE/YLE AND ONE OF THE NEIGHBOURS PROJECT

Miia Korhonen is 40 years old. She has lived in an institution for more than 8 years. Before moving into the institution, Miia studied home economics, lived in a dormitory on several occasions, and tried living in a family setting. She was placed in the institution because she kept running away.

Miia Korhonen dreams about an ordinary life outside the institution.



¹ Brian McClean works with people who get into challenging situations. McClean visited us in March 2013 and gave presentations in our steering group as well as in the seminars "From the institution to a home of your own" in Oulu and in Tampere.

² Gerard Quinn was involved in drafting the UN Convention on the Rights of People with Disabilities and made a related study "Getting a Life – Living Independently and Being Included in the Community". He visited our discussion event that was organised in Helsinki on 18 September 2012.

³ <http://www.kvps.fi/blogit/toiminnanjohtajan-blogi/>

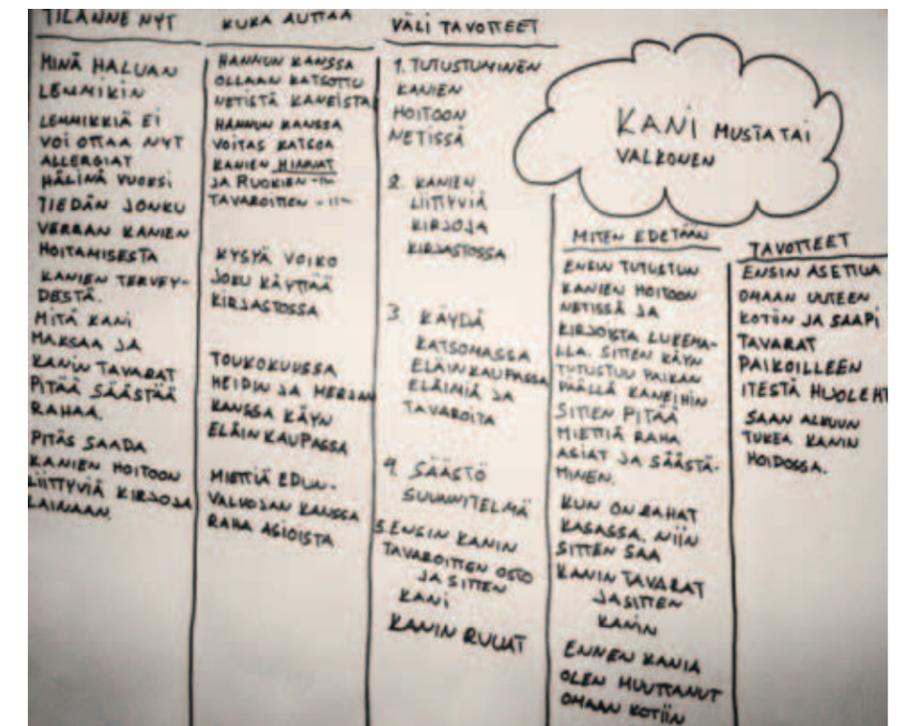
⁴ Read more about the training process in Eskoo in the article "Employees in Eskoo are putting lessons learned into practice".

⁵ Government Resolution on Securing Individual Housing and Services for Persons with Intellectual Disabilities. Publications of the Ministry of Social Affairs and Health 2012: 15.



Miia Korhonen finds it easier to deal with things by writing than by speaking.

When seemingly impossible hopes and wishes are broken down into understandable pieces, they can become possible.



Miia is dreaming about an ordinary life outside the institution. In her dream, she would have a supported home downtown, a housemate, a job in a pet shop, and a pet rabbit. On her balcony, she would grow flowers, and on Saturdays she would go to sauna. In addition to homemaking, Miia would like to fill her everyday life with hobbies and other nice activities. She would like to go to the flea market with her friend, go swimming or horseback riding, and visit the local pub.

Two years ago, her plans for the future were not as clear as they are now. At the time, Miia was planning to move to an apartment and live completely on her own. A person-centred planning process

in the context of the One of the Neighbours project helped Miia analyse her life now as well as her future and her individual support needs. She also gained courage to express her thoughts and wishes concerning her housing arrangements, work, and leisure time.

Miia's social network mostly consisted of other clients and staff in the institution. While her social circle was small to begin with, eight years in the institution had made it even smaller and reduced her contact to her family. Being quite sociable, Miia was sad because she did not have friends. She had only limited opportunities to make new friends; she did not know about meeting places in the area, and her access to a telephone and the Internet

was restricted.

In the beginning, Miia had problems expressing her thoughts and feelings by speaking. The use of pictures opened up new perspectives and possibilities for her day-to-day life. Pictures also helped her analyse and remember things. Miia used pictures to build up maps and stories for telling about herself, her wishes and dreams. Writing was identified as a new means of communication. Miia thought by writing. It was easier to deal with difficult things by writing than by speaking.

Little by little, Miia's ideas and plans for the future started to change. She was interested in new things and asked a lot of questions and looked for answers together with others. Miia hoped to have

a personal assistant who could support her in doing things that matter to her and in practising new things safely. Miia felt that she needed support to get around, use money, and remember things. She would have needed support in these areas even when she was living outside the institution, but she was denied personal assistance because she was living in the institution.

Miia also wished that she could move around more freely, but the staff were worried about this – their trust in her had decreased, because she had a habit of running away. Positive risk assessment helped identify solutions that could be used to start rebuilding the trust. Step by step, Miia was allowed to move around,



and she started to go on her own to her day activity groups and clubs as well as go jogging in the institution grounds. Soon her travel routes covered the jogging track as well as the way to the nearby shop and to the city. She proved herself worth the trust.

Miia still lives in the institution. She is dreaming about independent life in a supported apartment. Miia knows now that being independent does not mean that you have to cope alone – she hopes to have friends to share her life with and support to push her forward.

In February 2015, Miia shared her dreams and story in the TV talk show A2 on intellectual disabilities. ●

Moving successfully out of an institution does not happen automatically. It takes planning, practical preparation, training, and co-operation with different stakeholders.

Co-operating for successful transitions

Co-operation with the Ylinen Rehabilitation Centre started with staff training events in 2012. The One of the Neighbours project and the regional subprogramme of the National Development Programme for Disability Services (Vammaiskaste) in Pirkanmaa jointly organised training events on the themes of human rights, the right to self-determination, person-centred planning and supported decision making. The training events provided tools for staff who support persons living in the institution or moving out of the institution in their changing situations.

A successful transition from an institution to independent living involves transition training, co-operation with various stakeholders, and a lot of practical preparation. The Institution as Part of the Path of Transition – a Model for Successful Transitions was created in co-operation between the support group for movers in the Ylinen Rehabilitation Centre, the

National Development Programme for Disability Services, the transition training services of the Service Foundation for People with an Intellectual Disability, and the One of the Neighbours project. The model provides uniform, jointly agreed practices for preparing the transition. The new model has made it possible for employees to save time and concentrate on the needs and wishes of the client when planning the transition and the change to come.

Social skills needed for independent living often become a challenge when making a transition after living in an institution for a long time. The project One of the Neighbours organised a group for service users specifically for practising social skills. Two groups were in operation during the project, one for service users living in Ylinen and another one for service users who had moved out of Ylinen. Service users gained courage to function in a group and learned the importance of

taking others into consideration. Support workers also started to believe more in the skills of the service users.

