



**BØ KOMMUNE**  
Det gode liv i Bø



*Børre M. Albrigtsen*

# Health and Care Services

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Information about municipal services

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## **Background information**

The health and care services for the Municipality of Bø shall contribute to good health among the population and prevent disease. When illness strikes, the health services must treat and alleviate in the best possible way. The services are based on the question, "What is most important for you?".

One goal of the services is to help you master everyday life based on the resources you have at hand

and the life situation in which you find yourself. Your understanding of what is most important to you is essential when designing good health and care services, and the municipality aims for good cooperation with you and your relatives.

## **Allocation of health and care services**

Anyone who lives or resides temporarily in the Municipality of Bø can apply for services. The person applying for a service must submit an application

requesting a service. The municipality can assist you in completing the application. The applicant must also provide informed consent (or his/her relative/guardian if the applicant is unable to provide informed consent on his own); see the Patient and User Rights Act. The municipality shall obtain the information necessary to process the application, and any preliminary screening/mapping shall be carried out when necessary.

A decision is made after the application has been reviewed. The decision describes which service may be granted, along with the reasons for the decision or rejection. The allocation of health and care services is based on the individual's resources. The goal is for you as a user to develop, maintain or regain the greatest possible degree of self-mastery. The Municipality of Bø shall adapt the services so that you as a user can live at home as long as possible, and offer individualised services where user participation is maintained.

The municipality shall process applications without delay. If a decision cannot be made within 4 weeks, you will be notified in writing of the reason for this. The notification will state when the decision is expected to be made. Decisions concerning services are evaluated on an ongoing basis, and a new decision will be made if necessary.

## **Possibility of appeal**

Decisions concerning health and care services may be appealed. The appeal letter is sent to the agency where the decision was made. If the decision is not changed, the appeal will be sent to the County Governor for Nordland.

## **User charge**

The municipality may charge a fee/deductible for certain health and care services. This is regulated by specific laws and regulations from the Ministry of Health and Care Services. The municipal council sets the rates for the co-payment every year in connection with the state and municipal budget process.

## **Coordinated services**

The Service Office (Tjenestekontoret) shall contribute to ensuring comprehensive and coordinated services for users in need of services from several disciplines, levels and sectors. The Service Office shall receive, review and assess applications for health and care services, as well as ensure good information about services, rights and obligations. The Office has overall responsibility for individualised plans, coordinators and follow-up teams.

## Municipal Health and Care Services

After we have explored how you are able to manage your daily life and clarified your needs together, some of the services listed below may be relevant. The list includes basic services and additional services.

### Personal safety alarm

A personal safety alarm can be assigned to persons living at home who need to call for help in emergency situations. The personal safety alarm is a tool that helps users live in their own home for as long as possible.

The personal safety alarm is linked to an alarm center which then communicates contact with the service in question. The personal safety alarm is not intended to replace the emergency phone service in serious or life-threatening situations.

The service has a user fee, and the invoice for renting a personal safety alarm is sent to the user once a year.

### Meal delivery

Those who live at home and have difficulties attending to their own nutritional needs may be offered meal deliveries. The meal is intended as dinner and offered to people living at home in the

municipality. The meal is nutritious and produced in accordance with recommendations set by the Norwegian Directorate of Health. The meal is prepared by the Bøheimen Living and Treatment Centre and can be delivered 7 days a week. The food is delivered cold, but you get help to heat it if needed. Allergies and diets are taken into account.

The recipient of food delivery pays for the service and the price is determined according to current regulations set by the Municipality of Bø.

### Support contact

A support contact helps another person to maintain active and meaningful leisure time, as well as assist in maintaining social networks and personal relationships. The service is designed in close cooperation with the user.

Support contact can be offered to children and adults who need help, e.g. due to somatic or mental illness, injury or disorder, substance abuse problems, social challenges or reduced functional ability.

There is no co-payment for support contact, but users must cover expenses themselves if it exceeds the municipality's pay scale.



## Personal transport service

If you have a disability and need door-to-door transport to participate in activities, you can apply for our adapted transport card (TT kort). The card covers a certain number of trips and you pay a small fee for each trip. The TT card is used for local leisure trips (not for medical transport, doctor visits or other travel covered by the Norwegian National Insurance Scheme).

## Physiotherapy

In the Municipality of Bø, the physiotherapy service consists of both municipal and private physiotherapists.

The municipal physiotherapy service is provided to children aged 0-16 years and the elderly in institutions. The remaining patient

groups are referred to private physiotherapists.

