



State of Israel
Ministry of Social Affairs and Services
Department of International Relations
Service for the Aged



**EUROPEAN CENTRE
FOR SOCIAL WELFARE
POLICY & RESEARCH**

in cooperation with



An International Expert Meeting on
"Monitoring Long Term Care of the Elderly"

Quality of Care in Out of Home Facilities

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Factors Influencing Quality of Care

- Establishment of Clear Criteria for the Opening and Operation of a Residential Facility for the Elderly
 - Determining accepted obligatory standards
 - (Through Legislation, Regulations, Procedures)
- Structured and Transparent Supervision and Monitoring
- Recruitment of Staff and Staff Training
 - Determining Qualifications of Managers and Staff
 - Defining Basic Training and In-Service Training

Factors Influencing Quality of Care (continued)

- Involving Residents and their Families in Care Considerations
 - Residents' committee
 - Sub-committees for various aspects of care
 - Contact with supervisory body for transmitting requests and complaints
- Platform for Discussion Between Supervisory Body and Representatives of Management
 - Confidence building
 - Cooperation
 - Transmission of Information
 - Feedback
 - Preparation of Procedures

Quality of Care Influencing Quality of Life

- Standard of residential quarters
 - Where are the living quarters situated?
 - What do the residential rooms look like?
 - Other living areas
 - ‘Buffer zones’
 - Furniture and equipment
 - Safety and security equipment and measures
- Services
 - Food; cleanliness and hygiene; maintenance; laundry; heating and air-conditioning; medical and nursing care; personal care
 - Social services; counseling; service mediation; cultural and religious activities

Quality of Care Influencing Quality of Life (continued)

- Rights of the Elderly
 - Privacy and confidentiality
 - Human dignity and relationship of staff toward residents
 - Freedom of choice
 - Prevention of physical, mental and financial abuse
- Continuum of Care

A Survey of Residential Facilities in Israel

- Statistics on Residential Facilities
 - Number of Facilities
 - Size
 - Ownership
 - Number of Residents
- Division of Responsibility Between the Ministry of Social Affairs and Services and The Ministry of Health

A Survey of Residential Facilities in Israel (continued)

- Supervision of Homes Law and Regulations
- Method of Supervision of Homes
 - Benchmarking method