In 2013, the One of the Neighbours project and the Pirkanmaa regional subprogramme of the National Development Programme for Disability Services organised information events on disability services for local politicians of the Pirkanmaa region. In these events, Tuulikki Parikka, Director of Intellectual Disability Services Division in Tampere University Hospital, shared information about the present situation and future changes in intellectual disability services. The One of the Neighbours project presented the quality criteria for personalised support defined by the Advisory Board of Housing for People with Intellectual Disabilities, and, most importantly, made it possible for expert by experience **Tommi Korhonen** to share his experiences. The audience had more questions for Korhonen than for any of the other speakers. His presentation also helped participants consider the decision making related to intellectual disabilities from the point of view of the individual. ●

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¹ The Institution as Part of the Path of Transition – a Model for Successful Transitions was used, for example, in Kangasala in the context of the transitions at the Juhanankartano unit. More information about the model at Innokylä (in Finnish) <https://www.innokyla.fi/web/malli305964>.

² Read more about the event in Lempäälä (in Finnish) at <http://lvs.fi/2013/08/23/asunnolla-on-valia/>.



In the information events related to intellectual disability services, Tommi Korhonen discussed the effects of decision making in his life.

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TEXT AND PHOTOS BY ELINA LEINONEN



Leena Lehtonen will always have a place in the heart of her son, Jarno Lehtonen, even if both have found a lot of new interests since Jarno moved from an institution to a home of his own.

“Get a life!” says Leena Lehtonen to herself

– What would you say if Jarno were to move out of the institution and back to his hometown Kangasala? asked the social worker on the phone. Jarno's mother, Leena Lehtonen, will never forget that phone call. She was driving and got so frightened she almost drove off the road.

For Leena Lehtonen, the idea of moving into the housing unit Juhankartano that was being built in Kangasala gave rise to fear, uncertainty and many questions: How would Jarno manage alone in his apartment? How would he get used to the new home and new people?

– I thought Ylinen would be his permanent home. Jarno was four years old when he moved to Ylinen. He lived there for almost 40 years and felt like it was his home, says Leena Lehtonen. It was difficult to give up a safe and familiar place.

It was a difficult time for the family when their child was put into an institution. The concerns and fears they had 40 years ago now came to the surface again. In this new transition, the mother says she had to relive her own uncertainty.

– The first thing I thought about when I woke up in the mornings was Jarno, and in the evenings I went to sleep thinking of him.

In training for moving, it was okay to be uncertain

The preparation for the coming change, transition training for service users and their families, lasted two years in Juhankartano. In the beginning, they met in the Ylinen Rehabilitation Centre, later on in the Kaarinankodit group home next door to the new home. Leena says that a special programme was organised for both service users and their families.

– It was good to meet with other parents in the same situation, says Leena Lehtonen. She thought it was interesting to hear what kinds of problems others had and how they managed to solve them.

Leena particularly appreciates the way they did drama exercises to deal with the emotions related to change. It was good to be able to express one's uncertainty through acting.

– We made a play about how differently couples relate to their child becoming independent. In our play, there were sulking parents who resisted the whole idea of moving and others who were active and had a lot of hobbies of their own, says Leena with a laugh.

For Leena, the training started a growth process towards accepting the change, understanding her role as a mother, and finding a life of her own.

The transition training also brought new important people into Jarno's life. One of the most important of them is Soile Heinonen, Jarno's support person from Kaarinankodit next door. The new residents of Juhankartano were all assigned a support person to walk by their side and give them support in the process of moving. Soile says she selected Jarno because of his smile.

Soile Heinonen participated in the meetings of service users who were planning to move and has been visiting Jarno in his new home. Jarno has no speech, but he always flashes a big smile when he sees Soile. Soile has become important for Jarno, and the feeling is mutual.

The lives of the mother and the son

In Juhankartano, Jarno Lehtonen has something to do all the time: four days a week he participates in guided day activity, whereas the fifth day is reserved for cleaning his home and doing the laundry. Jarno especially likes the men's club and music sessions.

Jarno also plays an important role in his community. Before Christmas, he received an award for his positive attitude: he is a smiling and happy gentleman and others enjoy his company.

As Jarno's life was being filled with people and activities, Leena Lehtonen knew that she needed to find something new for herself, too. She gradually started to let go and decided to interfere as little as possible in her only son's everyday life. – Get a life! she said to herself. She soon began looking for new interests and, for a start, joined a gym.

– However, I try to visit Jarno every week. If I miss him very much, I go and see him, Leena says. She knows that mummy will always have a special place in her son's heart.

– I am still an important person in Jarno's life. All these years I have stayed beside him. We will go on together! ●

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"Things were easier when there was someone I knew."

This is how Anne Keränen describes the support she received when she moved to Juhanankartano in Kangasala.

Anne Keränen got the keys to her brand new home in August 2014. She got to know her new neighbours during the transition training. Anne's peer supporter, Minna Penttinen, became her neighbour and friend.

The transition training at the Juhanankartano housing unit was organised together with the municipality of Kangasala, the One of the Neighbours project, and the transition training services of the Service Foundation for People with an Intellectual Disability. The 14 clients, with their families, met for the first time in 2011. The construction project was delayed, so the training process turned out longer than planned.

The movers received support from their peers who had moved into the neighbouring Kaarinankodit a few years earlier, from the employees in the housing units and day activity centre in Kangasala, and from the employees in the Ylinen Rehabilitation Centre. For clients moving from Ylinen, the involvement of familiar workers in the training process not only helped them feel secure, but also helped make sure that important things could be

transferred to their new homes.

Having the peer supporters with their experience involved in the process helped movers get settled and become familiar with their new environment. The friendships that were formed between the movers and their peer supporters during the training phase did not end when the actual moving took place. Similar interests bring people together, and Minna has been planning to ask Anne to join her for jogging tours.

Day-to-day life in Juhanankartano is adapted to the needs and wishes of the residents. When Anne is at home, she likes to work in the kitchen. In the day activity centre, Anne found a familiar environment and familiar employees that she got to know during the transition training. New employees in Juhanankartano had the opportunity to get to know the movers and their wishes well in advance

with the help of materials produced in the training process. Thanks to thorough planning, day-to-day life has started to run its ordinary course, even though much remains to be learned.

The local authorities played an important role in the transition training. Tea Kärnä, director of disability services, and Ritva Ahteneva, social worker in disability services, participated in many meetings. Tea and Ritva showed a genuine interest and were prepared to answer the questions that families had, which improved the trust between the local authorities and service users with their families. ●

Anne's peer supporter, Minna Penttinen (left), also became her neighbour and friend.

Movers think that when you're at home, it is okay to talk, listen to music, and show your feelings.



Transition training was offered to 14 service user and their families

Within two years, a total of nine meetings were organised to prepare for moving. The aim was to help people develop a better understanding of themselves and to get acquainted with their future neighbours and the community in which they were going to live. Family members were prepared for change in both their own lives and in the lives of the service users.

The residents moved into the Juhanankartano unit in August 2014. Seven clients moved from a residential institution



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BY MERJA SEPPÄNEN | PHOTO: ONE OF THE NEIGHBOURS PROJECT

The meeting has started. Five serious experts are sitting and drinking coffee. They are studying the agenda, looking grave. It is time for the first speaker to take the floor.

“I can make my own decisions”

– We think people must listen to us, says Ari Moilanen.

– Everyone must have the right to make their own decisions, says **Anna Pyykkönen**. – Sometimes it is difficult to decide. I need time to think – sometimes more, sometimes less. Nevertheless, I can make my own decisions. I feel bad when the support workers think they know better how I’m doing or what I want to do.

