

A holistic approach enabling individuals to live in the community

Keystone Human Services,

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Keystone Human Services Moldova is an organisation that aims to contribute to the social inclusion of people with disabilities, children with special educational needs and those at risk. The organisation supports the deinstitutionalisation and inclusion of the abovementioned groups in mainstream community-based services. It also supports the development of the legal framework to ensure the sustainability of the reform in the field of social protection and social assistance of persons with disabilities.

Beneficiaries of the service

The individuals supported by Keystone Moldova have lived all their lives in institutions and have not acquired the necessary skills to live independently. The users of the services are mainly **individuals with intellectual and psychosocial disabilities**.



Chisinau, Moldova



Contacts

Ms. Parascovia Munteanu,
pmunteanu@keystonehumanservices.org
www.keystonemoldova.md

The approach

The services users are involved in all phases in the development of the community-based services.

- 1 The users decide to join the community-based living settings.
- 2 The staff provides adequate support, based on the user's needs.
- 3 For each individual, a support group is established at a community level.
- 4 An Individual Assistance Plan is developed based on person-centred and human-rights approaches.
- 5 Services users participate in self-advocacy activities.
- 6 Social networks are developed for each user.
- 7 All users are connected to different mainstream services.

The staff

A **community-based service manager** and a **social worker** for each service. Supported living for individuals with higher support needs involves additional personnel, such as **social care workers** and a **nurse** specialized in physical therapy. Keystone Moldova has developed a training toolkit for its staff.

The model

The Community for all Moldova programme operates based on a holistic approach enabling people with intellectual disabilities to live in the community. Keystone Moldova offers three types of community-based services:



1. Supported Living for four families living independently

The families receive assistance in their homes with their children for 2-8 hours per week based on their individual needs. The type of services offered are social and psychological support and guidance.



2. Supported Living for individuals with intellectual disabilities

Seventeen individuals in total, aged between 23 - 45 years, living in five different settings located in different geographic areas are offered 40 hours of support per week.



3. Supported Living for individuals with severe disabilities and high support needs

The individuals live in eight different settings and are offered ongoing 24h support. The services focus on basic needs, such as meals and hygiene care, rehabilitation, physiotherapy, and nursing.



Strengths

- Person-centred and supported decision-making approaches.
- The users become self-advocates and coaches that support their peers.
- Awareness raising campaigns.
- Networks for the individuals.
- Collaboration with central government.



Weaknesses

- Lack of access to the community.
- Resistance of the staff in residential institutions.
- Weak interest of the authorities in partnering with civil society.
- Limited capacities of mainstream services.
- Scarce financial resources.