

## this issue

Integrating Primary and Social Care:  
Local Community Hubs

Community Health Partnerships in the UK

Health, Housing & Age Friendly Communities in the Netherlands

Upcoming Events



## Special Issue: Community Hubs, Centres, Villages and Age Friendly Communities

Late in 2012, Ontario Ministry of Health and Long-Term Care marked an important forward step by announcing that it would facilitate Health Links across the province to encourage greater collaboration across health care sectors. Health Links promise to overcome system fragmentation, remedy gaps or duplication and moderate system costs by avoiding unnecessary hospital visits. However, Health Links target the highest cost users -- the 1% to 5% who use 66% of the health system resources. (See [E-News v32 Summer 2013](#)) We at the CRNCC asked: "What about the other 95%?"

This E-News highlights a number of innovative and promising examples of local and international hubs, centres, villages and other age-friendly communities. While some focus on older people with high dependency, requiring "round the clock" care, most demonstrate how to enable older people with modest care needs to remain independent. As the reader will see, each initiative provides care across the health continuum, and promotes person-centred care by connecting primary care, home care, community supports and in some cases, housing. They also present distinctive features in the ways they leverage and harness local strengths and energies.

They give us much hope!

All the best from CRNCC Co-Chairs,

Janet Lum  & Paul Williams

# Integrating Primary & Social Care: Community Hubs

## What are Community Hubs?

There are many types of community hubs for the diverse needs of different population groups. Here we spotlight community hubs which co-locate health (physician care) and community and social care close to where people live. Hubs can provide space for broader community social activities, thereby enhancing community engagement and helping to build connections among community members. Locating health and social care services in the same physical space means that clients and their caregivers can easily access related supports and forge formal and informal linkages among different service providers, minimizing time, transportation costs and the challenges of navigating a siloed health system.

## Why Community Hubs?

- Co-locating primary and community care providers is one effective way to integrate care, particularly for people who need minimal assistance with daily living, who can generally access, self-manage and organize the supports they need within a single location.
- Service providers can achieve economies of scale through shared “backoffice” duties.
- Funders can see enhanced benefits and a “bigger bang for their bucks!”
- Hubs can strengthen social networks and build social capital within the community through shared events.
- Research by the United Way found few support services in the inner suburbs of Toronto where social and economic inequities are growing. Its report: ***Building Strong Neighbourhoods Strategy***, suggests that building “hubs” in economically disadvantaged neighbourhoods can improve access to services and programs and help address increasing inequities.

## Funding?

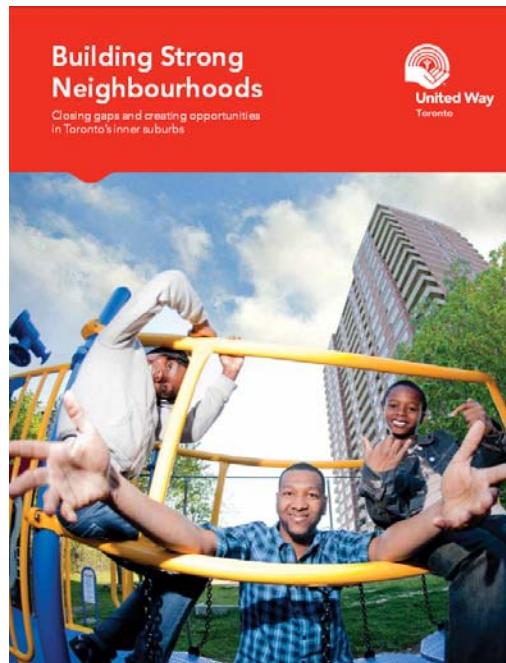
Funding sources for community hubs vary. Hubs may combine funding and infrastructure or in-kind support from the public or private sectors and charitable foundations.

For more information on Community Hubs, see:

[United Way Toronto Building Strong Neighbourhoods Report](#)

[United Way Toronto—Neighbourhood Hubs](#)

[CRNCC In-Focus Backgrounder Community Hubs: Right Care, Right Place, Right Time](#)



# Bathurst-Finch Community Hub

**The Bathurst-Finch Community Hub** is a partnership between *Unison Health and Community Services* and the *Toronto District School Board*. It receives funding from a range of sources and provides a wide array of services to a large newcomer population.

