

**Quality of Social Care for the Elderly:
Highlights from the FLARE-Project (April 2008-March 2011)**

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flare
Future Leaders
of Ageing Research

FLARE summer school 2011
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Future Leaders
of Ageing Research

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outline


- **Quality of Social Care for the Elderly**
 - Research objectives
 - Research results: English care homes & Austrian home care
- **The mobility part of the Fellowship**
- **Personal experiences**



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QSCE
Research objectives & methods

Proposal	Project
RO1: Defining quality of social care	RO1: Defining quality of social care
RO2: Measuring quality of social care - conceptual approach / qualitative and secondary quantitative data	RO2: Measuring quality of social care - • conceptual approach • qualitative data (diploma students) and • primary quantitative data • English care homes and • Austrian formal and informal home care
RO3: Social care systems and effects of funding arrangements (Austria)	



**Measuring outcome quality of
social care**


- **Background:**
 - Quality of outcomes in long-term care often neglected – focus on quality of structure and quality of processes
 - Outcome measures in health care – developed and quite established
 - Outcome measures in long-term care – some first approaches
- **Problems in measuring outcomes of social care:**
 - Conceptual aspects:
 - How much due to social care interventions?
 - ‘Before’ often not true baseline – not reflecting full value
 - Target group:
 - Many service users unable to communicate
 - People adapt to difficult circumstances
 - Resource intensive and burdensome
- **Principles:**
 - Should reflect full value of care interventions, should not be too burdensome