– **The right kind of support. What does it mean?**

– It means that I get help in doing things I cannot do on my own, says Anna. – For example, I need help to go shopping. Other people just go to the store when they need to buy something. I sometimes have to wait a whole week before I can go shopping. It feels terrible. – Helping is not the same thing as criticising, says **Mikko Sipilä**.

– **What do you mean?**

– I have to make my bed every day. When I have done it, the support worker does it again. I think it’s okay if the cover is a bit crumpled. – You can ask us what we need help with, says everyone.

– **Where should a person live?**

– Home is the most important place in the world, says **Mikko**. – At home you should be allowed to love and to rage. A home is a place that you miss when you are not there.

– That was right to the point, says **Eeva-Liisa Leinonen**.

– **What do you think about institutions?**

– I don’t like institutions, says **Tuula Parkkonen** decisively. – Too little to do and too many rules. It is also wrong to say that if you don’t behave yourself you will be put in an institution. Or prison. – I was taken out of an institution when I was young, says **Eeva-Liisa Leinonen**. – My father thought the place wasn’t good for me. Since then I have been living independently.

– **Father reminds me of family. What does family mean to you? Or friends?**

– Family is the most important thing in life, says **Mikko**. – The other people who live in the group home are not my family. Your family is the people you love, but neighbours you just try to put up with. Everyone needs friends. Just because I live in a group home doesn’t mean the other people living there are my friends. – I see my friend too seldom. My friend’s

parents don’t think I am suitable company. They say my friend should find new friends. I think you should be able to choose your friends on your own.

– **I think that was all we had for today. Thank you everyb...**

– Can I say something?

– **Of course.**

– Put it in the paper that I go to work four days a week. Twelve euros a week is not enough for living.

– I’m involved in voluntary work and I think it’s important. I get a lot of praise for it, says **Mikko**.

– I work part time. I would like to work more but I cannot get a full-time job because I have an intellectual disability. People with intellectual disabilities also need work and wages to pay for their living.

– **People with intellectual disabilities also need work and wages to pay for their living. That’s a good point to end this meeting. Thank you everyone for a fine day.**

The meeting has been closed.

– Hey! Let’s take a picture of you for our final report. How about if I lie on the floor and you all come here in front of the camera... CLICK. ●

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BY MAISA KOSOLA AND MERJA SEPPÄNEN | PHOTO: ELINA LEINONEN

Harri – a man who's moved many times

Harri Lautarinne's life has been full of changes and moving. The changes have been tough for both Harri himself and his family and carers.

Harri was 12 years old when he moved away from home to the Ylinen institution. Letting him move into an institution was a tough decision for his parents, and Harri had problems adjusting to the new environment. When Harri was around twenty years old, there was some turmoil in his life and he was taken to the psychiatric hospital in Pitkämäki. It was not the right place for him. Harri moved back home.

Soon after that, it was recommended to his family that he try out the care home Sylvia, and Harri moved to Lahti. Harri did not have the possibility to meet his parents and this soon led to challenging behaviour. After two months, Harri returned via the Pitkämäki hospital to Ylinen where he continued living for twenty years.

The family often visited him in Ylinen and Harri spent long holidays at his parents' home. The visits were mostly successful and Harri's mother Raija says that the visits kept him in shape. "Living in the institution was no life. He had a small room and the door was locked for the night. Harri had no hobbies; daily walks provided the only rhythm in his life. If he behaved badly, he was put in his room and the door was locked", says Raija Lautarinne.

At the turn of the millennium, the nurses said Harri might be able to move. Harri tried living in a group home in Nokia for a week and liked it very much. In 2004, Harri moved to Kangasala to live closer to his mother. Working in the day activity centre, he was able to make new friends and was enjoying himself. However, the housing arrangement was not really working out, and it was obvious that he was not feeling well. In February 2012, Harri went back to Ylinen.

From the outset, Harri wanted to get

out of the institution, and the transition process started in the same year. He tried out a housing arrangement in Nokia, but it was not a suitable place for him. However, the plans for independent living were not buried. Together with the One of the Neighbours project, they started to figure out what kind of a home would be good for Harri.

With the help of life mapping tools for person-centred planning, Harri was able to talk about his wishes and plans. The maps also supported him in expressing his opinion. Harri had a lot of support needs which were analysed with the help of the This is How I Manage! tool. In addition, Harri, Raija and an expert from the project familiarised themselves with different housing options. In late 2013, Harri found a new home in Muurame.

"What a fancy home", said Harri when he saw his new home

Harri's mother did not immediately share his enthusiasm. Repeated disappointments had made Raija cautious: "Is it any use to even buy any furniture if he gets thrown out again?" Support from the project helped Raija and the staff in the new home to start building trust. The positive attitude of the staff finally convinced Raija, and Harri got to move in.

In the beginning, life in the new home felt good. Harri always returned happily to his home in Muurame after visiting his mother. In March 2015, just before this report was published, Raija called us. In late 2014, she had noticed a change in Harri and started to suspect that he was being affected by changes taking place in his home. His symptoms got worse and they could not find a way to manage his violent behaviour. Harri had to leave his home and is now in the Support Centre for Disabled Care in Pitkämäki. Harri's future is open again. ●

Harri is happy when his mother Raija visits him.

BY PIA KIRKKOMÄKI
PHOTOS: ANTTI EKOLA

Employees in Eskoo are putting lessons learned into practice

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Nurse Sari Perkiö and Lenny Tyni
are skilled in communicating with pictures.

Marjut Mäki-Torkko, Director of Disability Services in the Eskoo Centre for Disability Empowerment, has confidence in her staff's professional skills and ability to reform. She appreciates their discussion skills and commitment to excellence.

All staff of the in-patient services have participated in the training course on person-centred planning and life changes provided by the One of the Neighbours project, which is run by the Service Foundation for People with an Intellectual Disability. The staff have also put to practice the lessons they have learned during the three-year training period.

The training provided by the One of the Neighbours project helped them, in particular, to develop a new attitude towards their day-to-day work. It also showed them how small things can make a difference in listening to the voice, wishes and dreams of persons with intellectual disabilities. The new attitudes are now permanently embedded in the activities, and Mäki-Torkko can already feel it in the atmosphere.

– The training provided by the One of the Neighbours project took the form of eight one-day thematic events offered to all staff of the in-patient services. This year, the content of the ward-specific

training events was designed based on the suggestions and needs expressed by the staff of each ward. All employees were able to participate, so the training was effective.

The themes of the training have been integrated in day-to-day work: human rights, person-centred planning, the importance of communication, meaningful and inclusive everyday life, development of tools and methods in the workplace, as well as work on attitudes. During the training sessions, all employees had the opportunity to consider these themes together, to challenge old practices, and to work out new functional ways to respond to clients' wishes and needs.

Deinstitutionalisation is moving ahead in Eskoo, but a lot of work and challenges still lie ahead.

– Person-centred planning and listening to the wishes and dreams of persons with intellectual disabilities are essential elements of the work. In our society, persons with intellectual disabilities are no longer thought of only in terms

The training provided by the One of the Neighbours project helped us develop new attitudes for our day-to-day work, says Marjut Mäki-Torkko, Director of Disability Services.





Colours can be used to bring joy and clarity to shared moments. Above: Support worker Johanna Ala-Renko and Viljami Keltikangas are studying colourful sheets of paper. Left: Staff members Tiina Kuivamäki, Sari Perkiö, and Johanna Ala-Renko are painting together with Saku Välimäki and Viljami Keltikangas.

of their need for care. Instead, they are accepted as citizens with full rights. They receive support and help where they need it. Times and attitudes have changed, summarises Marjut Mäki-Torkko.

