



## SAVE AGE Project, Findings and Goals

Efficient use of energy is a widespread and well understood economic concept and an indispensable component of everyday business. The reason is competitiveness. Practice shows, however, that this is not the case with attitudes towards efficient energy use in buildings, particularly in residential care homes for elderly people, where owners have come across the concept only in recent years. In reviewing the situation one quickly realizes that in most of these buildings no one has systematically tackled the problem of energy consumption. In most cases it is the directors who deal with such issues to reduce energy bills.

The main drive for the change in mentality is EU environmental policy and the consequent legislative change, state action plans, subsidies, development and demonstration projects, as well as public pressure and higher awareness among users.

Systematic energy management is only possible by integrating the two areas, setting up an umbrella energy management and using adequate information support that at all times provides relevant information about what is happening with consumption, comparing the performance of the same type of buildings on the basis of key energy indicators. At the same time it represents a manageable tool that can be applied by different user profiles.



These are, among others, also objectives of the Save Age project, which includes partners from 10 EU countries. Energy management and hence a deductive approach to the analysis and transfer of best practices and techniques to individual care homes based on knowledge and experience of specialized institutions is the foundation of the EDE's energy strategy. The latter will thus represent a key document of the project and the basis for systematic work on energy efficiency.

Can we expect more from the project than just a stack of paper? Certainly. After its conclusion we will know more at the level of the EDE. We will be better acquainted in general with the members' energy consumption and costs; key efficiency indicators of typical care homes will be known; the potential in individual sections will be systematically assessed. Theoretical considerations according to which energy consumption exceeds existing energy by 20 percent will have to be proved in case studies. But this is all not just theory, because the practice is ahead of us too.



In the countries involved the partners are already working intensively on project tasks. The SSZS in Slovenia, for example, has already integrated into its operations a modern information management pilot system for energy use that represents the best available technique in this area. At the same time, the need for an umbrella energy manager has appeared on the level of SSZS. The high cost of energy and water per inhabitant, twice that in private homes, and planned investments in the rehabilitation of some of the buildings are additional reasons for a systematic approach to this area.



There is a lot of interest in measures for improving energy efficiency. But we will also have to present these measures meaningfully and systematically using concrete examples that are understandable and familiar to care home management. At the same time we must provide practical solutions for sustainable monitoring of energy parameters, and above all permanent expert support. Only in this way can the measures be effective on the short term as well as on the long term. The dissemination of results will be the best incentive to systematically addressing this topic in a large number of homes across Europe.



*Boris Koprivnikar, chairman of the association of social institutions in Slovenia and member of the Executive Board of the E.D.E.*



### E.D.E. Vision 24

*This is the 24th issue of the newsletter E.D.E. VISION. It will inform you about current developments in the field of long-term care services for the elderly in Europe as well as about projects of the E.D.E. and its member associations. The E.D.E. will also give its views on current issues in European politics in the context of long-term care.*



*Prof. Dr. Wilfried Schlüter*

## E.D.E. President as advisor and learner in China

Prof. Dr. Wilfried Schlüter (E.D.E.) and Prof. Dr. Katharina Oleksiw (West Saxon University of Applied Sciences of Zwickau) visited Beijing and Shanghai in April on the invitation of the SCA (TENA).

The Chinese experts in long-term care had requested support in developing expert standards. A half-day expert workshop addressed the questions: What are national expert standards? How are these structured and what steps can be taken to implement them? A keen



*Ein Pflegeheim in Peking*

interest on the part of the Chinese participants in introducing expert standards was evident from the discussions, although significant cultural dissimilarities exist. In this context there is an ongoing need for a critical and cooperative exchange.

Two seminars in Beijing and Shanghai for care home directors, organised by TENA, focused on specific work-related issues. In his presentations Prof. Schlüter addressed future-related questions in long-term care as well as matters relating to quality and services. Prof. Oleksiw spoke on care standards and professional care of people with dementia. At the end of the trip the SCA held a workshop for its staff in Shanghai on E-Qalin, the sector-specific QM system co-developed by the E.D.E. Talks focussed on what a Chinese version could look like, under specific consideration of cultural differences. These differences – especially the pronounced hierarchies in homes and among the management – initially take some getting used to for Europeans. The staff has very little say in the decision-making process, although this stands to change on the long-term with the upcoming shift to a new generation of leadership. Young employees between 25 and 30, for their part, show a vivid interest in new ideas regarding human resources management and management techniques.