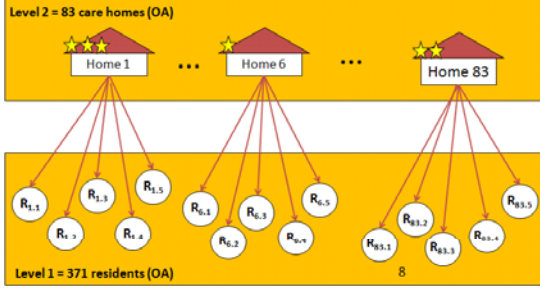

Research results:
Quality of outcomes in English care homes


Mobility part 1: April 2009-September 2009

Personal Social Service Research Unit,
University of Kent at Canterbury



DATA: Sample of English care homes & their residents

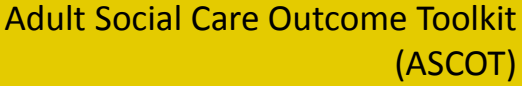





The toolkit - online


<http://www.pssru.ac.uk/ascot/>

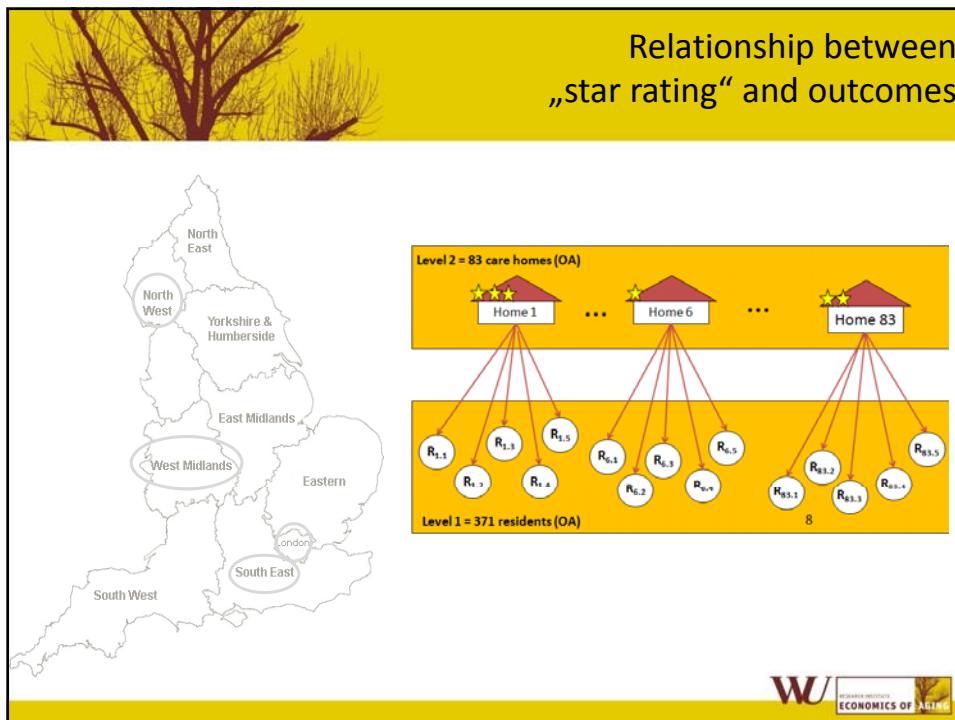
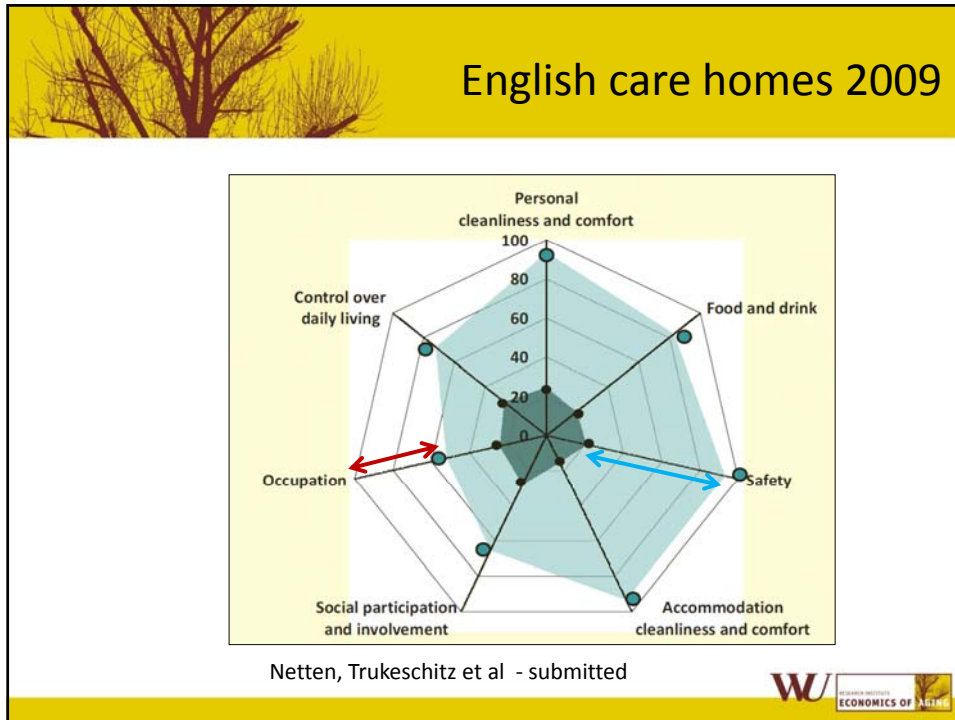
Instruments & data entry tools
Guidance & FAQ & References
Feedback
Registration