After the training offered by the One of the Neighbours project, the Kotopihlaja housing unit in Eskoo, for example, is considering the introduction of home visits. The staff would visit the homes of children or young people who use the respite care service in Kotopihlaja to learn what their life is like at home. In this way, staff can benefit from the expertise of family members and other carers. There are also plans for a closer co-operation with other support networks of the Kotopihlaja residents.

As a result of the training provided by the One of the Neighbours project, the position of a transition supporter has been introduced in Eskoo. The transition supporter will function as a contact point between the residents of the old institution, their families and carers, and their future housing units.

According to the Director of Disability Services, the training provided by the One of the Neighbours project could be useful even in the future when new units are started and new employees are learning their tasks. She says the training improves the skills of the staff.

– It is our aim to involve persons with intellectual disabilities and give them a voice in planning their own lives. The training offered by the project has been an exact match to a current need in society •





Fluent communication helps everyday life run smoothly, say Johanna Ala-Renko, Sari Perkiö, and Saku Välimäki

TEKSTI: PIA KIRKKOMÄKI | KUVAT: ANTTI EKOLA

Staff in Kotopihlaja boldly heading towards the future

One of the Neighbours project

The staff in the Kotopihlaja unit in Eskoo is used to boldly tackling new situations. Kotopihlaja's respite care clients are children, adolescents and adults. At the moment, there are also five children who reside in the unit permanently.

Training events offered by the One of the Neighbours project have given staff the opportunity to sit down and consider both their work practices and their attitudes.

Deinstitutionalisation has given rise to mixed feelings among the staff. However, their priority is to continue to offer high-quality housing and respite services, for example, to children and adolescents with challenging behaviour.

– The institution may be located inside the minds of the staff. It's the ways of thinking and working that count, not the institutional environment, says support worker **Johanna Ala-Renko**.

Tiina Kuivamäki joined Kotopihlaja as a head nurse in the summer. She is impressed by the professionalism and heartfelt dedication of the staff. A sense of humour and community is tangibly present in the day-to-day life and work of Kotopihlaja.

– The staff need to be flexible and committed, and prepared to react to sudden changes. In addition to our five permanent service users, we have respite care clients from about 50 families, says the head nurse.

It is a priority to build trust with the parents of the children and adolescents who come to Kotopihlaja for respite care. The aim is to make it easy for the parents to contact the staff. The staff receive a lot of praise from grateful families for whom the respite care service offers a much needed break.

Meeting with the family and carer networks of the clients is a part of everyday work, and any issues are solved together. In the future, the aim is to improve information flow and to adopt good practices by, for example, visiting the homes of new service users.

The training provided by the One of the Neighbours project has inspired the

staff in Kotopihlaja to develop new ideas. The house pet, a giant African snail called Elli, lives in her own terrarium in Kotopihlaja. Elli Löllö brings the residents a lot of joy and they get to look after her according to instructions given by the staff.

Thanks to Elli, Kotopihlaja won the competition for best ideas organised by the One of the Neighbours project for the different units. They were awarded with a pancake feast for both residents and staff. Kotopihlaja organises a number of annual events such as an Independence Day celebration of their own, hosted in style by the presidential couple elected from among the residents.

One of the strengths of the Kotopihlaja staff is the well-functioning communication with residents. The staff use all possible channels and methods to establish contact with each service user and make sure they feel their voice is being heard.

– For example, we have been communicating by using objects for a long time already and it really works, says Arja Kontulahti who has worked in Eskoo for about 20 years.

The use of the premises was one thing that was discussed together during the training organised by the One of the Neighbours project. The safety and functionality of the rooms is a priority. The staff have put forward suggestions for improving the premises so that they would be comfortable for the service users in respite care. The training events made it possible to view things from different perspectives and think about what needs to be developed. In addition to modifications in the rooms, Eskoo is also planning for a Children's House with eight places to be built as a home for the children who live there permanently. ●



Saku Välimäki and Johanna Ala-Renko are fascinated by Elli the Snail.

One of the Neighbours project



One of the
Neighbours
project

BY KATRI HÄNNINEN | PHOTO: ONE OF THE NEIGHBOURS PROJECT

Employees need peer support, too

– to share ideas, solve problems and improve understanding of what they are doing

The Change Agents Network was established in 2012 at the request of people working with transitions. They now have a network of 15 colleagues – help and support is just a phone call away.

“I started from scratch. In the beginning, I had to explain to myself what this job is all about. And what it’s about in our particular organisation”, says Pirjo Valtonen who has been working as a transition supporter in the Special Welfare District of South-western Finland. Like Pirjo, most people who work with transitions start from scratch. In practice, this means that they



The project provided “Information, skill, and support” said the posters that the change agents made together in their last meeting for the year.

have to design their jobs on their own and often also justify the importance of their job in their organisation.

The network has helped them define the core of their work as supporting people in transition. It has also given its members both peer support and ideas that are difficult to come across when working alone. Sharing experiences and listening to expert presentations are important elements in network meetings. At the same time, they share hints and tips and good practices, and join forces to solve problems. The themes of the meetings are based on shared concerns, such as co-operation with families, institutional cultures, and resistance to change. Part of the network meetings have been organised in the regions, giving the members the opportunity to get to know each other's organisations and their working methods as well as to get new ideas for practical work.

For the network members, co-operation has been so important that the Change Agents Network is continuing its activities even though the One of the Neighbours project ends.

In the last project year, having seen how important the network was, we also

established another network for people who work with developing and implementing intensified support in the community. Twenty experts from special welfare districts and federations of municipalities joined this network. This was the beginning of the Network for Intensified Support in the Community.

Developing intensified support services in the community for persons with intellectual disabilities has only just started in many regions, so this network is meeting a need to share information, develop and innovate services in support of deinstitutionalisation. In the project, we consider it extremely important to develop such services, because well-functioning intensified support services in the community are one of the most important prerequisites for successful independent living of persons with the greatest support needs.

The Network for Intensified Support in the Community is also continuing its activities. ●

The Change Agents Network consists of around twenty active employees working with processes of moving out of institutions. They meet regularly a few times a year. During the project, they had 10 meetings.

Intensified support services for residents living in the community are being developed in a network that meets about twice a year to consider how residents could best be supported in their homes and housing units.



In Joensuu, disability service strategy was drafted in day activity centres

- the city wanted to listen to all clients of disability services

BY MERJA SEPPÄNEN | PHOTO: ONE OF THE NEIGHBOURS PROJECT

The City of Joensuu made the development of services for persons with intellectual disabilities into one of its key projects. The aim is to guarantee a good life in the community with well-functioning services.

The co-operation between the One of the Neighbours project and the City of Joensuu Disability Services started by developing a strategy. The city's strategy was being reformed, and the Disability Services were looking for new perspectives and ideas as a foundation for their development work.

Different operators were serving the same clients. In joint meetings, the project disseminated information about the



Olavi Hietaharju and Heikki Suvilehto shared their thoughts and experiences around living in institutions in the seminars "On the way to the neighbourhood" that were organised in Joensuu and Helsinki.

Housing Programme for People with Intellectual and Developmental Disabilities (the KEHAS programme), its goals, service development, and best practices. The departments of child welfare, education, home care, and health care soon identified new opportunities for development and co-operation with the disability services.

