

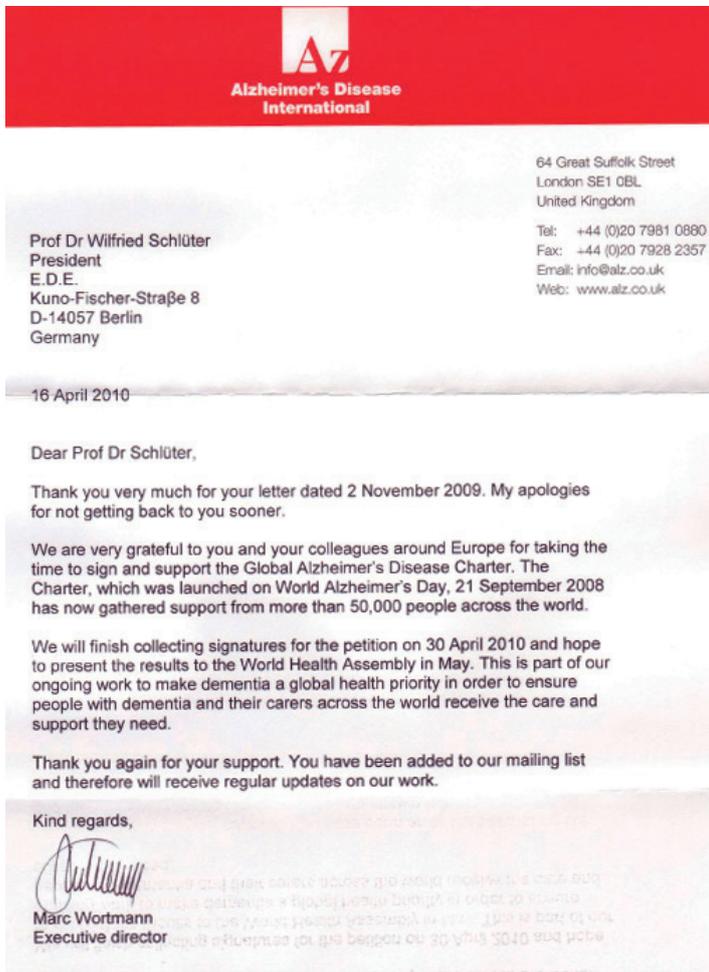
Towards energy efficiency in residential care homes for elderly people

Due to the constant rise in energy prices and for environmental reasons, energy efficiency is also becoming a "must" in residential care homes for elderly people. Since the E.D.E. and its members are aware of the varying energy efficiency levels of homes across the EU, the SAVE AGE project idea was developed and submitted to the Intelligent Energy Europe programme. The project was recently approved and will run for three years in 10 EU countries. The project is

coordinated by the Slovenian institute for comprehensive development solutions E-zavod, and its partners include the E.D.E., the Association of Social Institutions of Slovenia, the Association of Social Care Providers in the Czech Republic and Azienda Publica from Italy. The SAVE AGE Project will aim to raise awareness of energy efficiency in all E.D.E. members and will improve energy efficiency in participating countries with the help of training sessions and soft measures. Within the project a cross-country comparison of energy efficiency in residential care homes for elderly people (RCHEP) will be implemented, residents' energy inefficient behaviour analysed and best & worst practices identified. Moreover, common energy efficiency guidelines for E.D.E. members will be developed and the support of national energy efficiency managers specialized in residential care homes for elderly people will be appraised.

Homes for elderly people count among the most energy consuming services, therefore energy efficiency will certainly become one of the very important E.D.E. topics in the future. Together we will be able to help save the environment and bring down energy costs for future generations. With this in mind we welcome your active participation in the SAVE AGE project.

Darko Ferčej, E-zavod, Slovenia, www.ezavod.si



AD-PA congress in March 2010

Dear colleagues,

The last AD-PA congress took place in March, 28–30. The central topic was: "Between pressure and contradictions, how to stay motivated?" Starting from the feeling of stagnation which burdens a large number of directors, the congress provided an occasion to exchange ideas on our practices with colleagues from Belgium, Switzerland and elsewhere.