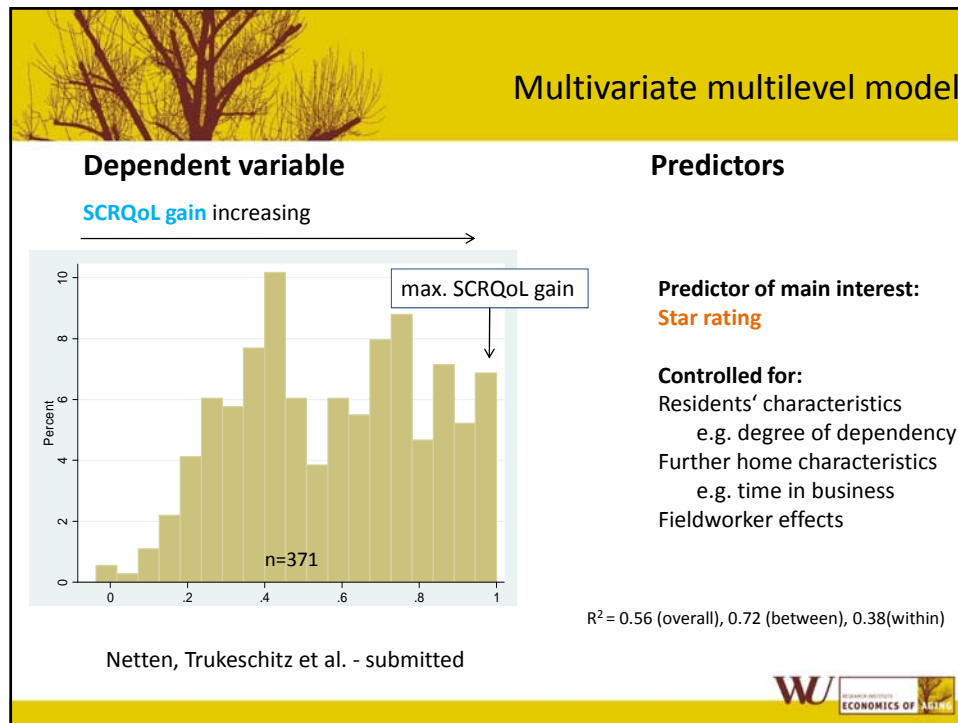


Adult Social Care Outcome Toolkit (ASCOT)

- Domains of social care related quality of life
 - Personal cleanliness, safety, food & drink,...
- Levels of SCRQoL
 - No needs – ‘ideal’ and ‘mustn’t grumble’
 - Some needs
 - High needs – health implications
- Dimensions:
 - With and in absence of care provided
 - **current SCRQoL**: current need states
 - **expected SCRQoL**: needs in absence of care service
 - Composite measures:
 - **CtB** (= 1-expected SCRQoL)
 - **SCRQoL gain** (= current SCRQoL – expected SCRQoL)
- Preference based weighting (for England only)







English care homes: Effects of star rating on resident's outcome

Effects of star rating

- **outcomes** for residents in care homes appeared **to be associated with the star ratings**
 - once residents' personal characteristics and fieldworker effects are allowed for

BUT:

- Registration type of homes matters (cross-level interaction effects):
 - homes registered for personal care only – yes!
 - Nursing homes – no! tendency for three star-rated nursing homes to produce *lower* SCRQoL gain for their residents.
- The size of the observed quality signal effects were small.

Effects of other characteristics

- Positive effects:
 - measures of impairment, including physical limitations (count of ADL problems and self-care difficulties) and cognitive impairment.
 - the older residents are the more they benefit from care home services.

Netten, Trukeschitz et al. - submitted

Research results:
Quality of outcomes in Austrian home care

WU Vienna: November 2009-October 2010

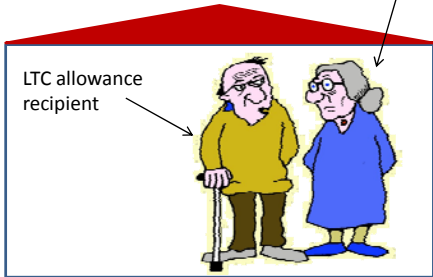
Co-funded by the Austrian Ministry of Labour,
Social Affairs and Consumer Protection




**The Austrian
Home Visits & Counselling Programme
(HVCP)**

Long-term care allowance (since 1993)
Quality assurance programme
HVCP since 2001:


Graduate nurse... →
... assesses the care situation
... offers counselling & advice



N.B.: cash benefit will be replaced by services if quality of home care is very poor.