The opinions of family members and carers were divided especially regarding deinstitutionalisation – part of the parents resisted the change because they were concerned about the availability of sufficient services in the community. In peer support meetings for the families, issues and concerns were discussed openly. Resistance gradually started to melt away and turn into acceptance.

To support the strategy work and the implementation of the KEHAS programme, the project organised a series of training events for the staff of the disability services on how to support their clients. The employees were ready to embrace the change and put the new ideas and tools directly into practice in their clients' lives.

One of the aims of the disability services was to make service users' voices heard in all decision making that concerns them. The project personnel met all service users of the day activity centres in Joensuu. Service users were informed about the UN Disability Convention, the right to self-determination, and the KEHAS programme. There was lively discussion in the events, and the service users openly shared their wishes and plans regarding housing. Their individual wishes for housing were also recorded. The city used this information to plan housing arrangements and prepare personal service plans.

Co-operation with the City of Joensuu was completed by the seminar "On the way to the neighbourhood" that was organised in November 2013. ●



RK-Asunnot wanted to enhance a personalised approach in services

– training in person-centered planning was provided to all units to increase client orientation in thinking and working.

By the end of 2015, all housing units run by the housing company RK-Asunnot, which operates under the Rinnekoti Foundation, will have completed a training course on person-centred planning. Training both employees and service users will facilitate the practical implementation of the strategy.

The training project was introduced when the Rinnekoti Foundation and the One of the Neighbours project were making plans for co-operation. The Rinnekoti Foundation wanted to enhance a personalised, client-centred approach in their services. The training in person-centred planning was tailor-made to respond to this need. One of the aims was to provide participants with tools and methods for implementing individualised solutions. To achieve this aim, all clients

and employees of the housing units, work units, and day activity centres run by RK-Asunnot participated in the training. The One of the Neighbours project started to implement the training together with the training services of the Service Foundation for People with an Intellectual Disability.

The effects of the three-day courses for each unit soon started to show in everyday life. Clients learned to work with maps and were inspired to implement



Kari Kaarnamaa is showing his picture map of things that are important to him. The map makes it easy to analyse his thoughts and share them with others.

their leisure ideas, favourite food days and other dreams. Visits to families have strengthened relations with family members and the staff now applies an increasingly client-centred approach.

The co-operation also led to a training effort in which service users, as experts by experience, were trained to perform as speakers. They made their first presentations in an event organised for families and carers to share information about the content and impact of the training. Families and carers were surprised to hear self-advocates express so many ideas and wishes for their lives. The experts by experience are now included in the activities of the Rinnekoti Foundation. Speaker assignments have been offered to enthusiastic experts by experience also outside the training project. ●

BY KATRI HÄNNINEN
PHOTOS: ONE OF THE NEIGHBOURS PROJECT



“If you take away Marko’s music, you are taking away his whole life”, says Marko’s mother Tyne Holappa.



At 17, Marko Holappa moved out of his parental home in Kajaani to live 150 kilometres away in Muhos. In August 2014, Marko moved to a home just over a kilometre from his parents. Between these transitions he had a career of living in a group home and in an institution. Marko is now in his forties and his new home is located in the centre of town, walking distance from everywhere.

Marko chose a home where he can look out the window and see the neighbourhood

BY MERJA SEPPÄNEN
PHOTO: HANNU TAPIONMÄKI

Marko’s moving is part of the deinstitutionalisation project going on in the Kainuu region. The Kuusanmäki service centre is going to close in 2016. Fourteen service users moved from Kuusanmäki to the new home that was just completed. Marko selected his apartment in February, six months before moving in. He has a window towards the park and likes to watch what goes on in the neighbourhood. During the transition training, he made a bird house that is still waiting to be put up in a tree, otherwise everything is more or less ready.

Marko thinks his new home looks good. A new rocking chair is the centrepiece of the room full of light. It is a good place to sit and listen to your favourite music. Marko has musical talent and particularly likes powerful lady singers, such as Tina Turner and Paula

Koivuniemi.

Before moving, Marko participated in workshops on person-centred planning together with other service users in Kuusanmäki. The workshops were organised by the One of the Neighbours project. With the help of pictures and supported by his mother, Marko shared stories about train travel and fishing trips as well as described his wishes and plans for the future. A folder was put together on the basis of the meetings to help plan the transition and design his day-to-day life to suit his preferences.

Moving out of Kuusanmäki was nice and exciting. Nervousness was lessened by his parents’ close participation in the moving effort. With the new housing arrangements, Marko’s everyday life has changed, too. The day activities now take place in the town instead of Kuusanmäki. In addition to his day activity, Marko spends his time riding his bike, playing on his computer, and cleaning his new home. On Wednesdays and Saturdays, he goes to the sauna, and on summer Saturdays you can ask Marko for a dance at the Naapurivaara dance hall. ●

One of the Neighbours project

Deinstitutionalisation will be completed in the Kainuu region in 2016

At the beginning of the project, 28 persons were living in an institution. By the end of 2014, the number was reduced to 10.

During the project, person-centred plans were prepared for everyone living in the Kuusanmäki institution and used as a basis for planning their transitions.

At the moment, the Kainuu Federation of Municipalities is using personal budgeting to provide individualised services and is hoping to extend this to service users living in institutions. The project was involved in preparing budgets for 8 clients.

The closing seminar was built around the stories of experts by experience

In the workshop on transition training, organised by the One of the Neighbours project, Soile Heinonen and Jarno Lehtonen shared their experiences about successful transitions and about the importance of a support person in the process of moving from an institution to a home of one's own.



Experiences, partnership, and advocacy

One of the Neighbours project

TEXT AND PHOTOS BY ELINA LEINONEN

In the seminar "Empowered by experience and partnership", experts by experience shared stories of their lives, services, and advocacy.

The One of the Neighbours project began with a dream about deinstitutionalisation. As the project started in 2011, the idea was met with a lot of suspicion, prejudice and fear. During the past few years, faith in independent living in the community has grown stronger in the minds of service users, their family members and carers, and professionals, as well as in political decision making. – People have started to believe in the possibility of personalised solutions for independent living in the community. Deinstitutionalisation is also about a new understanding of what it is

to be human, said Katri Hänninen at the seminar "Empowered by experience and partnership". The seminar was organised in Tampere on 4 December 2014 as a joint closing seminar for three projects: the One of the Neighbours project run by the Service Foundation for People with an Intellectual Disability; the Successful Choices project run by the Finnish Association on Intellectual and Developmental Disabilities; and the Effective Peer Activities project run by Inclusion Finland KVTL.

All three development projects largely focused on similar questions: How can the role of experts by experience be strengthened in disability services and in the ongoing reorganisation of services? How can we create and increase possibilities for persons with intellectual disabilities to live ordinary lives in the community? How can we support moving from institutions to the community?

In the workshop on transition training, organised by the One of the Neighbours project, **Soile Heinonen** and **Jarno Lehtonen** shared their experiences about successful transitions and about the importance of a support person in the process of moving from an institution to a home of one's own. ●

The employees of the One of the Neighbours project believe that a person-centred approach will become increasingly important in service delivery.



At home

One of the Neighbours project

The wind is moving me today, my thoughts,
with a clatter, take a new posture.
For a while my gaze is broken,
walls have new ears.
But I'm at home, at home.

In my head, a map of falling,
wounds, blood, scars,
blows that hit the little mind
and an unknown house underneath.
On the leaf of change
the wind stops – and goes on.