**Location:** North York, City of Toronto, Ontario, Canada

**Lead Organization:** Unison Health and Community Services

**Partner Organizations:**

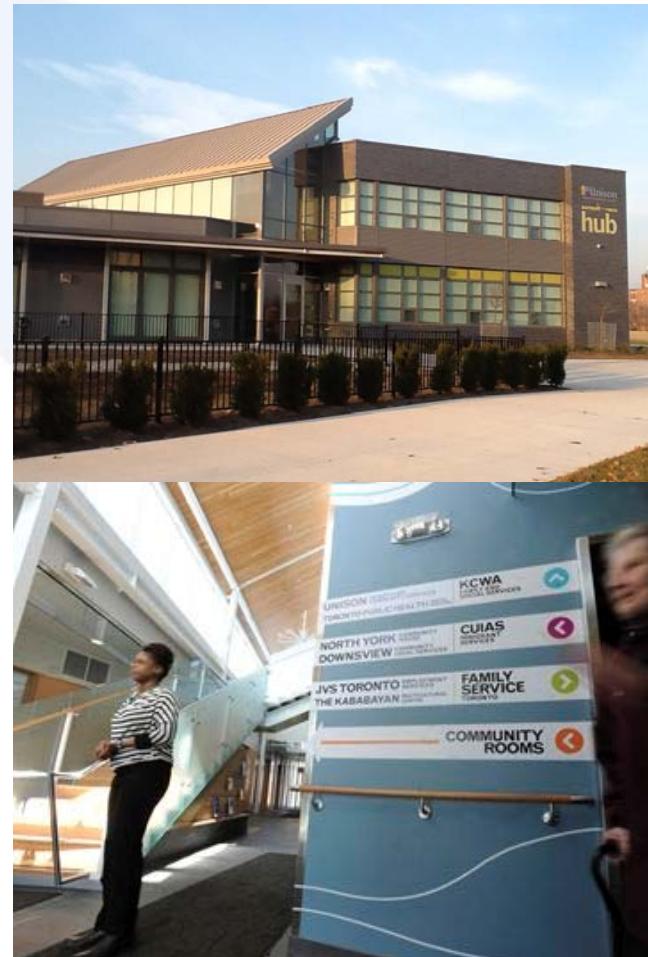
- Big Brothers Big Sisters of Toronto
- Circle of Care
- Canadian Ukrainian Immigrant Aid Society
- Family Service Toronto
- JVS Toronto
- Kababayan Community Centre Multicultural Services
- KCWA Family and Social Service
- North York Community House
- North York Women's Centre
- Toronto Public Health

**Services Include:**

**Social Services** - Culturally and linguistically appropriate support and settlement services; mentorship and healthy living programs for youth; support program for victims of domestic violence; employment services.

**Health Services** - Primary care, dental clinic, community care and support services, caregiver counselling and support, mental health and harm reduction.

**Funding:** Capital funding comes from the United Way Toronto, the Infrastructure Stimulus Fund, the Ontario Ministry of Health and Long-Term Care and private donors. The Toronto District School Board provides the site for the Hub. See: <http://unisonhcs.org/>



# Wester Hailes Healthy Living Centre

**The Wester Hailes Healthy Living Centre** brings together the Wester Hailes Medical Practice and NHS Lothian community health services. The City of Edinburgh provides social care services at the same location as the Wester Hailes Health Agency provides health care. The clients are predominately social housing residents and those with chronic illnesses. The Centre also includes a healthy eating café and facilities for community events in the building.

**Location:** Edinburgh, Scotland, UK

**Lead Organization:** NHS Lothian

## **Partner Organizations:**

- City of Edinburgh
- Wester Hailes Health Agency
- The Hub South East Scotland Limited (Hubco) which is a public-private partnership company

## **Services Include:**

**Social Services** - Health and Social Care, Children and Families Services, and Criminal Justice social work services

**Health Services** - Physician care, Physiotherapy, Dentistry, Podiatry, Midwifery, Learning Disabilities, Community Child health, Mental Health, Speech and Language Therapy

**Specialty Services** - Counselling, Massage, Exercise Classes; Macmillan Cancer Support Centre

The Wester Hailes Healthy Living Centre is a joint development between NHS Lothian and the City of Edinburgh Council.

