

Challenging storytelling in processes of co-operation

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A decision by the Dutch government to change its policy and bring care and cure closer to the client has had consequences for one of the larger care units in Rotterdam, LAURENS / South-West (abbreviated SW)¹. In January 2006 LAURENS has started as a merger between two bigger caretakers in and around the Rotterdam town area. Their South-Western district was re-structured; one residential house was incorporated into the district.

In order to challenge the collaboration between the different houses in the district, the Management Team of the SW district has initiated a collaboration project. Main aim of the project was to reflect the status quo of services and products in the particular house. A project context was constructed in which participants originated from the different houses in the SW district could meet socially, exchange professional content and discuss a new future for this house, while the activities in the house still continued.

In this paper we will tell a story of stories (told to us by different participants) that sketches in all variety a story about this co-operation process. In a later stage, the story will be used in the LAURENS organization as one of the best practice examples on collaboration and change between professionals in different care houses and centres. In this way, a story can become an diagnosis and intervention method for others who participate in the organization, like managers, (a variety of) professionals, as well as volunteers, clients, family and participants outside LAURENS (regional and national policymakers, care insurance companies, etc.)

References

Clandinin, D.J. & Connelly, F.M. (2000). *Narrative Inquiry: Experience and Story in Qualitative Research*. San Fransisco: Jossey-Bass.

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¹ AIJ is part of the Laurens group which offers housing, service and care facilities in and around Rotterdam. Laurens runs six nursing homes, eleven house-care centres, eighteen residential houses and has a home care organisation that offers service to elderly people at home. Four thousand (full time and part time) employees take care of eight thousand clients or patients. Over the last thirty-five years the specialised professionals of AIJ have distinguished themselves with their two palliative care units, a unit for youngsters with a non-congenital brain injuries, and a unit dedicated to handling strokes.