- Random sample - voluntary participation
- 2009: >15,000 / year (~ 5% of LTC benef. in priv. HH)
- **Quality of outcomes**, processes and structure



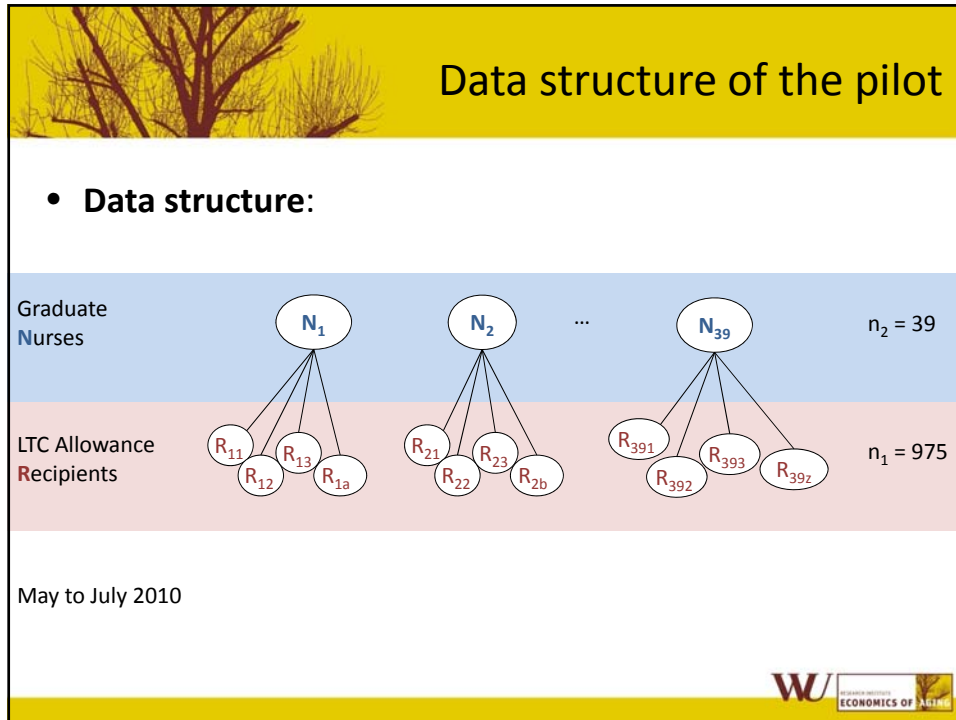
Since August 2011 – new tool for the HVCP

- WU Research Institute for Economics of Aging commissioned by the Austrian Ministry of Labour, Social Affairs and Consumer Protection
- New tool's outcome measurement based on ASCOT
 - Adaption of the domains
 - Development of reference scenarios to evaluate outcomes of home care
 - Scale: traffic light system

Examples

Mrs. Smith: some dependencies

Mr. Miller: highly dependent



Manual v2.0

Outcome quality in Austrian home care

Vienna, 2011

Data will be available in 2013

Next steps



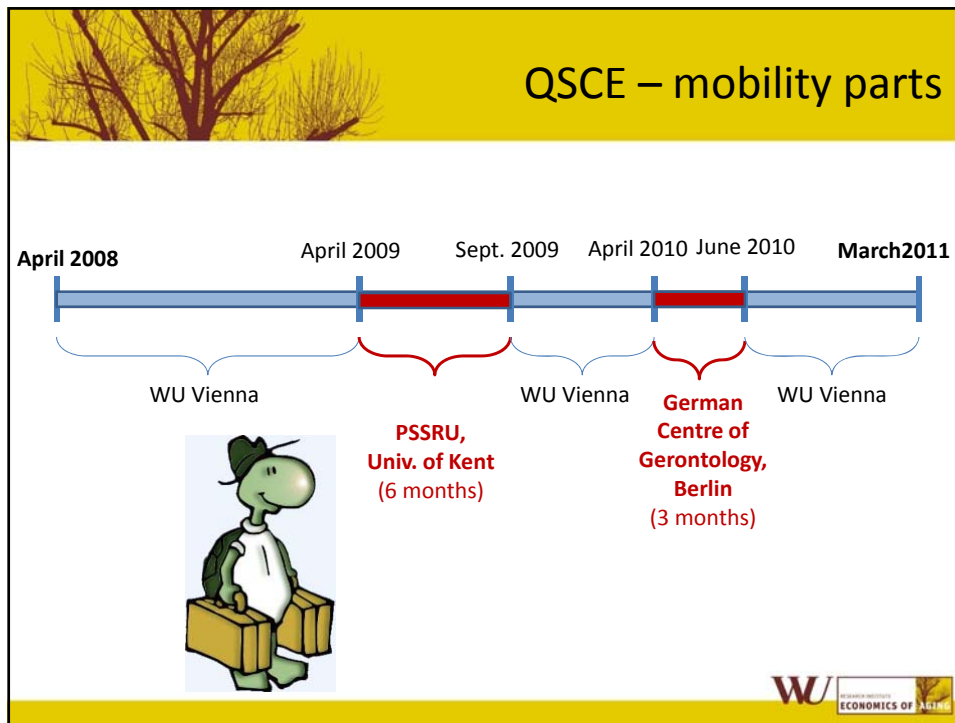
- Data on quality of home care ready for analyses in 2013
- Quality of care / outcome measurement of **day care centres** in Vienna (qualitative approach)
- Quality of care / outcome measurement of **home care** in Vienna (questionnaire design for supervisors)
- Research funding for **preference weights** in Austria?