I'm at home, at home.
Someone built me a house,
I will make a room;
I will make a space for myself, and
life will have new paints,
rugs on the walls are woven
into the smell of nothing, breath
is caught in the hook of tomorrow.
There, my mind sits down in the armchair.

An ordinary Tuesday is moving with me
puzzled with other days,
mornings and evenings.
Minutes and hours
write me thicker.

I'm living in the big world now,
I'm living in my life.
I think about sounds and smells,
I breathe myself a castle.
There I am, at home.

I invite myself, and everything
that built my scars.
I shut out the trivial because it's useless
and I never get lost
like rain gets lost in the autumn river.

HEIKKI VESTERINEN
PHOTO: PAULA VESTERINEN

Vesa Vesterinen travelled through
an institution to a home of his own.
The poem 'At home' is based
on the thoughts of Vesku's father,
Heikki Vesterinen,
after his son's transition.



The outcomes, outputs and impact of the One of the Neighbours project.

Main targets/ work forms	Main outputs	Main outcomes	Impact
To promote the implementation of the KEHAS programme (Housing programme for people with intellectual and developmental disabilities). Co-operation with the KEHAS monitoring group.	Regional KEHAS workshops. Interviews of persons who have moved out of institutions in the context of the regional events organised by the KEHAS monitoring group.	Employees' perspective: Co-operation with the KEHAS monitoring group made it possible to receive up-to-date information about the progress of the KEHAS programme. Joint discussions helped plan the measures of the project. The project took part in regional events organised by the KEHAS monitoring group. These events gave us insight into best practices in different regions as well as into new solutions for support and service provision. The project was able to disseminate this information in its own networks. Partners' perspective: The project brought us information from the field.	Experience of different solutions and successes encouraged the actors to consider and try out new, more personalised approaches.
Advocacy towards decision-making	Municipal rounds. Information events on disability services for local politicians (Tampere University Hospital and the Pirkanmaa regional subprogramme of the National Development Programme for Disability Services, or VammaisKaste).	Participants' perspective: Municipal decision makers received information about deinstitutionalisation and the resulting change in service needs as well as about how decisions affect individuals. Partners' perspective: In the event, the project presented quality criteria for personalised support and facilitated a client expert's presentation. The project made a significant contribution to the content of the event.	Municipal decision makers were able to learn, in concrete terms, how individual decisions affect the everyday life of service users. The client expert's presentation, in particular, gave food for thought and helped increase understanding about the impact of decision making on people's lives.
	Supporting strategy development in municipalities. Cross-sectoral meetings to promote co-operation.	Employees' perspective: The project left its mark in the disability service strategy of the City of Joensuu as well as in the KEHAS action plan. Co-operation with municipalities provided the project with a new perspective to its work and development. Partners' perspective: Co-operation with the project brought new perspectives and up-to-date information into the process of developing the city's disability services. Co-operation on many levels supported the underlying purpose. As a neutral external operator, the project was able to open up pathways to co-operation across administrative sectors. The project also introduced a client perspective to the discussions and planning meetings.	Disability services were made into one of the key projects of the City of Joensuu. The disability service strategy focuses on the role of clients and on a person-centred approach. Cross-sectoral discussions and co-operation in the region are being continued. Deinstitutionalisation in the region is progressing according to plan.
Supporting and consulting families in change	Discussions for families of clients in residential institutions in the Northern Carelia and Kainuu regions. Facilitating peer support.	Participants' perspective: Families learned what deinstitutionalisation means at a national level and how it is visible at the local level. Together with the families, we discussed services that would replace institutional care, as well as person-centred planning and best practices. Support workers felt that the events made their work easier. Information about the change was felt to be more neutral and reliable when it was delivered by an external actor. Employees' perspective: In the events, the project was able to collect information about the situation and development needs in the region. The events were an important communication channel for the project. Partners' perspective: The project brought together speakers from partners and	The events inspired extensive discussion in the regions, and the media also took an interest in deinstitutionalisation. Families learned more about what deinstitutionalisation means, and during the project, attitudes changed from resistance to acceptance and to supporting the clients in the transition process. The events functioned as discussion forums and facilitated peer support among parents. The events made dialogue between families and service providers possible. This was very important for building trust and making successful transitions possible.

... The outcomes, outputs and impact of the One of the Neighbours project project

Main targets/ work forms	Main outputs	Main outcomes	Impact
		regional actors. In terms of content, the events covered many different aspects and were informative. The events helped strengthen partnership. Open discussions with families pointed to development needs in the services, and the feedback received in the events was useful for development.	
Supporting and consulting clients in transition	Discussion and consultation events about housing in Joensuu	<p>Participants' perspective: Clients were informed about the KEHAS programme and the UN Convention on the Rights of Persons with Disabilities as well as about their right to determine where, how, and with whom they want to live. They also had the opportunity to share their plans and wishes related to housing.</p> <p>The consultation events were organised in a new way and were a surprise to support workers: the workers received new information from the clients that they had not "heard" before.</p> <p>Employees' perspective: The events made it possible to test and evaluate different consultation methods. The events showed that the clients share their thoughts and wishes when given the right support. Encounters with the clients were an eye-opening experience, helping us set targets and evaluate our work.</p> <p>Partners' perspective: The material put together in the events was used both in person-centred planning and in decision making.</p>	Clients openly shared their wishes regarding housing. The support workers present became more confident in supporting clients when they are being consulted and when their housing arrangements are being planned. The material put together in the events was used both in municipal strategy development and in person-centred planning. Receiving the information directly from the clients impresses listeners more and creates a greater will to change things.
Training events in Joensuu	Training events to support strategy work organised for the staff of disability services. The training events focused on the following themes: <ol style="list-style-type: none"> 1. Person-centred planning 2. Human rights as the foundation for providing services 3. The right to self-determination, active support, and supported decision making 	<p>Participants' perspective: Participants felt they had learned new things and found new perspectives on familiar and topical matters. The training was concrete, practical, and interactive, which helped them put the lessons learned into practice. The events also helped them critically review their old ways of thinking and working.</p> <p>Employees' perspective: The training enhanced partnership. The project gained access to the best practices in the region. Dialogue with the employees supported the other work done in the region and provided a new perspective to regional work. From case studies shared by the employees, the project received information about how things are happening in the everyday lives of clients. They also brought new ideas for development as well as new perspectives to the work.</p> <p>Partners' perspective: The training brought together employees of disability services and facilitated discussion and exchange of experiences between employees from different areas. It has been easier to promote action plans at the level of the organisation when employees working with clients have a shared understanding of the underlying ideology and values as well as have common tools for carrying out plans.</p>	The participating employees were given functional tools for, for example, consulting the clients and strengthening their involvement. Putting these methods into practice had an immediate impact on the everyday lives of the clients. After the training, the employees were able to better justify the reforms related to the ongoing reorganisation to clients and their families.