No referral from a physician is required to receive physiotherapy. Physiotherapists are assigned after an assessment is made regarding urgency and severity.

Most people have to pay a user fee for the physiotherapist, but some groups do not:

- Children under 16
- People with the health services exemption card
- Persons with an approved occupational injury

If a patient does not show up for an appointment, a fee may be charged for the examination or treatment.

## Aids and devices

Aids and assistive technology can improve functional ability, increase independence, allow users to be more active, reduce practical challenges and ease care situations. The municipality is responsible for the dissemination of necessary aids and assistive technology, and will help adapt the home environment for the individual user. This includes providing advice on how activities can be carried out to promote mastery and health, mapping needs based on functional ability, assisting in mobility solutions or assisting in home adaptations.

An occupational therapist or physiotherapist will assess your functional abilities and then guide, adapt, inform and apply for relevant aids for you.

There is no co-payment or charge for this service.

## Care benefits

Care benefits is a monetary service available to families who have a family member who needs help, or for affected family members and friends or other close associates who provide care. One prerequisite is that the care work is particularly demanding and would otherwise have been the responsibility of the municipal health and care service.

## Respite care

Respite care is a service aimed at persons who perform particularly demanding care work. The service aims to provide respite



and relief to care providers to avoid unnecessary stress and strain. These decisions are made after an overall individualised assessment.

## Respite care for children and adolescents

Respite care for children and young people is provided to families and persons who have particularly burdensome care work. Several types of respite care are available, and the service covers several different needs.. Respite care can be provided in the home or in a relief home.

There is no co-payment or charge for this service. Transport to and from the relief home can be covered if needed.

## Respite care in nursing homes

Respite care in nursing homes may be provided as a day placement, night placement, or inpatient stay for a limited period of 30 days.

If further stays are needed, short-term places must be considered.

The service shall help caregivers maintain good family relations, social networks and necessary holidays or leisure time. There is no cost for this service.

Transport to and from the nursing home will be covered if needed.

## Child health clinics

The child health clinics and school health service are a national service intended to provide health-promoting and preventive services to pregnant women, parents, children and adolescents aged 0–20 years.

This is a comprehensive service that safeguards the physical and mental health of children and young people, as well as their families. This includes health screenings, vaccinations, outreach, health education and guidance.

Public health nurses, midwives and doctors are responsible for regular paediatric consultations, and physiotherapists participate as needed. If the child or family needs extra follow-up, this will be considered on an individual basis.

All children are offered the opportunity to follow a regular programme at the child health clinic and in the school health service. This programme has been developed on the basis of national professional guidelines.

The child health clinic cooperates closely with many different professional groups.

There is no co-payment or charge for this service.



## Children and youth teams

Children, young people and families who face everyday challenges, or are at risk of such challenges, may need services from several agencies, both inside and outside the municipality. In order to provide comprehensive and targeted help, the municipality decided to set up the child and youth team (BUT).

The purpose of BUT is to create a meeting place between the agencies who attend to the needs of individual children/youth/families, provide advice and guidance, assess the right to an individual plan/coordinator/follow-up team, and clarify any coordinator responsibility.

Anyone who deals with children, young people and their families

may be referred to BUT. Once the referral is received, BUT (in cooperation with the referring agency or person and a family member) will summon relevant participants to a meeting.

There is no co-payment or charge for this service.

## Tuesday get-togethers

The Municipality of Bø arranges meetings every Tuesday at 12:30 in the canteen at Bøheimen. The service is aimed at elderly who live at home or in an assisted living facility, and involves transport to/from the get-together, dinner and socialising.

A small co-payment is charged for a ride and dinner. If you are receiving food deliveries from the municipality, your meal will be

moved to the Tuesday get-together on that day and there is no extra charge on that day.

## The Memory Team

The Memory Team assists in the assessment of persons who have or are suspected of having dementia. The team follows up users and their loved ones, assesses the need for assistance and cooperates closely with the primary care physician/family doctor, specialist health services and other relevant professional agencies.

There is no co-payment or charge for this service.

## Daytime Activity

Daytime Activity is offered to people with cognitive impairment or dementia who continue to live at home. The purpose of the service is to help safeguard the participants' functions in daily life, promote quality of life and prevent isolation and feelings of loneliness.

The daytime activity service includes opportunities for social, cognitive and physical activities. The service can also provide respite care and support for family/loved ones.

