Waiting times for social and healthcare services for the elderly 1.1.-30.6.2026

Service	Statutory maximum waiting time	Actual performance	Notes
Service needs assessment	A non-urgent assessment must begin within 7 weekdays of initial contact (Social Welfare Act, section 36).	Initiated within 1–7 working days, depending on the client's situation. Urgent cases have been assessed immediately with the services arranged without delay.	Measured from the client's request to the start of assessment, for clients aged 75 and over.
Regular home care	A decision must be made without undue delay and the decision must be effective within 3 months of initiation (Social Welfare Act, section 45; Act on Care Services for Older People, section 18).	Service began 1–7 days after the need for care was confirmed.	Calculated from confirmation of need to service start.
Support for informal care	A decision must be made without undue delay and the decision must be effective within 3 months of initiation (Social Welfare Act, section 45; Act on Care Services for Older People, section 18).	Granted retroactively from the date the application was received. Average wait: 27 days; 1 client waited more than 90 days for a decision.	From application receipt to decision.
Long-term 24-hour service housing	A decision must be made without undue delay and the service must start within 3 months of initiation (Social Welfare Act, section 45; Act on Care Services for Older People, section 18).	Mostly implemented within 90 days. Average wait: 32 days; 0 clients waited over 3 months during the monitoring period.	Measured from initiation to placement.
Access to memory-clinic care	Must be provided within 90 days. (THL, §55—publication of waiting times in specialised healthcare).	Average wait: 47,7 days.	From referral receipt to first geriatric outpatient appointment.