



LONG-TERM CARE



QUALITY PRINCIPLES



Find the ways for presentation of “good practices” | Exchange your staff at European, national and regional level, develop rotation programmes to learn from each other | Turn competition into cooperation



Fears that changes will cost more | Lack of good examples | Fear of change | Lack of public discussion about the need of quality principles | Limited budgets

Respect for user's right

Is there an evidence about user's right in the care plan, discussions or by participatory decision making?

Ensure that all staff are 'on board' | Employees should be trained in the topics of resident rights and the right way to approach residents | Transformation plans of facilities should focus on households with more privacy | Client should be included in programme preparations of the social house | There should be special separate rooms for alternative programmes for users | GPS localisators can be a good example for using of technologies

Participation and empowerment

Do users have the opportunity to express their evaluation and suggestions of changes regarding the interventions received?

Residents should be engaged in activities in a way that they want to and are able to | Ensure regular possibilities for feedback for every activity (e.g. by using pictograms) | Possibilities for feedback can be organised with volunteers on an informal way, but there should also be meetings with the management | Use alternative forms of communication and implement these in practice (i.e. not only in paper) | Introduce a special days for clients, for example with their own food preparation

Accessible

Are the users and their representatives involved in the development of information sheets and tools?

Increase the accessibility of the services that are being provided | Always inform users about what is going to happen | Ensure an accessible environment, also for cross-disciplinary working | Introduce welfare technologies with assisted tools and universal design | Ensure active volunteer management | Innovative strategies should be part of regular management meetings

Person-centered

Do the staff collect and report information about user values, needs and preferences such as favourite food, favourite music and other aspect they can enjoy in their daily routine?

Ensure that individual planning takes place not only on paper | Introduce a holistic client approach | Ensure that staff are trained on a regular basis in client orientation skills | Ensure a 'preliminary process' that takes place before a person enters the facility in which they receive a visit from a staff member who speaks to different stakeholders to collect their life story | Make sure that there is a key worker for new clients that is responsible for translating the previously gather life history in objectives

Comprehensive

Are there interdisciplinary meetings scheduled with the aim to develop an integrated plan of interventions?

There should be constant communication between various professions and within teams | Constant feedback should be gathered as well as given among direct care staff, users and management levels | Recognize that care workers are also persons with needs and wishes | Care home needs to provide practical and bureaucratic support to the families/person themselves about processes and procedures that lead to care | Introduce, where possible, prevention mechanisms for Alzheimer, etc.

Continuous

Do the long-term care facilities develop agreements with other care services for information exchange?

Introduce functional community planning | Support a cross-sectoral approach between hospitals, families, field services, etc. | Direct care staff should know the needs of the residents, and what the institutions and services around them are | Make sure that there is a key worker or someone who could be a case manager

Outcome-oriented

Are the collections of complaints and remarks included in the care procedures?

Develop measure indicators that work | Train and invest in staff | Make sure that quality issues are presented and can be discussed in a non-threatening way | Enable transformation, for example the infrastructure of the building, to make it cost-effective



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