The service has a small co-payment

## Individualised plan and coordinator

Users who need long-term, coordinated services have the right to an individualised plan (IP) and can have a coordinator appointed to ensure the necessary follow-up and coordination of the services provided.

Everyone has the right to an IP if needed, regardless of age, diagnosis or functional ability. The person appointed as coordinator shall at all times have the main responsibility for following up users and interacting with the support agencies and support personnel etc.

A coordinator should also be offered even if the user declines the offer for an individualised plan. When choosing a coordinator, great emphasis shall be placed on the user's wishes.

## Follow-up team

Users with major and complex needs may require assistance from a follow-up team. The purpose of the follow-up team is to provide facilitated, coordinated and interdisciplinary services.

The team always comprises professional agencies which the user needs; the coordinator leads the team and ensures continuity

of the team's work. The coordinator also monitors how the team is working in accordance with the user's goals and wishes.

## **Child coordinator**

You are entitled to a child coordinator if you are expecting or have given birth to a child with a serious illness, disability or injury. The child coordinator shall e.g. coordinate the services offered and ensure that the municipality provides follow-up and facilitation for the child and family.

## **Home nursing care service**

Home nursing can be offered to people who live at home and are dependent on assistance to meet basic health and care needs. The need for home nursing care is assessed after screening the individual's level of functional abilities and conversations with the individual.

The service includes e.g. personal care and hygiene, taking medication, wound and sore treatment, facilitation in daily life, assistance with illness follow-up and end-of-life care.

These services may be provided in the form of guidance, motivation, training, facilitation or practical execution of chores and tasks. The goal is for the recipient of the service to remain as self-reliant as possible.

There is no co-payment or charge for this service.

## **Help at home**

Home help is a service that assists persons who, on the basis of disability, need help with practical assistance in the home. After screening the individual's resources and ability to manage everyday life, the municipality will assess which services are appropriate. The goal is for the person to be able to live as long as possible in their own home.

The service includes assistance with cleaning the living room, one bedroom and the bathroom, as well as assistance with other household chores like vacuuming, dusting and changing linen. Assistance with window cleaning can be provided up to twice a year. The service expires when the person in question is visited by relatives continuously for more than five days.

The service has a small co-payment. The cost is calculated based on household income.

## **Mental Health and Substance Abuse Office**

The municipal office for mental health work and substance abuse (APHA) is a voluntary low-threshold service for people who face challenges related to mental



health and/or substance abuse. The goal is to assist with self-reliance, so the person can master everyday life in spite of their health problems.

The service includes help from a milieu therapist, milieu therapy, conversation therapy and counselling. APHA offers both substance abuse consultants and experience consultants.

An individualised, comprehensive assessment is made when help is needed, where the degree of severity determines the treatment pathway and help that can be offered. People in times of crisis and trauma are given priority.

Milieu therapy work is a paid service, while the other services

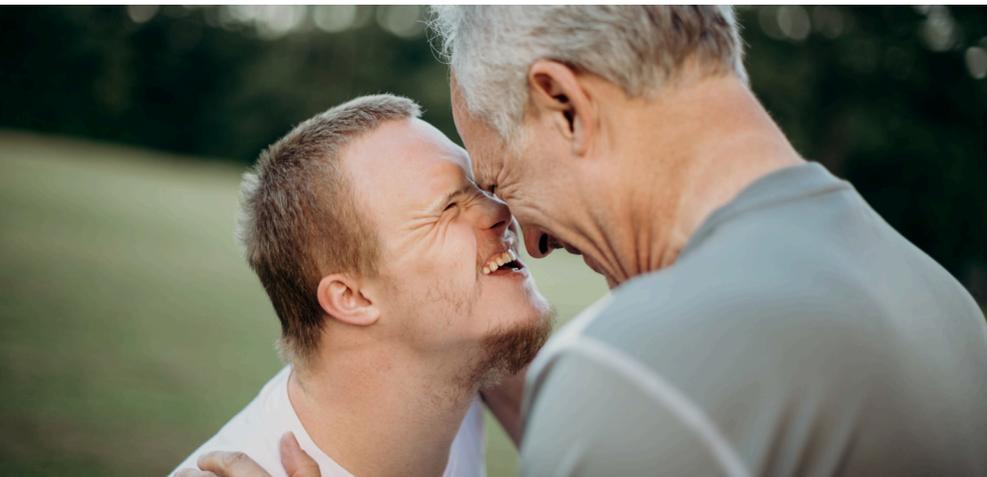
have no co-payment.