Pascal Champvert

The questions posed by budget cuts and today's context are very worrying. By contrast, those surrounding what can be done with the means at our disposal are far more motivating. The AD-PA wishes to focus attention on these two groups of questions by spotlighting and subjecting to critical review the pressure put on directors, and by highlighting practices that alleviate care for the elderly care, together with elderly people, their families and staff members.

E.D.E. Vision 20

This is the 20th edition 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

June 2010

It's time to find or recover our motivation, to meet and lend an ear to the elderly, their families and care home staff, so as to create synergies and complementarities. It's time to get together and situate ourselves within a logic that will prevent us from foundering under the current stagnation.

To care for others we must also care for ourselves. Each starting from their own perspective, a management consultant and a sociologist both indicated that in our current context the diverse official texts sometimes force us to stray from our values.

However the question of meaning remains; we must whet our skills and be aware of our limits. We must know where these lie, accepting that while we cannot know everything we can work in harmony with our values so as to not lose value ourselves. On the contrary, we must make our values credible by means of collective action and a search for sense. Only in this way can we avoid exacerbating the isolation and solitude felt by directors.

P. CHAMPVERT, F. BERGER, the French association AD-PA

Baltic Spring Conference

This is already the third spring when the directors of care homes from neighbouring countries have participated at a joint conference. The Baltic Spring Conference took place from 12–15 May 2010 in Tartu, the university town in the centre of Southern Estonia known as “the city of good thoughts”. The members of our association were delighted that in addition to Latvian, Lithuanian and Polish colleagues, directors of care homes from the Czech Republic and Finland joined us as well. Altogether 80 delegates participated at the conference.



The main topic was innovations in social long-term care. Day one was a welcome day with a social programme (including a sauna!). The second day started with three keynote speakers: Mr. Riho Rahuoja, Deputy Secretary General on Social Policy at the Ministry of Social Affairs; Mrs. Marju Medar, Head of the Social Work Department at the University of Tartu; and Mrs. Kersti Pöldemaa, practitioner from the Social Work Centre. All of the speakers addressed the main topic of the conference from their perspective. In the afternoon each country had the opportunity to present their ideas and the problems they faced concerning social long-term care. The third day featured visits to care homes in Southern Estonia and a collaborative seminar on future trends in social long-term care. The last day was departure day.

In conclusion the conference fulfilled our expectations, allowing participants to exchange ideas and share their views on many issues.

We hope they enjoyed their stay in Tartu, and look forward to working together on the development of our field.

Vambola Sipelgas, president of the Estonian association ESJN

The conference “Care for the elderly in the Czech Republic and Austria”

On 18 March 2010, the Czech Association APSS CR held a conference on “Care for the Elderly in the Czech Republic and Austria” in the southern Bohemian city of Tábor. Subtitled “Special Features of Residential Care Facilities”, the conference was attended by roughly 200 care services providers and facility directors, state representatives and experts from both countries.



The event was held in the context of the project “Conference on Social Care in Residential Facilities in the Czech Republic and Austria”, and co-financed by the European Regional Development Fund.

Jiri Horecký, president of the Czech Association, and Johannes Wallner, president of the Austrian Association, briefly presented their organisations at the start of the conference. Representatives from both countries then presented their systems of care for the elderly, ascertaining in so doing the key differences in structure and financing as well as educational requirements. Despite these differences, residential care home directors in Austria and the Czech Republic encounter similar problems, such as the aging population, the growing percentage of care recipients suffering from dementia, inadequate appreciation of staff and low esteem for the profession. Consequently experts in both countries are forced to search for new methods, concepts and solutions both in elderly care and in the system as a whole. It is becoming increasingly important to focus on individual planning with care home residents, so as to better orient staff activities to their individual needs and improve their quality of life. To this end a growing number of modern working methods are being used in both countries, such as basal stimulation, working with patients' biographies and so on. While such practices are still in their infancy in the Czech Republic, our Austrian colleagues have already gained much experience with them and attained clearly observable results.

All of the papers delivered at the conference will be published in a bilingual collection planned to come out in May. This publication will be accessible to all speakers, project partners, the E.D.E. and the public administration, and can be requested in electronic or print versions from the office of the Czech Association.

