



THE EUROPEAN ASSOCIATION FOR DIRECTORS AND PROVIDERS OF LONG-TERM CARE SERVICES FOR THE ELDERLY
THE EUROPEAN ASSOCIATION OF HOMES AND SERVICES FOR THE AGEING

NEWS



JUNE - AUGUST 2017



Dear colleagues,
In the past days E.D.E. has submitted a project proposal at the European 3rd Health Programme. The project target is to create a recommended **EUROPEAN CARE STANDARD for people living with dementia in residential long-term care facilities**. Such standard is currently not available and most needed given the demographic trends of the European ageing population. The guidelines should provide the elderly long-term care providers with necessary knowledge and procedures to assure the adequate quality of life of the target group.

The cooperation of the project partners provides and their large member networks represent a unique opportunity to define such standard based on the grass-roots, first-hand, everyday practice of care provides across the majority of the European countries under the supervision of the best expert from Alzheimer Europe. The standard will therefore be suitable and applicable for all the European countries. The creation of the standard will require intensive communications with subjects providing care. This is also an opportunity to collect and disseminate examples of good practice across the partner networks and also to analyze the cost of care incurred on persons living with dementia. The result of the project proposal thus if we were successful or not will be known at the end of September. We will keep you informed.

Jiri Horecky – president of the E.D.E.

EAHSA and EDE to start EURHECA for better nutritional care

The EAHSA and EDE, together with the European Nutrition for Health Alliance (ENHA) start a pilot to develop the EUROPEAN RESTAURANT AND HOSPITALITY IN ELDERLY CARE AWARD (EURHECA) as a hallmark for hospitality and good food in the nursing home sector. Both associations advocate good nutrition and tackle under-nutrition in older people. A new, voluntary audit system should stimulate management and carers of nursing homes to drive appetite of residents and chef's meal appraisal to the highest level.

With a "Michelin guide" for nursing homes EAHSA and EDE will provide an instrument to evaluate and promote hospitality policies in nursing home settings. Through an online questionnaire and external audits, residents, their carers and families and management can give their opinion on hospitality policies in nursing homes and find inspiration to improve the meal experiences of older people. Members of EAHSA and EDE will receive an invitation to participate in the pilot, soon.

Meeting with ACRA in Barcelona /Spain/



The secretary of the E.D.E. Mr. Karel Vostrý took part at the meeting with Mrs. Monserrat Llopis, general director of ACRA, which took place in Barcelona in July.

ACRA is representing about 1030 nursing homes in Catalonia and became E.D.E. member in June 2017. We spoke about possibilities for cooperation, project challenges, next congress in Toruń, delivering of Long-term care in Spain, salaries in social services and also about the certification "Brand of Quality" in social services, which is very popular in Czech Republic.

Also the place for the next E.D.E. Executive Board meeting was chosen – Barcelona ☺

Dear Montse, many thanks for your care and hospitality.

Karel Vostrý – secretary of the E.D.E



15th Congress of the E.D.E.
September 27 -29, 2017
Toruń /PL/ [REGISTER HERE](#)

CALENDAR Events, seminars, conferences

18-21 SEP 2017, Montreux /CH/
IAHSA Bi-annual conference
2017 Global Ageing Conference

27 SEP 2017, Toruń /PL/
Joint EDE & EAHSA Boards meeting

27-29 SEP 2017, Toruń /PL/
15th Congress of the E.D.E.

29 SEP 2017, Toruń /PL/
E.D.E. GA members meeting

2-4 OCT 2017, Berlin /DE/
27th Alzheimer Europe Confer.
Care today, cure tomorrow

4-6 Oct 2017, Bad Gastein /AT/
20th European Health Forum
Gastein

11 DEC 2017, Brussels /BE/
EAHSA General Assembly

6 NOV 2017, Barcelona /SP/
Executive Board of the E.D.E.



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E.D.E. GA members meeting in Toruń /Poland/

Save the date: the meeting will take place after the lunch at the last Congress day – September 29, 14 – 16:30 hrs in hotel [Spichrz](#). We will shortly discuss main topics – merging concept with EAHSA, congress in Prague in 2018, EU projects etc. We also invited **Mr. Olaf Heinzl**, Vice President Marketing Incontinence Management of Paul Hartmann, main partner of the E.D.E.

ECREAS

The European Centre for Research and Education in Ageing Services (acronym: ECREAS) is an initiative from EAHSA that was joined by EDE. ECREAS is a new way of sharing knowledge among members of EAHSA and EDE. This knowledge can be about innovative projects or results from applied research. EAHSA and EDE have defined four themes where the ECREAS activities can be centred:

- Quality
- Staffing
- Technology
- Living environments

The ultimate goal of ECREAS is by sharing knowledge the quality of services towards older people can be increased. ECREAS is a **virtual platform**, not a multilevel building where people are working. The success of the platform depends on the involvement of EAHSA and EDE members and the willingness to share.

The functions of ECREAS are the following:

- A clearinghouse function for:
 - Best practices
 - Relevant (applied) research reports and articles
- Education programmes for members
- Consultancy for members

The clearinghouse function is to share knowledge. The education programmes are helping members increase knowledge and prepare implementation about best practices among staff and management. Consultancy helps the leadership to implement and steer best practices and find new ways to innovate based on an overview of European developments.

Sharing of knowledge can be done by uploading project descriptions on the ECREAS website by members and others and downloading this by other members. This service is free of charge for members.

Education programmes can be organized by members in collaboration with ECREAS. It is possible to have an ECREAS certification on the programme.

(International) Consultancy teams can be called in by members.