## **User-controlled personal assistance**

User-controlled personal assistance (Brukerstyrt personlig assistanse/BPA) is an alternative organization that offers practical and personal assistance for people under the age of 67.

The goal of user-controlled personal assistance is to help people with disabilities maintain an active life and be as independent as possible.

The service includes assistance with practical chores at home and personal care and hygiene. The help can be provided both inside and outside the home. The user



supervises this, and must fulfil this role in a proper manner.

The need for user-controlled personal assistance must be long-term and extensive, and the extent of the need for assistance is used as a basis when assessing the right to user-controlled personal assistance.

The co-payment for this service follows the usual rules laid out in the Regulations concerning User Fees for Health and Care Services. A co-payment (user fee) may therefore be charged for practical assistance that is not personal care or self-care.

## Measures and services for people with disabilities

Measures and services for the disabled (Tiltak og tjenester for funksjonshemmede/TTF) is individually adapted milieu

therapy provided in shared housing or separate housing units. The service is staffed around the clock to ensure the user the greatest possible degree of independence.

Milieu therapy work is a paid service.

## Skjørisen Care Home

Assisted living facilities may be allocated to the elderly and persons with disabilities who need adapted housing. The service includes a separate apartment and a storage room and access to common areas. Municipal services are provided here on the same terms as for people living at home.

The residents pay rent and

electricity in accordance with municipal regulations.

## Skjørisen shared housing facilities

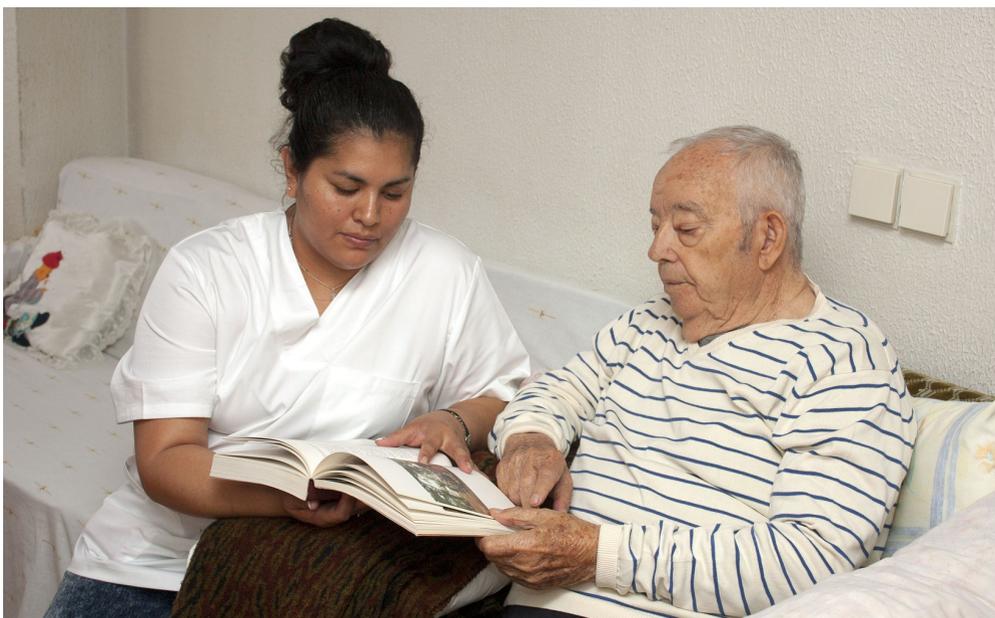
Living in a shared housing facility may be relevant for the elderly and persons with disabilities who need assistance that requires somewhat closer follow-up than what they can receive in an ordinary care home. This service includes a separate dorm room with a bathroom, meals served in the shared living room and housekeeping. The home care nurse attends to the residents during the day and evening, but the dorm rooms are not staffed around the clock, and if urgent help is needed, a personal safety

alarm must be used.

The residents pay rent and electricity in accordance with municipal regulations.

## Short-term placement in a nursing home

Short-term placement is offered to patients who need an assessment, rehabilitation or supervision that cannot be attended to in their own homes. Short-term placement is often relevant for patients who have completed their treatment and are ready for discharge from a hospital, but who need close, round-the-clock follow-up for a limited period. The need for further assistance or other types



of intervention are assessed during the decision period. The service is also granted to patients who need nursing and care in the final stage of life.

