

# Quality of Social Care for the Elderly

## Measuring outcome quality of social care – concept and empirical results for Austria

### 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 toolkit 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: a mixed methods approach:

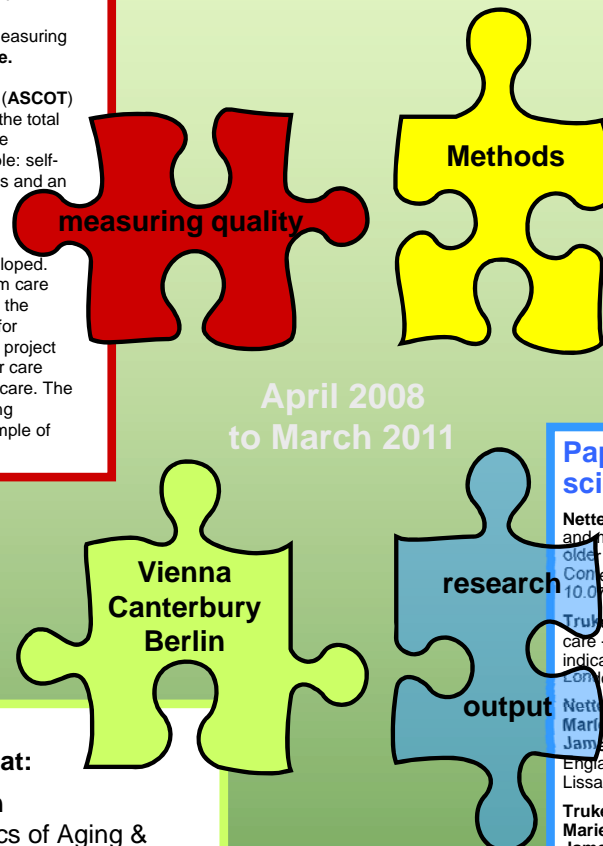
#### Qualitative interviews with

- 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.



### Papers presented at scientific meetings (selection)

**Netten, Ann, Trukeschitz, Birgit, Forder, Julien.** 2010. Measuring and monitoring outcomes and outputs of social care: care homes for older adults and people with learning disability. 8th European Conference on Health Economics, Helsinki, Finland, 07.07-10.07.2010.

**Trukeschitz, Birgit.** 2010. Safeguarding good quality of long-term care - the Austrian approach. Measuring the quality of Long term care indicators. London School of Economics and Political Science, London, England, 21.05.2010.

**Netten, Ann, Trukeschitz, Birgit, Forder, Julien, Towers, Ann-Marie, Welch, Lizzie, Beadle-Brown, Julie, Windle, Karen, Caiels, James.** 2009. Measuring outcomes of care homes: Experiences from England. International Workshop on the Socio-Economics of Ageing, Lissabon, Portugal, 30.10.2009.

**Trukeschitz, Birgit, Netten, Ann, Forder, Julien, Towers, Ann-Marie, Welch, Lizzie, Beadle-Brown, Julie, Windle, Karen, Caiels, James.** 2009. What's in the stars? The relationship between regulators' star rating of care home quality and care home residents' experiences and outcome. BSG2009 - British Society of Gerontology, Bristol, Großbritannien, 02.09.-04.09.2009.

### 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

### Publications (selection)

**Netten, Ann, Beadle-Brown, Julie, Trukeschitz, Birgit, Towers, Ann-Marie, Welch, Elizabeth, Forder, Julien, Smith, Jan, Alden, Elaine.** 2010. Measuring the outcomes of care homes: Final report, PSSRU Discussion Paper 2696/2. Canterbury: PSSRU (Personal Social Service Research Unit).

**Trukeschitz, Birgit, Harrach, Bettina, Jung, Reinhard, Schneider, Ulrike.** 2010. Ergebnisqualität der häuslichen Betreuung und Pflege - Handbuch zum Erhebungsinstrument. Version 1 für die Testphase Mai/Juni 2010. Forschungsinstitut für Altersökonomie, WU - Wirtschaftsuniversität Wien.

**Beadle-Brown, Julie, Towers, Ann-Marie, Netten, Ann, Forder, Julien, Caiels, James, Malley, Juliette, Smith, Nick, Trukeschitz, Birgit, Welch, Elizabeth, Windle, Karen.** 2010. Adult Social Care Outcomes Toolkit - Additional care home guidance v1.0. PSSRU Discussion Paper 2716 (supplement), Personal Social Service Research Unit, University of Kent.

**Netten, Ann, Forder, Julien, Beadle-Brown, Julie, Caiels, James, Malley, Juliette, Smith, Nick, Towers, Ann-Marie, Trukeschitz, Birgit, Welch, Elizabeth, Windle, Karen.** 2010. Adult Social Care Outcomes Toolkit v1.0: Main guidance, PSSRU Discussion Paper 2716, Personal Social Service Research Unit, University of Kent.

**Fernández, José-Luis, Forder, Julien, Trukeschitz, Birgit, Rokosová, Martina, McDaid, David.** 2009. How can European states design efficient, equitable and sustainable funding systems for long-term care for older people?. Policy Brief 11. Denmark: World Health Organization, on behalf of the European Observatory on Health Systems and Policies.

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