



A year of development in the E.D.E.

The year is drawing to a close, time to look back and reflect. In the E.D.E. this year has seen several developments initiated and carried out.

On the association level the most important step was the development of our statutes, particularly our opening up to new members in Europe. In future as well as national associations for directors of residential care homes, members may also include national associations for providers of long-term care services. The Swiss organisation CURAVIVA, with 1,500 member, has already sent in its application. After years of effort, we were finally able to admit the Romanian association as a regular member in 2010.

Our international work has also borne fruit with our participation in various European projects. Worth mentioning are E-Qalin Transfer, SAVE AGE and the Daphne-Project. My special thanks here go to Angela Cluzel and Boris Koprivnikar.

This year the E.D.E. also chalked up considerable success on the European level, in particular with the EU in Brussels, where we were

invited to several European working groups as experts on long-term care.

The preparations are well underway for the 12th E.D.E. Congress in Prague from 29.09. to 01.10.2011, with an inspiring programme on the agenda.

I would like to thank all members of the Executive Board and the General Board for their commitment. Even as we continue to adopt a professional approach to running our association, honorary work will always be as necessary as it is appreciated. And thanks to the active support of Mrs Hartman at our administrative office in Berlin, we have already been able to implement several elements prescribed in our association's "Mission"

paper.

Wishing you and your families a peaceful Christmas season and a happy 2011,

Wilfried Schlüter, E.D.E. President



E.D.E. study trip – a huge success!

At the start of November, 29 members of our Association visited several long-term care facilities in Saxony. The study trip promoted international exchange and the transfer of experience and knowledge,



Participants in the study trip

with the objective of mutual learning and conceptual development. An international group, participants included colleagues from Sweden, Austria, Switzerland, France and Germany. The home "Haus Olga Körner", located in Saxony's capital Dresden

and run by Cultus GmbH, was the first establishment on the list. Cultus is a service company catering to social needs, with a focus on caring for the elderly and accompanying seniors and the mentally disabled. It runs five retirement homes, a workshop and a home for the mentally disabled.

At "Haus Olga Körner" the E.D.E. members were informed about the implementation of the home's concepts for helping people with dementia, which focus on encouraging residents' independence. Despite their need for care, residents are helped to lead active and self-determined lives as far as possible, without renouncing care when required.

E.D.E. Vision 22

This is the 22st issue of the newsletter E.D.E. VISION. It will inform you about current developments within the European care centres as well as about projects of the E.D.E. and its member countries. The E.D.E. also intends to adopt a position on real issues in European politics in the context of care for the elderly.



Prof. Dr. Wilfried Schlüter

After a detailed tour of the facilities and a lively discussion, participants visited the tower of Dresden's Town Hall where they enjoyed an unforgettable view of the city.

The second day was a highlight of the study trip, with a visit to the Wohn- und Pflegezentrum Annaberg-Buchholz (WPA) and its various facilities. Managing Director Karin Berghäuser and her team gave their guests a deep insight into the service provider's concepts and practical work. Staff members gave short presentations on the wide variety of services offered to the elderly, the experience with quality management after introducing E-Qalin, special care for people with dementia, modern medicine management ("Anna-Box") and new forms of organisation. Subsequent visits to the homes showed how these concepts are being put into practice.



WPA's home "Adam Ries"



WPA's home "Louise Otto-Peters"



Schloss Osterstein

On the final day the study group visited Schloss Osterstein in Zwickau, a nursing home run by the Senioren- und Seniorenpflegeheim GmbH Zwickau.

Managing Director Uwe Köhler and his team gave the participants a good understanding of the key issues in running Schloss Osterstein, presenting the home's services and explaining that the aims of conserving this listed building while assuring comfort and functionality are by no means contradictory. The visit was rounded off with a tour of the facilities and the castle, including a view of the building's historic roof truss.

At all three of the facilities on the agenda the group was regaled with the culinary delights of Saxony (e.g. sauerbraten with dumplings and red cabbage), and participants came away from Saxony

The openness and transparency of the Wohn- und Pflegezentrum Annaberg-Buchholz was reflected in the fact that all participants received a USB stick with the presentations and concepts discussed in the meetings.

with a host of exciting new ideas.

The E.D.E. plans to repeat this trip from 02.11. to 04.11.2011.

Prof. Dr. Wilfried Schlüter

Congress of the German Association for Directors of Homes for the Elderly and the Impaired (DVLAB)

The annual conference of the DVLAB was held in Berlin on November 10 and 11, 2010, titled "Care homes between demands and reality". With highly current topics on palliative care, nourishment and personnel management and excellent speakers from Germany and abroad, the congress attracted above all directors of care homes



*Franziska Rahmel,
DVLAB, Berlin*

and care services, but also people in charge of catering and care home management. The complex demands of residential facilities can only be discussed and dealt with an all-encompassing approach.

Questions of how things will continue with the care transparency criteria and how quickly expert standards can be implemented and made examinable were given as much focus as those dealing with whether existing personnel will be sufficient for

future requirements, and if we can meet the challenges posed by the growing phenomenon of dementia and the need for palliative care.

For years Dr. Sabine Bartholomeyczik has been one of Germany's best-known specialists on care issues. In her talk she reassured participants that in practise implementing expert standards takes time.

