Personl Assistance

Engelska
YOU DECIDE

At Frösunda Care, we let you control your everyday life. You don’t just get to choose, you get to decide. Do what you want, when you want to, not when it suits us. It’s your life and your decisions. We let personal assistance be exactly that - personal.

THE CLIENT’S FOCUS

For our clients to be able to decide how to live their lives, it’s crucial that we know what they want. We gain this knowledge through extensive work with social documentation and follow-up. And instead of focussing on the client, we use the client’s focus – what is important for you as a client – as our starting point. That’s what sets us apart from the rest, and it’s the foundation for the quality in our care.

CONTACT US:
0771-376 786 32
kundkontakt@frosunda.se

Even if you can’t walk, you want to move.
Even if you can’t talk, you want to be asked.
Even if you can’t see, you want to discover new things.
The competence of our staff is an important factor, so we make sure that everyone who works for you has the right skills. The right assistant also has to come to you at the right time, doing what you want in the way you want. We ensure this happens through scheduling, competence development, implementation plans, social documentation, and continuous contact.

Your operations manager and recruitment specialist work together to find the right assistants for you. If your assistants need time off, or fall ill, we’ll resolve the vacancy according to your wishes. During office hours, your operations manager is responsible for staffing. In the evenings, at weekends, and at night, our centralised staffing operations take over. This means that there is always someone who is responsible for your assistance.

At Frösunda, we have asked our clients what they feel is the most important thing when it comes to the assistance, and adapted our way of working accordingly. So it’s no coincidence that we work hard on staffing, personal treatment, and accessibility.

STAFFING

PERSONAL TREATMENT

Our behaviour and how we treat you is crucial for you to feel happy and safe with us. Respect, dedication and curiosity is the basis for how we should always treat you.

To keep our client promise that “the client decides,” we have established our own online training, the Frösunda Academy. Here, all our staff learn to work with how to treat clients based on the client’s focus. Those who have gone through all the steps of the training are Frösunda certified.

ACCESSIBILITY

As a client with us, you never need to feel alone. There is always a whole team of assistants around you to help. Apart from the assistants and the operations manager, you’ll also have a deputy operations manager, a legal expert, a recruitment specialist, and the team at central staffing.

Your assistance team ensures that there is always someone to contact, 24 hours per day, 365 days per year – all to make you and your assistants feel safe.
FRÖSUNDA CARE – A BIG AND STABLE COMPANY

We have 6,400 staff across Sweden. We work in personal assistance, elderly care, functional impairments, and individual and family.

AT FRÖSUNDA, YOU GET:

• to make decisions about your life, day-to-day and otherwise
• one of the country’s biggest and most experienced assistance providers
• your own assistance team with 24/7 accessibility 365 days per year
• a recruitment specialist and dedicated assistants who you choose
• legal advice and support with new applications, reviews and appeals throughout the process
• a professional organisation that follows legislation and rules, and documents and follows up

AT FRÖSUNDA, YOUR ASSISTANTS GET:

• a present operations manager who has a coaching role
• support from others in the assistance team
• an introduction – all assistants are introduced into Frösunda’s assistance concept
• an orientation – takes place at the client’s home
• secure employment conditions through collective agreements
• opportunities for competence development through the Frösunda Academy
• health programme contributions
"The best thing is when I can forget about the assistance and concentrate on my life."

Marlene Bergqvist, Frösunda client