



## The E.D.E. turns 20

The European Association for Directors of Residential Care Homes for the Elderly, or E.D.E., was founded in Luxembourg on April 6, 1989. Since its founding, the association has been committed to professionalising the direction of long term care institutions. An important milestone on this way was the development of a standardised, cross-national curriculum for the qualification of care home directors. Many universities of applied sciences have since had their programmes accredited by the E.D.E., allowing students to attain a certificate in the direction of residential care homes that complies with a European standard while completing their academic degree. With the adoption of the European Charter of Rights and Freedoms of Elderly People Accommodated in Homes in Maastricht in 1993 and the development of a code of conduct in 2005, the E.D.E. has paved the way for the betterment of home care, years ahead of national politics and the trade sector. Collaboration in developing the European sector-specific quality management system E-Qalin® has been a further important step in improving the living conditions of elderly and disabled people in need of care, as well as the working conditions of those caring for them. Exchange with colleagues on an international level not only allows professionals to learn from each other, it also fosters mutual understanding and helps make the vision of a European geriatric policy become reality.

The E.D.E. comprises 23 member associations from 18 European nations. The 20<sup>th</sup> anniversary will be celebrated at the 11<sup>th</sup> E.D.E. Congress in September in Luxembourg (congress information at [www.ede2009.lu/en](http://www.ede2009.lu/en)).

*Prof. Dr. Wilfried Schlüter*

## Resounding approval for the programme of the 11<sup>th</sup> E.D.E. Congress in Luxembourg



*Tábor*

As the Czechs were preparing to welcome American president Barack Obama in Prague, the members of E.D.E.'s General Board met not far off in Tábor on April 3 and 4. The board members registered keen enthusiasm for the programme of the 11<sup>th</sup> E.D.E. Congress, which will take place September 24 – 26, 2009 in Luxembourg. Jean Bohler and his working group received many compliments for their efforts. The host Jiří Horecký announced that 60 delegates from the Czech association would definitely attend the Luxembourg Congress, while other member countries like Slovenia, Estonia, Austria and Italy also indicated they would be coming in large numbers.

President Wilfried Schlüter was delighted that so many members had come to the meeting in Tábor, and expressed the hope that attendance would continue to be high in the future.

A large part of the meeting was taken up with discussion of the working paper *E.D.E. Mission*. Many suggestions were made concerning the future of the E.D.E., and the working group was given the task of working them into a conclusive proposal to be presented at the next General Board meeting in September.

*W. Schepers*

## **E.D.E. Vision 15**

*This is the 15<sup>th</sup> edition of the electronic Newsletter of the E.D.E.: E.D.E. VISION.*

*This newsletter will inform you about the current developments within the European care centres and in particular about the position of directors/managers. The E.D.E. also intends to adopt a position on real issues in European politics in the context of care for the elderly. E.D.E. VISION's primary purpose is however to inform you about projects of the E.D.E. and its member countries.*



*Prof. Dr. Wilfried Schlüter*

*The fact that the newsletter is published electronically makes it readily accessible and enables national associations to pass the contents on to their members.*



*Editor: Wim Schepers*

**TIME OUT!**  
**11<sup>th</sup> European Congress of the E.D.E.**  
**24–26 September 2009**  
**Information and registration on**  
**[www.ede2009.lu](http://www.ede2009.lu)**

## E.D.E. partner in a new EU project to prevent violence against older women

Elder abuse is a widespread phenomenon which affects a significant number of very old people, among whom a high percentage is older women. The project DAPHNE is coordinated by the Older People's European Platform AGE and co-financed by the Commission under the DAPHNE III "Programme to prevent and combat violence against children, young people and women"; moreover the Commission in its Communication in November 2007 had announced that it will promote the development of EU "voluntary quality guidelines" for social services and services of care for older persons. Following this the Commission published a study on elder abuse and organised a conference on 17 March 2008 to discuss how elder abuse could be prevented by promoting high quality long term care for older people and by promoting a "zero tolerance" approach towards any form of violence or abuse.

Building on existing examples of good practice, the AGE project will aim at developing recommendations on measures that can be set up to prevent and tackle abuse against older women, and developing European voluntary quality guidelines to prevent elder abuse in institutional settings, in the community and at home. Using examples of national initiatives such as a Charter of rights for people with dependency (ex. the E.D.E. Charter), the project will aim at developing a

*European Charter of rights of older people, in particular older women in need of long term care and assistance from relatives or helpers.*

The project will be carried out in the form of workshops organised by the partners in their respective countries with a dual purpose: to discuss the content of the guide and recommendations with older people's and older women's organisations, public authorities, service providers, etc. and to address specific dimensions of elder abuse (elder abuse in formal care settings, in domiciliary settings, financial abuse, carer's issues, role of local authorities, etc.) with a number of experts in the field.

At the end of the project, the Charter and toolkit will be presented to EU and national policy makers at a seminar involving the European Parliament Intergroup on Ageing, the Commission, the Social Protection Committee, the Committee of Regions and the European standardisation centre CEN. All the documents will be translated into all partners' languages.

The partners come from the following countries: the Czech Republic, Netherlands, Spain, United Kingdom, Greece, Germany, Slovenia, France, Sweden, Belgium, and the European organisation E.D.E..

*Angela Cluzel*

## Quality breeds quality

### The QM system E-Qalin® also to be introduced in France and the UK

The course has been set: E-Qalin® – the European quality management system for the care of the elderly – can now also be introduced in homes in Britain and France. This is the agreement reached at a partner meeting of E-QALIN GmbH in the Italian region of Veneto. The transfer project (carried out in part by the European Association for Directors of Residential Care Homes, or E.D.E., and with funds provided by the European Union) also includes the training concept of qualifying employees as process managers in establishments where E-Qalin® will be introduced. E.D.E.'s president Wilfried Schlüter will head the training process in the U.K. together with Kai Leichsenring from Italy. And we are pleased to announce that Angela Cluzel has agreed to support the transfer project in France.

with housekeeping, resident care and other functions, in their work with E-Qalin®.

The participants from the Czech Republic have meanwhile indicated they would like to introduce E-Qalin® in 200 institutions by 2011. Apart from sector-specific versions for care of the elderly and the disabled, the new version "E-Qalin® for outpatient/mobile care" will go into the pilot phase in May of this year, with both Germany and Austria taking part.

For further information on E-Qalin®, please go to the website [www.e-qalin.net](http://www.e-qalin.net)

*Prof. Dr. Wilfried Schlüter*

### Strong international presence at E-Qalin® process manager training

The first session of a total of 52 hours of comprehensive process manager training took place according to the revised version of the E-Qalin® model from March 18 – 20 at the "andragogik konkret" training institute in the town of Wolfsburg-Unkeroda in Thuringia. Among the 14 participants were several board members of residential care home directors' associations from Latvia, the Czech Republic, France, Luxembourg and Switzerland, there to acquire first hand knowledge of E-Qalin®.

The first step for residential care homes wanting to introduce E-Qalin® is to have at least two employees (usually the director and the head of nursing services) trained as process managers. Participants must bring with them certain basic knowledge, including a familiarity with project management and moderation as well as experience with other QM systems. After their training, the process managers then instruct employees from other sections, for example those involved



*Wilfried Schlüter (left), president of the E.D.E. and E-Qalin® trainer, welcomes an international group of participants to Thuringia in Germany. The Latvian participant had the longest journey, travelling 2,500 kilometres in all.*