The ECREAS Board is composed from the joint EAHSA/EDE membership:

- Elena Weber (Italy)
- Marko Slavic (Slovenia)
- Didier Sapy (France)
- Jean-Christophe Vanderhaegen (Belgium)
- Freek Lapré, chairman (Netherlands)

ECREAS is based in **Brussels**.

ECREAS will be presented to members on the Long Term Care Conference & EDE Congress in Toruń Poland.

ECREAS will be up and running from **January 1st 2018**.

PARTNERS



organisatie van zorgondernemers



Going further
for health

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EAHSA AND THE EUROPEAN CENTRE FOR SOCIAL WELFARE POLICY AND RESEARCH

In 2011, the EAHSA Board approved and adopted the concept of an EAHSA “Framework Collaborative Partnership Agreement”. The “Framework Agreement” concept is designed to provide the means for EAHSA to build working relationships with organisations that do not wish to or, for a range of reasons, cannot become a member of EAHSA.

The European Centre for Social Welfare Policy and Research is one such organization. There has been a good, albeit at times a little sporadic, relationship between the Centre and EAHSA over some significant period of time. In recent times, Members of the EAHSA Board have been active with the Centre in discussions about collaboration and co-operation in areas of mutual interest.

The European Centre for Social Welfare Policy and Research is based in Vienna, Austria. The mission of the European Centre's work is to improve social inclusion in Europe by building bridges between policy, research and practice. The aim is to foster evidence-based innovation in social welfare, between EU Member States and Accession countries, as well as countries of the Eastern Partnership. The objective is to both facilitate the integration of welfare systems and also between various sectors of social welfare to promote people-centred, inclusive and integrated provision of services and facilities.

Key areas of focus are: Ageing & Generations; Alcohol and Drugs, Addiction, Civil Society & Volunteering, Education, Families & Human Capital; Health and Disability; Health Economics; Health Promotion and Prevention; Incomes, Poverty & Social Inclusion; Labour Market & Social Policy; Long-term Care; Migration & Integration; Pensions & Social Security; Subjective Well-Being; Tax/Benefit Policy Modelling; and Welfare Society

Many of these areas of focus for The Centre are central to our aims and objectives. The European Centre provides expertise in the fields of welfare and social policy development in a broad sense - in particular in areas where multi-or interdisciplinary approaches, integrated policies and inter-sectoral action are called for. This is a core dimension of EAHSA's philosophy and modus operandi.

The recently appointed Director of the European Centre is Dr Kai Leichsenring. Dr Leichsenring has been a long time supporter of closer links with EAHSA and has contributed to our Conferences and deliberations.

In line with the approach set out in the agreed “Framework Collaborative Partnership Agreement”, discussions scheduled with The Centre will focus on:

1. Establishing arrangements to enable:
 - a) EAHSA's active involvement with the European Centre, and vice versa, and
 - b) explore ways EAHSA can assist in contributing a providers' perspective to the development and conduct of Centre's research programme. One aspect of this would focus on areas we see as priorities for our Strategic Plan;
2. Work with the European Centre on strategies for the promotion and dissemination of the European Centre's research projects and findings relevant to our members ; and
3. Explore ways in which the European Centre could assist in promoting EAHSA and in achieving our priorities, both in the context of the EU and Europe more broadly.

We will report to members on progress and we move forward with this initiative. Those interested in learning more about the Centre's activities can visit their website at <http://www.euro.centre.org>

15th August 2017

Dale Stevenson, EAHSA Board member



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Human Rights in Care Services

Have you ever considered the impact Human Rights legislation might have on your delivery of care services to older people or thought about the abuse older people can experience? This is especially relevant as dependency on the support and guidance of others in everyday life gradually becomes necessary.

Attending the EU AGE Platform: Workshop on Protection and Support for Victims of Elder Abuse on behalf of EAHSA as a member of the Age Platform Taskforce 'Dignified Ageing' provided food for thought on World Awareness of Elder Abuse Day, 15th June 2017. Across Europe this is a difficult topic and the tales to be told by those who work in this field are upsetting and do not reflect what the majority of us expect to encounter either in home care or a care facility. Indeed many work hard to safeguard vulnerable older people. Nonetheless it is a topic easily sidelined or it is taken for granted that good care excludes abuse. But does it?

This grey area of life within care includes: physical abuse, psychological abuse, sexual abuse, financial exploitation and neglect. Elder Abuse is defined to be "a single or repeated act or lack of appropriate action which causes harm or distress to an older person or violates their human and civil rights". The actual prevalence of such actions is very difficult to establish, complicated by the fact that not all abuse is seen as a criminal act and therefore not followed up by the police. To gather facts we need to cross extremely personal borders in an individual's life. The range of data available across Europe indicates that abuse in all its forms is more likely to occur in home settings and the perpetrators are most likely to be close family members. As such this then highlights the importance of training the health and social care workforce to identify, prevent and deal with abuse. This not only means putting an end to the abuse but also providing victim support.

Safeguarding is not a tick box activity but calls for a deeper understanding of human nature and how to deal with potentially challenging situations you are unlikely to encounter on a regular basis. When you do, you need to act sensitively and cautiously. Whether you are the CEO or the health care assistant, you need to be aware of this important issue. The first step is to heighten an awareness of elder abuse in care and establish a system within your organisation that will both safeguard older people and protect members of the workforce from unjust accusations. The media is always quick off the mark to pick up on anything negative happening in the care sector. Safeguard not only older people but your own organisation by expanding your own knowledge base and ensuring you provide the best possible service that respects each individual's Human Rights.

6th June 2017

Dr. Ingrid Eyers, Independent Expert: Policy and Practice in Care