Patients pay a co-payment for the first 60 days. After 60 days on short-term stays, the fee is calculated as for long-term stays.

## Long-term placement in a nursing home

Long-term care is a comprehensive service for persons who have a permanent, extensive, round-the-clock need for care that cannot be adequately met in their own homes or other adapted housing. The service lasts as long as the user needs round-the-clock help and supervision.

The municipality requires remuneration from users in accordance with rates set out in the state user fee regulations.

## Municipal emergency inpatient placement

Municipal emergency inpatient care (Kommunal akutt døgnplass/KAD) is a service for persons who need admission for treatment, supervision, observation and care, but who can be treated by a doctor and nurse in the primary health

services. It is crucial that the person's general condition does not indicate that admission to the specialist health service is necessary to allow the municipality to provide adequate health services. The doctor who admits a person to KAD is responsible for the medical follow-up until the nursing home doctor has visited.

There is no co-payment or charge for this service.

## Family doctor

According to the Municipal Primary Care Physicians Scheme Regulations, the primary care physician/family doctor shall attend to all general health care for the persons on his or her list. Primary care physicians/GPs are responsible for the assessment, diagnosis, treatment and follow-up of their listed patients, as well as coordinating the health services for the patients with other services in the primary and specialist health services. GPs shall give priority to their listed patients over others seeking help, except in situations requiring urgent care.

You usually have to pay a small co-payment when visiting your family doctor/GP. The co-payment has a ceiling, and you will receive an exemption card and do not have to pay more fees

for the rest of the calendar year once you reach the ceiling amount. However, you are exempt from paying the co-payment for such things as prenatal care, examination and treatment of children under the age of 16, psychotherapeutic treatment of children and adolescents under the age of 18, or communicable diseases that are dangerous to the general public or suspected as such.

## Accident and emergency ward

The Municipality of Bø has a local emergency room, open Monday-Thursday from 16:00-21:00 and Friday until 16:00. The Vesterålen Accident and Emergency Ward at Stokmarknes is available in other hours. Holidays have their own opening hours.





## Activities at Bøheimen

The purpose of this service is to offer varied, health-promoting activities to the residents of the nursing home and care homes. The activity leader sets up a monthly or weekly schedule, and the activities are open to all residents who wish to participate. The service includes balance training, sitting exercise, singing hours and various other activities such as walks, celebrating

holidays and anniversaries, concerts and performances, visits from farms, inter-generational activities and more.

This is a low-threshold service that requires no registration. There is no co-payment or charge for this service.

## Escort certificate

You can apply for an Escort Certificate if you have an illness

or disability and need an escort to accompany you or assistance in transport, cultural events or leisure activities. The Escort Certificate gives whoever joins you to the event free admission or a lower price. The individual organizer or provider decides whether they accept escort certificates, so it may be wise to investigate this in advance.

The application form can be found on the Municipality of Bø's website.

## HC card

You can apply for the municipal HC card if you need to park in handicapped zones because you cannot walk or have mobility difficulties. You can obtain the parking permit either as the driver or passenger, and it gives you the right to park in disabled parking spaces.



## How do I apply?

- Use the municipal Application for Services Form (Søknad om tjenester) and send this to the Service Office
- Your application will be reviewed and a decision made as soon as possible. If the case cannot be decided within one month, the applicant will be notified of this in writing. At the same time, the applicant shall be informed when it is assumed a decision will be made.
- A change in status/need for assistance may lead to new case processing and a new decision.
- If necessary, the service can be implemented before case processing.
- The decision is generally time-limited and must be reapplied for by the end of the calendar year.
- This is a so-called individual administrative decision, which may be appealed to the agency where the decision was made, pursuant to applicable rules

## Who can help me with the application?

If you need guidance or assistance filling out the application, please contact the Service Office. The staff at the Service Office can provide advice and more information about the relevant services, as well as assist you in the application process.

## Useful contact information

**Emergency help**  
113

**Police**  
112

**Fire**  
110

**Switchboard**  
76 11 42 00

**Service Office**  
76 11 42 92 / 76 11 42 45

**NAV**  
55 55 33 33

**Accident and emergency ward**  
116 117

**Assistive technology**  
91 63 19 00

**Emergency hotline for children and young people**  
116 111

**E-mail**  
[post@boe.kommune.no](mailto:post@boe.kommune.no)

**Address**  
Rådhuset, Veaveien 50, 8475  
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**Home page**  
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