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

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Acknowledgement

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- WU Vienna: Prof. Ulrike Schneider
- PSSRU-Kent: Prof. Ann Netten, Prof. Julian Forder
- German Centre of Gerontology: Dr. Andreas Motel-Klingebiel, Prof. Clemens Tesch-Römer
• 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
QSCE
Research objectives & methods

Proposal

RO1: Defining quality of social care

RO2: Measuring quality of social care - conceptual approach / qualitative and secondary quantitative data

RO3: Social care systems and effects of funding arrangements (Austria)

Project

RO1: Defining quality of social care

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

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**

**ASCOT**
adult social care outcomes toolkit

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

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

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**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 2009

Relationship between „star rating“ and outcomes

Netten, Trukeschitz et al - submitted
Multivariate multilevel model

Dependent variable

SCRQoL gain increasing

Predictors

Predictor of main interest:
Star rating

Controlled for:
Residents' characteristics
e.g. degree of dependency
Further home characteristics
e.g. time in business
Fieldworker effects

R² = 0.56 (overall), 0.72 (between), 0.38 (within)

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

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**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
Data structure of the pilot

- **Data structure:**

<table>
<thead>
<tr>
<th>Graduate Nurses</th>
<th>(N_1)</th>
<th>(N_2)</th>
<th>...</th>
<th>(N_{39})</th>
<th>(n_2 = 39)</th>
</tr>
</thead>
<tbody>
<tr>
<td>LTC Allowance Recipients</td>
<td>(R_{11})</td>
<td>(R_{12})</td>
<td>(R_{13})</td>
<td>(R_{21})</td>
<td>(R_{22})</td>
</tr>
</tbody>
</table>

May to July 2010

**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?

Outline

- Quality of Social Care for the Elderly
  - Research aims
  - Research results

- The mobility part of the Fellowship

- Personal experiences
QSCE – mobility parts


WU Vienna  PSSRU, Univ. of Kent (6 months)  WU Vienna  German Centre of Gerontology, Berlin (3 months)  WU Vienna

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
outline

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• Personal experiences

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)
Contact:

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http://www.wu.ac.at/altersoekonomie/english