An insight into long-term care was given by a visit to one state facility and one private home. The number of rehabilitation measures provided to residents on a daily basis was impressive, as was the information given to family members regarding the treatment of their aged parents. This information is provided against a background of legal issues concerning liability, as homes are held liable for any damages. The facilities also show considerable differences regarding living conditions: while in some cases there are three people to a room (patients with low maintenance needs), in others there are 12 (with high care needs). Privacy has a very different status in today's China than it does in Europe.

On the long term the demographic repercussions of the one-child policy pose real challenges to China regarding the creation of differentiated services for long-term care, as well as major personnel issues.

To sum up, learning took place on both sides, and the professional dialogue started on this trip should be pursued. Here too the E.D.E. can bring its know-how to bear, for example in helping Chinese colleagues observe methods and practices in European long-term care facilities.

*Prof. Dr. W. Schlüter*



### 12th E.D.E. Congress The big taboos in long-term care September 29 – October 1, 2011

*Topics of the lectures and sessions:*

#### **The big taboos in long-term care**

Franz J. Stoffer, Germany

#### **Dignity and care of the elderly**

Dr. Doris Pfabigan, Austria

#### **Taboo: Sexuality in care homes – Knowledge and ignorance of residents' sexuality**

"Tenderness and sexuality in old age: needs and expectations"

PhilDr. Karolina Friedlová, Czech Republic

„Dementia and sexuality“, Dr. Laura Padmah Galantin, Italy

#### **Taboo: The cost of care – Which services should we provide to care home residents, and at what price?**

"What do a care home and a petrol station have in common?"

Prof. Dr. Paul Brandl, Austria

"What are the obstacles to need-oriented elderly care in homes? The situation in the Czech Republic", Dr. Ladislav Prusa, Czech Republic

#### **Taboo: Death and dying in residential care homes (I)**

"Who has power over my body? The death from the point of view of bioethics"

Prof. Sandro Spinsanti, Italy

"Psychoanalytical considerations on dealing with death and dying"

Catherine Bergeret-Amselek, France

#### **Taboo: Violence in residential care homes – What can we do to prevent it?**

"Violence in care homes – how to support staff faced with provocative behaviour?"

Jérôme Pellissier, France

"Violence against staff and the director's responsibility"

Sandrine Heuls, Switzerland

#### **Taboo: Dementia – What is quality of life for people with dementia?**

„Can one speak of quality of life regarding people with dementia?"

Christian Müller-Hergl, Germany

„How care concepts and staff can damage the well-being of people with dementia"

Claire Désenfant, Germany

#### **Taboo: Personnel development in residential care**

#### **The (lacking) capital of the future – What steps should we take now?**

"Human resources management – how to gain new employees and keep established staff"

Prof. Dr. Wilfried Schlüter, Germany

"Employee health with regard to the salutogenic model"

Silvia Lückhardt/Dieter Bien, Germany

#### **Taboo: Death and dying in residential care homes (II)**

"Death – between prolonging life and self-determined dying"

Dr. Heinz Rüegger, Switzerland

"Assisted suicide from a theological point of view"

Christoph Schmid, Switzerland

#### **Taboo: Leadership qualities of home directors – The paradoxes of leadership**

Prof. Dr. Wolf Böhnisch, Austria

#### **Taboo: Care financing – What are directors of residential care homes worth to providers?**

Prof. Dr. Gabriele Moos, Germany

*The complete congress programme and registration on  
[www.ede2011.com](http://www.ede2011.com)*

