



The quality of care in out-of-home facilities

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Changing expectations in care homes across Europe

- Old age and nursing homes are confronted with challenges of changing expectations of residents and their families for better quality of care and adequate staffing.
- According to a recent *Eurobarometer Survey* [no.283], many European citizens are concerned that older people in particular will not receive adequate services if they become dependent on long-term care.



Quality of life in care homes across Europe

- Countries where quality issues in long-term care have had a high profile over the past few years: the Netherlands, the UK, Austria and Germany.
- Concerns about shortcomings of quality were raised much more frequently than for health care and quality of care in institutions was usually rated lower than that provided in a community setting and at people's own homes.
- Changing governance structures and demographic ageing add to these challenges.



Quality of life in care homes across Europe

- Strategies to overcome existing shortcomings of the sector include attempts to provide:
 - better transparency,
 - to strive towards further orientation towards users needs,
 - to involve the public as well to improve structural, process and outcome quality in residential care.
- This also involves purchasers and users of residential care facilities who are looking for new ways to assess, compare, monitor and support the sector's efforts in producing more adequate outcomes to user's needs.



Quality of life in care homes across Europe

- In many Member States both regulators and providers are striving for better quality management systems and methods to advance the assessment, measurement and continuous improvement of long-term care.
- While these methods have hitherto mainly focused on structural and process standards, there is a scarcity of indicators to measure results and outcomes of residential care facilities.



Quality of life in care homes across Europe

- While Zimmerman *et al.* (1995) and others before (Donabedian, 1980) focused their outcome measures on **changes of the health status**, there is now a move towards a broader concept that ALSO focuses on:
 - quality of life
 - quality of work
 - quality of leadership

and takes into account the different perspectives of residents, staff, management and the social context (purchasers, family members, other external stakeholders).



Thank you for your attention!