Main targets/ work forms	Main outputs	Main outcomes	Impact
Promoting the voice of clients.	Experts by experience as speakers in seminars. Experts by experience as speakers in the municipal rounds.	<p>Participants' perspective: Presentations by the clients as experts by experience made a strong impression on the listeners, expressing the thoughts of clients and their families on deinstitutionalisation. The audience was interested in the clients' thoughts and experiences and listened carefully to their messages. According to the feedback, the client experts' presentations were the best part of the seminars.</p> <p>Employees' perspective: The messages from the seminars were actively disseminated further.</p>	The presentations were impressive and inspired extensive discussions. The presentations encouraged people at the grassroots level to consider things from new perspectives and boldly try out new things. The clients gained increasing respect as experts in their own lives.
	Meetings of the expert group	<p>Participants' perspective: The clients felt that the group was important. The group gained experience in meeting practices and objective-oriented groupwork. The group discussed both topical matters related to the project and themes brought into the discussion by the group members. Working in the group and internal training increased the members' awareness of things like self-determination, advocating for one's own life, citizenship, and advocacy in general.</p> <p>Employees' perspective: The expert group brought a client perspective into the project. Feedback from the group made it possible to develop the activity. The expert group brought the project valuable information about the services in the area as experienced by clients.</p>	Clients have become increasingly aware of their rights and gained confidence in expressing their opinions. They now have a lower threshold to speak out in matters related to persons with an intellectual disability. Experts actively disseminate information in their networks about topics discussed in the meetings. Some use has been made of the information produced by the expert group in planning the services in the area. Information received from client experts has been taken seriously by the authorities, and matters have progressed along the lines proposed by the expert group.
	Facebook campaign The campaign focused on the following themes: <ol style="list-style-type: none"> 1. Prejudice 2. Fight against bullying 3. Right to adequate support 4. Right to work and pay 	<p>Participants' perspective: The campaign "Life experiences" took up matters that were important and topical for clients, in their own words and based on their own experiences.</p> <p>Employees' perspective: Clients gave the project important information about their lives and experiences in their own words. Different methods of consultation were piloted in the campaign, and the experiences gained were used elsewhere. The campaign also taught us a lot about working with clients.</p> <p>Partners' perspective: The self-advocacy organisation Me Itse participated in campaign design and implementation as well as content production. Participants gained practical experience of the different steps of promoting a campaign. The themes of the campaign were topical matters taken up by clients; the campaign brought these to general attention.</p>	The campaign took up problems in society as described and experienced by clients. The campaign planning process brought together people from different areas. Clients gained both the means and the confidence needed to express their ideas and opinions. Clients' experiences of the problems were more impressive when described by themselves.
Person-centred planning processes.	A process of person-centred planning for each resident in the Kuusanmäki service centre	<p>Participants' perspective: Clients developed a better understanding of themselves and gained courage to express their opinions. Clients were heard in matters concerning themselves. Families and support workers were given new tools for consulting and supporting the client.</p>	An individual, person-centred plan was made for each of the 27 residents in the Kuusanmäki service centre, and the day-to-day life in the institution, the transitions, and life after the transition were designed based on these plans.

... The outcomes, outputs and impact of the One of the Neighbours project project

Main targets/ work forms	Main outputs	Main outcomes	Impact
	A process of person-centred planning and transition support for clients living in a challenging situation in an institution and for their families and carers.	<p>Family members felt that the work contributed to building trust: having the opportunity to express their concerns and ask questions increased their confidence in both the resources of the client and the possibilities offered by the new home. "Finding" the client's opinion was also a surprise for the families.</p> <p>Employees' perspective: The project was able to follow the lives of clients, all the way from planning the transition to settling down in the new home. Information about the specific support needs of clients moving out of institutions has been utilised, for example, in transition training and in training provided to employees.</p> <p>Partners' perspective: Person-centred plans have helped employees in the new homes to get to know their clients and to plan for the day-to-day life.</p> <p>Participating in the process had an impact on the attitudes and working methods of the employees – detecting the hidden resources of clients changed the ways the employees worked and improved their understanding of challenging situations.</p> <p>The process was designed together with municipal employees. A working group was established in Kangasala specifically to plan the process and consider alternative solutions. The work was felt to be oriented towards goals and to support solutions that were in line with the clients' wishes.</p>	<p>A total of 15 clients have moved from Kuusanmäki to different housing arrangements according to their individual plans. An increasingly personalised approach to building the lives of clients has been adopted.</p> <p>It is possible for clients in challenging situations to move to the community.</p> <p>Two clients have moved from the institution to a home of their own. One client is waiting for the construction of a new supported housing unit to be finished.</p>
Securing a successful and planned transition.	The Institution as Part of the Path of Transition.	<p>Employees' perspective: The project received information about different concrete aspects of moving from an institution to the community. This information was used in developing the courses and the transition training.</p> <p>Partners' perspective: The co-operation gave more information of the transition training and its national and international applications.</p>	The Institution as Part of the Path of Transition tool is being used in the Pirkanmaa Hospital District. The transitions are planned better than before. Fewer people move back to institutions.
Support for clients and their families and carers in the transition process.	Transition training in Kangasala.	<p>Participants' perspective: During the training, clients were supported by other clients, or peer supporters, who had already been through the transition.</p> <p>Timely information and the possibility to discuss the emotions related to the change strengthened the trust felt by the families and gave them confidence in the success of the transition process. Discussing their feelings together with other parents also gave them a new perspective to supporting clients in change.</p> <p>Employees' perspective: The transition training was attended both by clients moving out of an institution and by clients moving out of their parental homes. The process made it possible to gain knowledge about the specific support needs of persons moving out of institutions.</p> <p>Partners' perspective: Municipality of Kangasala, transition training.</p>	<p>The friendships between movers and their support persons have continued after the training and transition process, which has contributed to an improved sense of community and interaction with the neighbourhood.</p> <p>Long periods of living in institutions had weakened social networks. In the process, clients moving out of institutions were able to re-establish relationships with their families and maintain them also after moving. The transitions were successful and clients have started to get settled in their new homes.</p>

Main targets/ work forms	Main outputs	Main outcomes	Impact
Practising skills needed in the community.	Social skills groups for clients living in institutions and clients who have moved out of institutions .	<p>Participants' perspective: Clients gained confidence to function in a group. They were motivated to practise social skills and developed a better understanding about taking others into consideration.</p> <p>Employees' perspective: We were able to show that persons in challenging situations can have tools for controlling their lives.</p> <p>Partners' perspective: Increased confidence by support workers. Their faith in their clients' skills improved. Employees noticed that purposeful activities increase the clients' motivation..</p>	The clients, some of whom were in involuntary care, felt the group was important. Their commitment to the group was evidenced by the fact that they showed up in the meetings and participated actively. Meaningful and motivating activities have helped reduce their challenging behaviour.
Support and peer support for employees, exchange of information and joint development efforts.	<p>The Change Agent Network was established in 2012 and made permanent in 2014.</p> <p>The Community-based Services Network was established in 2014.</p>	<p>Participants' perspective: Participants received peer support and feedback from the networks and felt that the network improved their resilience at work. Employees from different regions got to know each other and now exchange information and experiences also outside the network.</p> <p>Employees' perspective: Networks of people working with the same things proved to be a good way to bring together the expertise and experience of people working in different geographical locations.</p> <p>The networks provided the project with experiences and perspectives of best practices and tools in different regions. The project made it possible to disseminate them further.</p> <p>Partners' perspective: Good practices were exchanged in the network. From the discussions, the participants received new ideas for developing their areas. The expertise in the networks has been used for development in the regions, thus avoiding overlapping development efforts.</p>	<p>The persons in the Change Agents Network all work with transitions. They often work alone without the support of colleagues doing the same tasks. The Change Agents Network became a meeting point where they could look for support and new ideas for their work.</p> <p>The Change Agents Network was felt to be so important that its activities are continued also after the end of the project.</p>
The training process in Eskoo.	<p>Thematic training events for the personnel of the entire institution:</p> <ol style="list-style-type: none"> 1. A human rights perspective as the foundation for providing services An update on developing disability services in Finland and in the world 2. Person with intellectual disabilities as active citizens planning their lives 3. Tools for person-centred planning 2012 4. Communication and interaction 2013 5. Intensive interaction and co-operation with families 2013 	<p>Participants' perspective: The training events provided the participants with new information and new working methods. Early resistance and uncertainty about the future changed into a feeling of security.</p> <p>Employees' perspective: The project was able to observe a gradual change of attitudes and ways of working. Training and related discussion can be used to direct the change. Based on the feedback from Eskoo, we were able to develop the training provided by the project and the support offered to employees in change situations.</p> <p>Partners' perspective: Employees received topical information about the development of the sector and about the ongoing reorganisation which made it easier to accept the changes. New ideas and lessons learned in the training were put into practice, which is visible in the day-to-day activities in the units.</p>	<p>During the project, the employees' attitudes transformed from resistance to acceptance, which made it possible to introduce new methods.</p> <p>The reasons behind deinstitutionalisation are now understood and it is no longer thought of as criticism. Clients now receive more personalised support in change.</p> <p>Clients are consulted more often than before, and new methods have been developed for this.</p> <p>As a consequence of the project, a transition supporter was recruited in Eskoo to co-ordinate transitions and support clients, families and employees in these processes.</p>