For more information, see:

<http://www.hubsoutheastscotland.co.uk/assets/w/e/wester-hailes-healthy-living-centre.pdf>



# Walkden Gateway Community Hub

Walkden Gateway is located in an economically challenged area in Manchester, with high rates of chronic diseases, mortality, unemployment and child poverty. This community hub is designed to address health and social care needs, recognizing the interconnection between poverty, the lack of quality housing and poor health outcomes. The hub offers services in one location for area residents, and allows health and social service providers to work together and to cross-refer services.

**For more information, see:**

Salford City Council—Walkden Gateway

Community Health Partnerships—Walken Gateway

The Walkden Gateway is first of three pilot multi-service hubs- the other two hubs are in the Eccles and Pendleton neighbourhoods of Salford.

**Location:**

Salford, Greater Manchester, UK

**Partner Organizations:**

- Manchester, Salford and Trafford (MaST) LIFT Company (MAST LIFT Co)
- Salford City Council
- Salford Primary Care Trust (now Salford Clinical Commissioning Group)

**Services Include:**

**Social services** - Housing, adult and children's library services, social support, school admissions and lunch programs

**Health services** - GP clinic, podiatry, community dentistry, audiology, baby clinic, sexual health clinic

**Funding:**

Capital funding for the Walkden Gateway was provided by the MAST LIFT Co., which developed the property in a public-private partnership.



# “Apartments for Life”

Since the 1990s, the **Humanitas Foundation** has been building “**Apartments for Life**” that are designed for people of any age. Where possible, apartments are adapted to the care needs of individual residents, with specially constructed units for people with dementia. These “Apartments for Life” enable aging-in-place, independence and self-determination. Staff encourage clients to be as self-reliant as possible.

**Location:** Rotterdam - today, there are 17 complexes with several thousand older residents.

**Lead Organization:** Non-profit Humanitas Foundation

## Services and Facilities Include:

Each “Apartments for Life” complex has a “village square” on the ground floor where services are co-located.

- **Health services** - GP, nursing care, psychologist, social worker, dietician, speech therapist
- **Personal care** - fitness centre, hairdresser, beauty salon
- **Other facilities** - a multi-faith prayer/meditation centre, a supermarket, art and craft studios, a reminiscence museum with everyday objects, pictures, sounds and scents from the last century to provide fun for young and old and especially for people with dementia

## Funding:

Humanitas separates the care cost care from housing costs. Each are provided and paid for separately whether by the resident or through a government or insurance scheme.

Residents rent or purchase their housing under a variety of arrangements, from affordable rental social housing, to renting or buying apartments at market prices. This process also ensures a mix of people from different socio-economic backgrounds.

Humanitas retains ownership of at least 51% of the apartments in each complex. Any profits from the sale or rent of the apartments are reinvested into the organization.



*Humanitas Akropolis in Rotterdam—Seniors apartment with support services*



For more information, see:

[Aged & Community Services Australia - Innovative Housing Solutions: Apartments for Life](#)

# Care Cooperative Hoogeloon



**Care Cooperative Hoogeloon (Zorgcoöperatie Hoogeloon)** was founded in 2005 in a small Dutch village with 2200 inhabitants. The village offers small scale housing together with appropriate care and services for older people, people with disabilities and people with dementia. The combination of health, housing and community care enables residents to stay in their village even as their health care needs rise; supports their control over their lives; and, optimizes their continued participation in the life of the community. The cooperative currently has close to 250 members.

**Location:** Hoogeloon, in the municipality of Bladel, The Netherlands

**For more information, see:**

[Hoogeloon Care Cooperative - Small Scale Living \(in Dutch\)](#)

**Lead Organization:** Zorgcoöperatie Hoogeloon

**Partners:** Joris Zorg and Lunen Zorg, care organizations focusing on seniors and individuals with disabilities

**Services Include:**

**Social services** - Adult Day Centre with singing, dancing and dinner service; gardening; care coordination; transportation; home care; district nurse; 24-hour care in two assisted living “villas”; lawncare; wheelchair and scooter lending service.

**Health services** - GPs visit from nearby municipalities (Vasse and Bladel); specialist elderly care (geriatric medicine, psychologists, physiotherapists, occupational therapists, speech therapists and dieticians) provided by third-party care company Novicare

**Distinctive Feature:** the Cooperative is a democratically run association; members together decide on the goals and governance of the organization.