Jiri Horecký, B.A. (Hons), president of the APSS CR

Slovenia's new long term care legislation a disappointment

Like many countries that have not yet adopted a new legal system based on their recent demographic situation, Slovenia is now in the process of adopting new legislation in the field of long term care. In March the Slovenian government first presented the complex new law on long term care and long term care insurance. Preparation for the law lasted more than five years and included various working groups. However those concerned by the law, the future users and service providers, had very little say in the matter. The ASIS (Association of Social Institutions of Slovenia) has carefully studied the proposed law as it is crucial for our future activities and because in the past years we have sent the government numerous suggestions concerning the changes needed in the system. We have established that the basic policies of the law, which were presented as the main reasons for its preparation, are very modern and aim to please both users and service providers. However looking at the law in detail we conclude that its practical implementation would have just the opposite effect.

To mention just a few matters that the ASIS finds unacceptable:

- ✓ In addition to controlling the financing system of long term care, the public insurance company also determines the level of users' rights. This is contradictory to the constitutional principle that citizens' rights and obligations can only be defined by parliament. Such regulation also poses a threat for users, since it is obvious that it is in the insurance company's interest for users' rights to be limited as much as possible.
- ✓ Furthermore the law introduces a very complex and extremely bureaucratic way of ascertaining users' rights. This will require extensive funds and make it very difficult for users to access and receive the services needed.
- ✓ We welcome the fact that the law gives users a choice either to use the services in the public network or to receive a suitable financial benefit. However since the use of this financial benefit will not be properly controlled, we can expect frequent financial abuse of the elderly.
- ✓ We are also very concerned that the new law will preserve the organisational forms of public service providers that developed under the former socialist regime. It was our hope that the law would establish new, modern and more flexible forms of organisation.
- ✓ The ASIS also has a number of objections regarding the assessment of the resources needed to execute the law. It is entirely illogical that the law extends the rights, services and number of users while resources remain constant. In addition, the law provides for hundreds of new jobs mainly in fields not directly beneficial to users. We therefore expect that users will not have access to their entitlements, while private resources will bear a greater burden than they do with the current distribution of resources.

All the groups affected by the law agree that we desperately need a new organisational system. However ideas differ greatly on what form this system should take. The ASIS will strive to introduce bold and radical changes to the system to render it more flexible and

user-friendly, to rationalise the use of very limited resources and ensure the system's long term sustainability. We have observed that officials often do not possess the knowledge or the courage necessary for thorough system changes. These are nevertheless urgent and can be carried out only in a context of mutual cooperation and trust between the state, the users and the service providers.

Boris Koprivnikar, president of the ASIS, Slovenia

E-QALIN transfer – to France

Eight directors or quality managers and three directors of national federations of care home directors entered the first Training Session in France together with one representative from the E.D.E. trained also as an E-QALIN manager in Germany. The project E-QALIN TRANSFER started up beginning 2009 by the search for a French partner and the translation of documents and training manuals into French. The choice of training institute went to CRP Consulting from Toulouse under the leadership of Cathy Ducos.



The trainers and participants of the E-QalIn course in France

In the preparatory phase Cathy insisted on the specificities of the French situation for quality management and on the goals imposed by the French government through internal and external inspections and certification. Angela Cluzel, member of the FNADEPA national federation and E.D.E. executive board member contributed her experience of the German E-QALIN training course and her proposals of necessary adaptations for the 1st session of training in France.

Five directors and three quality managers registered (including one candidate from the affiliated E.D.E. members: AD-PA and FNADEPA) followed by three leaders of national federations of directors (FNAQPA, FNADEPA, and SYNERPA). Consequently eleven participants got together for the first session on 24–25 November 2009 in Toulouse, accompanied by three participants from CRP Consulting. The trainers were Kai Leichsenring and Vibeke Walter from the E-QALIN organisation; both are excellent in this exercise and showed their talent equally in the French language. Cathy Ducos had carefully planned the organisation.

At the conclusion of the two days first session the "students" expressed their enthusiasm and motivation to follow the next step. This second part took place in Paris on 2–3 February 2010. The group deepened their learning on the E-QALIN tool and in particular how to start up in their own care home. The evaluation made at the issue of the training course showed that two-thirds of the participants felt the seminar satisfied their expectations totally and one third partially.

Angela Cluzel, E.D.E.