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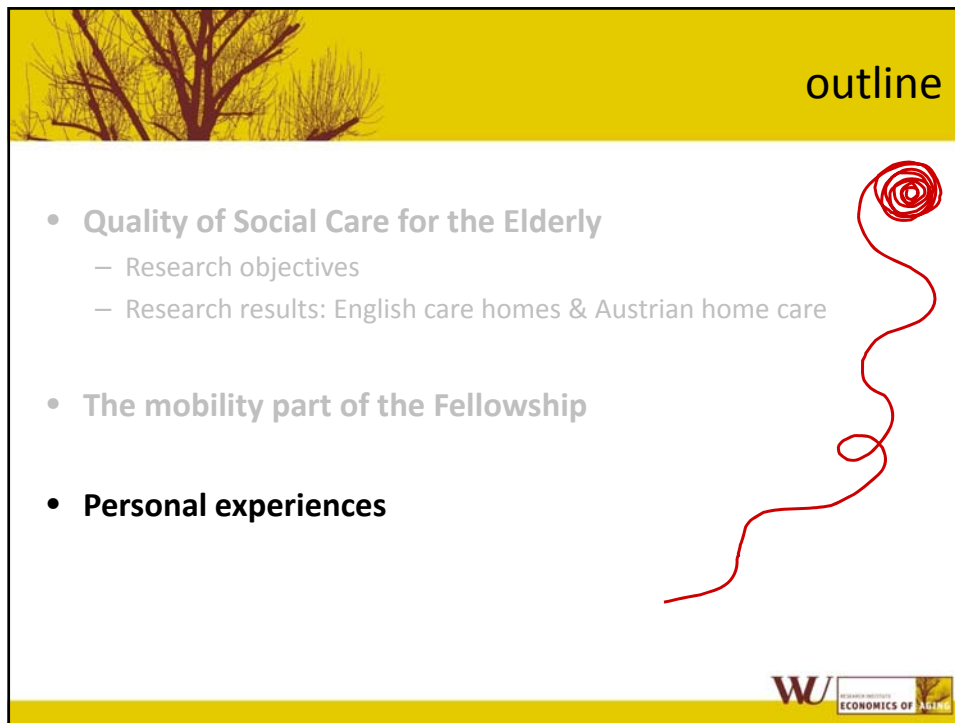




Operational arrangements & others


- Contact host institution **well in advance** and arrange potential collaboration beforehand
- Get involved in ongoing projects or involve them in your project, at least **match interests**
- **Arranging the trip takes time!**
 - Affordable accommodation
- **Settling in takes time!**
 - Bank account
- You might spend more time on your own than you are used to...
... **try something new & enjoy being away from home**





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 My experiences - summary

- 3 years research – no teaching
- Mobility parts!
- get involved
- Flexibility
- Stay in contact (joined presentations, symposia, guest lectures, papers,...)
- Contracts
- Combine funds (to build a team)





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