**Funding:**

Government start-up subsidies facilitated building 14 service homes and a support centre, while personal care budgets and modest annual membership fees cover the cost of care services.

The cooperative hires professional care which is covered by public insurance funds. Extensive use of volunteers for supportive services such as preparing dinners helps to keep costs down.



# De Hogeweyk "Dementia Village"

**De Hogeweyk village** opened in 2009. The residence is designed specifically for older people with dementia who can no longer live independently and aims to recreate a village atmosphere so that residents can live safely in a way similar to their previous lifestyles. Residents choose a home from among design themes such as Christian, Artisan, Indonesian, Cultural, Homey, and "upper class" Dutch. There are 23 homes. Each home is self-contained, with independent entrances, bedrooms, bathrooms and kitchen.



**Location:** Weesp (a town close to Amsterdam), The Netherlands

**Lead Organization:** Vivium Zorggroep (Vivium Care Group) - private non-profit care organization

## Services Include:

**Health services** - Carers, doctors and geriatric nurses provide a full range of health and supportive 24-hour care.

**Social services** - The self-enclosed village also contains a supermarket, café, restaurant, hairdressers, theatre, parks, gardens and other outdoor spaces. Residents can shop for groceries in the Hogeweyk supermarket .



**Distinctive Feature:** Since De Hogeweyk village is a gated community, residents can wander freely within the village and participate in chores either independently or under supervision. They can also socialize in public spaces or join clubs for music, baking, painting, and gardening. To maintain the semblance of a village atmosphere, trained staff dress in plainclothes and provide support as needed even in the "public" spaces.

**Funding:** Services funded through the AWBZ (Exception Medical Expenses Act) - the Dutch social security system.



For more information, see:

[Vivium Care Group - Living Life as Usual—De Hogeweyk](#)

[The Health and Europe Centre 2014 Annual Conference Presentation](#)

# On the Radar

September 2014

**19 | Beyond Brain Health: A Collaborative Approach**

Presented by: Baycrest  
Location: Joseph E. & Minnie Wagman Centre (Baycrest Campus),  
Toronto, ON

**Baycrest**

October 2014

**6-9 | 2014 Canadian interRAI Conference**

Presented by: 2014 Canadian interRAI Conference Secretariat  
Location: Fort Garry Hotel, Winnipeg, MB



**16-18 | CAG 2014 Landscapes of Aging: Critical Issues, Emerging Possibilities**

Presented by: Canadian Association on Gerontology  
Location: Sheraton on the Falls, Niagara Falls, ON



**21 | Quality in Action: 8th Annual PSW Conference**

Presented by: Personal Support Network of Ontario  
Location: Hilton Suites Markham Hotel and Conference Centre, Markham, ON



**22-23 | The Quality Advantage: 2014 OCSA Annual Conference**

Presented by: Ontario Community Support Association  
Location: Hilton Suites Markham Hotel and Conference Centre, Markham, ON



November 2014

**13-16 | Making an Impact! 2014 ONPHA Conference and Tradeshow**

Presented by: Ontario Non-Profit Housing Association  
Location: Ottawa Convention Centre & Westin Ottawa, Ottawa, ON



**20 | Health Quality Transformation 2014: Partnering to Accelerate Best Care, Best Health, Best Value**

Presented by: Health Quality Ontario  
Location: Metro Toronto Convention Centre, Toronto, ON



**24-26 | CIMVHR Forum 2014: From Science to Service**

Presented by: Canadian Institute for Military and Veteran Health Research  
Location: Sheraton Centre Toronto Downtown, Toronto, ON



**CRNCC**

Canadian research network for  
care in the community



**RCRSC**

Réseau canadien de recherche pour  
les soins dans la communauté



*Dehogeweyk "Dementia Village, Weesp, The Netherlands*

CRNCC is committed to creating an open and accessible environment that offers current and relevant information.

We welcome comments, questions, and concerns.

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CRNCC is funded by the Social Sciences and Humanities Research Council ([SSHRC](http://www.sshrc.ca)) of Canada through the Knowledge Impact in Society grant and [Ryerson University](http://www.ryerson.ca). CRNCC also gratefully acknowledges the invaluable contributions of Alvin Ying, Research Associate and Manager of the Canadian Research Network for Care in the Community. If you would like to be removed from this listserv, or know someone who would like to be added, please contact us at [crncc@ryerson.ca](mailto:crncc@ryerson.ca).