... The outcomes, outputs and impact of the One of the Neighbours project project

Main targets/ work forms	Main outputs	Main outcomes	Impact
	<p>6. Meaningful everyday life</p> <p>7. From the past to today, what is happening in society</p> <p>Unit-specific thematic consultations:</p> <ol style="list-style-type: none"> 1. Self-determination 2. Citizenship 3. Ageing 4. Positive risk assessment 	<p>Co-operation helped identify development needs and the project offered new perspectives to the development work..</p>	
Support for support workers in deinstitutionalisation.	<p>Transition training for the staff of Caritas Kippari in Oulu</p> <p>Training for the employees of the new home as an element of the wider training process.</p> <p>Themes of the training:</p> <ol style="list-style-type: none"> 1. Power from strengths 2. Supporting clienthood 3. The common goal 	<p>Participants' perspective: The employees of the new unit participated in the process in Kippari; some of them relocated from the institution together with the clients, some from other Caritas units, and some were new employees. Participants felt that the training focused on the right themes. In addition to new information, the training events gave the participants the opportunity to get to know one another, to discuss and exchange ideas. The participants shared a strong feeling of togetherness and said that many concerns about the future had been reduced.</p> <p>"Thank you for an important day and for giving us time for discussion. We will certainly make a good team!! :)" (Feedback from training on 11 December 2014)</p> <p>Employees' perspective: The process showed that not only clients and their families, but also support workers, need special support in the change process. The possibility to share thoughts in a safe environment creates a foundation for the change and for a shared vision. It also makes it possible to establish an open atmosphere that fosters discussion.</p> <p>Linking the employee process to the transition training for clients and families improved the whole process.</p> <p>Partners' perspective: The training events for staff were part of a larger process of transition training. The trainings for the different target groups within the process supported each other. Training events offered to staff facilitated a new kind of dialogue between employer and employees. The content of the training events supported the aims and purpose of the organisation and provided the organisation with new information and new perspectives. (Process support team 21 January 2015)</p>	<p>The reorganisation of disability services means a change also for employees. Transferring from an institution to community-based care is not easy and causes insecurity. The concerns can be lessened through joint discussions in an open atmosphere.</p> <p>The training events made it possible for employees transferring from the institution and those working in the customer organisation to have joint discussions and share tacit knowledge. This is very important for the clients to integrate and build a life to suit their needs and wishes.</p> <p>The process as a whole brought clients, families and employees closer together and established a sense of community. The staff events helped them establish a shared language and shared concepts as well as build a new working culture.</p>
Stand-alone training events.	<p>Stand-alone training events were organised in Antinkartano, South-western Finland, Kainuu, Yliinen, Honkalampi, and in RK-Asunnot.</p>	<p>Participants' perspective: The topical content of the training events gave rise to wider discussions in the workplaces. People felt that the new information and new ideas were useful for their work.</p> <p>The joint discussions and the functional and practical approach made the new things easily accessible and applicable to practical work.</p> <p>Employees' perspective: The training events are an important element in promot-</p>	<p>The training events fostered extensive discussion in the workplaces and inspired people to develop their activities. Changes in work practices increased a personalised approach to clients and improved their possibilities of self-determination.</p> <p>In Kainuu, a training event for staff led to an extensive person-centred planning process for all clients living in an institution. In addition to clients, family members and all employees participated in the process.</p>

Main targets/ work forms	Main outputs	Main outcomes	Impact
		<p>ing the status of clients. Up-to-date information and new working methods and good practices have been introduced in training and distilled into practical work and the day-to-day lives of clients.</p> <p>Partners' perspective: The content of the training met the needs of the customer organisation. The training events fostered discussion and led to changes.</p>	<p>In the training event at RK-Asunnot, speaker training was organised for clients as experts by experience. They have spoken about their experiences in, for example, family events.</p>
Julkaisut.			<ul style="list-style-type: none"> • Sillanpää Virpi: Yksi naapureista – Yhteisöllisen asumisen kustannus-vaikuttavuuden arviointi. (One of the Neighbours – An evaluation of the cost effectiveness of living in the community.) Tampere University of Technology & Service Foundation for Persons with an Intellectual Disability 2012. • Hänninen Katri & Konola Kirsi: Osastolta omaan kotiin. Miten laitokseen aikanaan ajaututtiin ja kuinka sieltä nyt muutetaan pois. (From the institution to a home of your own. How we ended up putting people in institutions and how they are moving out.) Suuntaaja 2/2013. • Making community-based services a reality. Road map on deinstitutionalisation. The publication was prepared together with EASPD. • Piitulainen Sanna: "Mä olen semmonen kun mä nyt oon. Ihan ihminen siinä kun sinä ja muutkin." Sosiaalinen esteettömyys kehitysvammaisen kansalaisen kokemana. ("I am what I am. A human being just like you and everyone else." Social accessibility as experienced by a citizen with an intellectual disability.) Master's thesis. Satakunta University of Applied Sciences 12/2014. • Translation into Finnish of Common European Guidelines on the Transition from Institutional to Community-based Care. Laitoshoidosta yhteisöllisiin palveluihin. Yhteiset eurooppalaiset suositukset laitoshoidosta yhteisöllisiin palveluihin siirtymiseksi.
Seminaarit ja puheenvuorot.			<ul style="list-style-type: none"> • Katri Hänninen's presentation in the Housing Fair seminar "High-quality housing and personalised support" on 9 August 2012 in Tampere. • Heidi Hautala's presentation in the seminar "Day-to-day reality and dreams of housing" on 23 August 2012 in Kajaani. • Seminar "From the institution to a home of your own" on 13 March 2013, Oulu. • Seminar "From the institution to a home of your own" on 14 March 2013, Tampere. • Katri Hänninen's presentation in the seminar "Community-based Services: The way forward for service providers" on 30 May 2013 in Thessaloniki. • Katri Hänninen's presentation in the seminar "Housing for persons with intellectual disabilities" on 30 August 2013 in Kuopio. • Seminar "On the way to the neighbourhood" on 25 November 2013 in Joensuu. • Seminar "On the way to the neighbourhood" on 26 November 2013 in Helsinki. • Katri Hänninen's presentation during the visit to Finland of the Latvian Ministry of Welfare on 10 June 2014, Helsinki. • Closing seminar "Empowered by experience and partnership" on 4 December 2014, Tampere.

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