It is absolutely essential to adapt these standards to the specific situation in each home or facility on an individual basis. The way the expert standards are implemented is one of the care transparency criteria, and will also be examined.

To date the care transparency criteria constitute a unique system for establishing a Germany-wide comparison of residential and outpatient care homes on the basis of test criteria in a transparent way. Conceived as a consumer protection instrument, they are highly controversial due to the planned publication of the examination results. In part rightly so, as it remains open whether scientific validity adequately reflects the quality of care. The subject of numerous court cases, this topic has still not been conclusively settled – at least on the short term – even though the law states that all homes in Germany will be examined by the end of the year.

Despite some basic problems, residential care has undergone a positive development since the long term care insurance came into effect. The quality of care is better than its reputation and care staff and facilities perform more effectively than can be concluded from the examination results, especially on an interpersonal level.

A residential home cook with special qualifications presented approaches and methods for creatively preparing meals for people

with dementia in a way that they feel disposed to help themselves – without much extra cost! A music therapist gave a vivid report on his work, describing how he can enter into communication with patients in a vegetative state, whereby perception and reaction play a role.

But one thing was clear in every one of the 17 talks given over these two days, summed up in the final speech on “Controlling one’s own

Stress”: the key to success lies in fostering appropriate in-house relations with individuals – residents and staff alike. And above all, directors must also take care not to overtax themselves. Both of these elements must be firmly worked into our ongoing understanding of professional care and leadership.

Franziska Rahmel, DVLAB, Berlin

Final conference of the DAPHNE EUSTaCEA project for the prevention of elder abuse on 17 November 2010

It has been a big challenge for the E.D.E. to work in the EUSTaCEA project for the prevention of elder abuse. Conscious that abuse and negligence occur all too frequently in care homes as well as at home, our ambition to bring a solid stone to the edifice of the project has reinforced at the same time our determination to raise quality standards in institutions.



Angela Cluzel in the European Parliament on 17 November 2010

At the elder abuse conference organized by the European Commission on this subject in March 2008, I talked about how routine in the work done by nurses and assistant nurses can be one of the factors where mistreatment or neglect could occur. I remember also inferring that residential care homes are often a place of dying and that accompanying to the end of life is part of the work of our multi disciplinary teams.

I am convinced that after reading the AGE Platform European Charter of Rights and Responsibilities of Older People in Need of

Long-Term Care and Assistance, every home director, every service manager, every staff nurse will ensure to all the staff that they follow short training sessions within the residence on the impact and influence of the Charter in their work. I hope that these short articles will inspire managers and their teams to discern right and wrong. The Charter, which is the most important result of the projects, can be a document that will inspire some changes in the “daily routine” work in the care home, renew the consciousness of carers in their work, reduce negligence and attitudes of disrespect and contribute to raising the quality of the care.

What tools do we have to raise quality across Europe and what has E.D.E. done along side the project in these 2 years?

E.D.E. has members in 19 countries in Europe and they have all been following the project and the writing of the text of the Charter. E.D.E. has its European Charter of the Rights and Freedoms of Elderly People Accommodated in Homes, written and adopted in Maastricht in 1993, which does lay down a number of engagements for the director to give best treatment to residents. E.D.E. has a Code of Ethical Conduct, but when you are looking to standards in a care home the best tool is the quality management system E-QALIN. E-QALIN began as an EU pilot project retained under the Leonardo-da-Vinci-Programme and set its aim at answering the question: “Which guideline for quality management out of the existing spectrum of

measuring systems is adapted to the specific requirements of the elderly care sector and its orientation to and for the older person?” The model E-Qalin that was conceived under the project, tested in five member states, is a highly practical user-friendly model that is orientated to the needs of the resident, the families and most essentially the staff in nursing homes. E-Qalin is at the same time a training tool for self-evaluation within the organisation but also it opens scope to innovative improvement. And it is the key to the innovative improvement and quality standard raising. In 2008 – 2010 a second EU project followed to transfer the E-QALIN system to France and to the UK.

What is today’s standpoint on quality standards?

Implementation of quality tools into residential care homes has not been in the “culture” of the director’s profile. It is very much in enterprises, production and businesses. The manager’s training courses has very probably not touched on the subject either. We have to change this and our Member States are little by little coming to realise that there must be an enforcement of quality processes in all homes leading them to certification. There must be enforcement of ANNUAL internal evaluations and of an EXTERNAL evaluation at the minimum every two years.

E.D.E. is inviting its members to not wait for that uncomfortable moment when a “scandal” hits the news headlines. E-QALIN facilitates the organisation to learn and to learn in a new way – to involve all the team at all levels. It attracts participation, it attracts appropriation and in the end there is a notable feeling of pride in the work and more especially how the work is carried out. The increase in quality standards becomes visible and moreover some result-oriented indicators of quality will be seen.

In conclusion, E.D.E. is right now contributing to instilling “quality culture” in care homes throughout Europe.

Extract from Angela Cluzel’s speech at the final conference of the DAPHNE EUSTaCEA project in the European Parliament, Brussels on 17 November 2010

You will find the text of the Charter and more information about the project DAPHNE EUSTaCEA on www.age-platform.eu/en/daphne.