This research project is funded by the Austrian Federal Ministry of Science and Research.

This research project is funded by the Austrian Federal Ministry of Science and Research.

Vienna University of Economics & Business (WU Vienna)

Research has been conducted at:
- **WU Vienna – home institution**
  Research Institute for Economics of Aging & Institute for Social Policy
- **PSSRU, University of Kent**
  April 2009 - September 2009:
  Personal Social Service Research Unit, University of Kent at Canterbury – England
- **DZA**: April 2010 - June 2010
  German Centre of Gerontology – Berlin

Empirical research:
- **Methods**
- **Output**

Papers presented at scientific meetings (selection)


Publications (selection)


Social care – emphasis on outcome measurement:

Quality is a paradox. There is hardly any actor in the system of social care who is not interested in service provision of acceptable quality. But the understanding of "quality" social care provision differs between the actors in the field.

Literature review revealed a lack of instruments measuring quality of outcomes of formal and informal care.

The English Adults Social Care Outcomes Toolkit (ASCOT) is one of the promising approaches to measuring the total impact of social care on quality of life of social care recipients. Two types of tools are currently available: self-completion questionnaires for various care settings and an observational tool for care home services.

In this FLARE project, ASCOT will be further developed. Since 2001 graduate nurses have visited long-term care allowance recipients in Austria. These visits serve the purpose of providing information and counselling for dependent people and their relatives. The FLARE project aims at adopting the ASCOT observational tool for care homes to the setting of formal and informal home care. The newly developed instrument and the accompanying handbook are currently being tested on a pilot sample of approx. 900 care allowance recipients in Austria.

Empirical research:

- Qualitative interviews with:
  - people in need of LTC, informal carers, professionals, public authorities

- Quantitative analyses:
  - Multivariate analyses of primary data applying multilevel modelling in order for the hierarchical structure of the data. Such models were fitted with English data in the course of the research visit at PSSRU at the University of Kent and will also be used for the analysis of the Austrian data collected in this FLARE project.
  - As observational data will be generated for Austria a special attention has to be devoted to the effect of fieldworkers (i.e. graduate nurses) on data quality. Therefore, a training workshop for prospective fieldworkers was held in spring 2010. Furthermore, specific information on the fieldworkers has been collected and will be included in the multilevel analysis.

Research projects have been conducted at:
- **WU Vienna – home institution**
  Research Institute for Economics of Aging & Institute for Social Policy
- **PSSRU, University of Kent**
  April 2009 - September 2009:
  Personal Social Service Research Unit, University of Kent at Canterbury – England
- **DZA**:
  April 2010 - June 2010
  German Centre of Gerontology – Berlin

This research project is funded by the Austrian Federal Ministry of Science and Research.

Vienna University of Economics & Business (WU Vienna)