## The Academy for Health Care Management and Seniors of Oberbergischer Kreis (Germany) presents E.D.E. certificates

### E.D.E. supports activities for increasing professionalism



*From the left: Academy Director Ursula Kriesten, Prof. Dr. Wilfried Schlüter, District Administrator Ursula Mahler and the graduates in the E.D.E.-accredited continuation education programme "Social and Healthcare Manager"*

Six directors of care facilities for the elderly and disabled have obtained certificates at the Akademie Gesundheitswirtschaft und Senioren (AgewiS - Academy for Health Care Management and Seniors) of Oberbergischer Kreis in Gummersbach (Germany). The academy provides its students with a twin specialisation in social and health care as well and care home management over two years according to E.D.E. standards, and is one of five training institutes in Germany

to award E.D.E. certificates. Graduates can pursue their studies at the master level on a work-study basis.

E.D.E. President Prof. Dr. Wilfried Schlüter, who administered the final examinations for the E.D.E., the acting District Administrator Ursula Mahler and Academy Director Ursula Kriesten presented the certificates, which open a wide range of international career opportunities to the graduates. The need for healthcare managers and directors is expected to grow until 2050 as a result of demographic developments in Europe.

Ursula Kriesten stressed that particularly in elderly, disabled and geriatric care, staff in almost all states of Europe faces a rapidly changing set of challenges – regarding both care for these groups and the training and continuing education of staff and management in the sector. For this reason the E.D.E. has also formulated in its statutes the task of establishing appropriate sector-specific, realistic education criteria for care home directors along European standards. Principles and standards were worked out and set down in general guidelines in international working groups and symposia during the nineties, defining the qualifications for care home directors in all countries of Europe.

**The long-term goal is to create guidelines that will account for as many various requirements in the countries of the individual member associations as possible.**

AGewiS/E.D.E.

## Major satisfaction survey on Lower Austria homes

### Staff, residents and relatives respond

*The largest satisfaction survey ever carried out in Lower Austrian old age and care homes was effected in 2010 using standardised questionnaires for employees, residents and relatives. The survey's goal was to measure satisfaction levels in homes that are members of ARGE NÖ, the consortium of Lower Austrian care homes.*

#### **10,068 questionnaires evaluated**

The survey had a huge feedback, with a total of 10,068 questionnaires returned. The enormous amount of data was evaluated until summer 2010. The survey carried out by the ZeSG – Zentrum für Soziales und Generationen at the Lower Austrian State Academy – was presented in September 2010. Almost 3,000 staff members, 3,059 relatives and 3,736 residents in 44 Lower Austrian state homes and 22 private homes took part in the survey, also noting their ideas, suggestions and wishes for the future. The study's results testify to an enormous satisfaction with Lower Austrian care homes on the part of respondents.

#### **Staff satisfied**

93 % of the staff who responded are satisfied with their workplace, 41 % very satisfied. 95 % of those who took part are convinced that the care home where they work enjoys a good reputation.

#### **Relatives express praise and thanks**

96 % of relatives indicate the home where their family members are cared for corresponds to their notion of a good care facility. 97 % say the home has a good reputation.

#### **Residents content**

Almost 70 % of residents feel entirely comfortable in their care homes, above all with the care and supervision, as well as with the activities offered such as celebrations and field trips. Only the food could be somewhat better.

In addition, the responses to the open feedback section provide care home directors with a broad spectrum of ideas and suggestions for further improvements to their establishments. The results, ideas, wishes and – even if there were but few – criticisms will be taken note of to maintain and improve the quality of Lower Austrian care homes, because all such comments are an essential cornerstone to building a model social region in Europe.

**Links in German on the satisfaction survey:** [http://www.noehome.at/fileadmin/bilder/Aktuelles/Zuf-NOEges\\_EndBer-Kurzfassung\\_.pdf](http://www.noehome.at/fileadmin/bilder/Aktuelles/Zuf-NOEges_EndBer-Kurzfassung_.pdf)  
<http://www.noel.gv.at/Gesundheit/Pflege/Landespflegeheime/Zufriedenheitsstudie.html>

**Arbeitsgemeinschaft der Pensionisten- und Pflegeheime NÖ** (Association for care and nursing homes of Lower Austria)