



13th European Congress of the E.D.E.

Tallinn, 26 – 28 September 2013

LET'S NETWORK OUR CARE
TECHNOLOGY IN CARE –
OPPORTUNITIES AND LIMITS

program and registration at www.ede-congress.eu

On the program, among others:

26 September 2013

The role of information and communication technologies in long-term care

Prof. Luca G. Brusati (Italy)

Scenarios for the Use of Robotics and Autonomous Appliances in Healthcare and Recommendations for Political Action

Prof. Dr. Heidrun Becker (Switzerland)

Ethical Issues Regarding the Use of Technologies in Providing Assistance and Care for the Elderly

Prof. Dr. Thomas Klie (Germany)

When Technology Becomes an Actor – Legal and practical consequences of the implementation of »smart« technologies in long-term care for the elderly

Dr Walter Fuchs, Leo Matteo Bachinger (Austria)

27 September 2013

Workshops

Session A

Using Facebook to Recruit New Staff – Why you can even publish pictures of your toilets in the search for personnel

B. Sc. Gerry Hallbauer, Prof. Dr. Wilfried Schlüter (Germany)

On the Benefits of New Gerontechnologies in Long-Term Care – Opportunities and risks from the users' point of view

Dr. Markus Leser, Christoph Schmid (Switzerland)

LinkedAge Project – a platform for accommodation exchange
Tomaz Lorenzetti (Slovenia)

Session B

HEALTHCARE wireless™, The Revolutionary Global Application for Hospitals, Private Clinics and Elderly Care Facilities

Jean-Luc Michoud (Switzerland)

Telehealth: Services, issues and perspectives in long-term care; recent advances and positive experiences

Jean-Baptiste Lavault (France)

The Use of Information and Communication Technologies in Healthcare and Long-Term Care Services in Estonia and Finland

Madis Tiik, PhD (Estonia)

Session C

Practical Examples from European institutions
Using Modern Technologies in the Treatment of Long-Term Patients at the Health Care Centre Torun, Poland

Barbara Lukawska (Poland)

Electronic Health Records – Facilitating access to information for improving cross-institutional cooperation, based on an example from Luleå, Sweden

Anna-Lena Andersson (Sweden)

The Social Impact of Technology at a Care Facility: Promoting the participation and involvement of staff, residents and their relatives

Michael Aimonetti (France)

Open Space

Working Community of the Lower Austrian Retirement and Care Homes (Austria) Visionary Prototypes – Inspiration for the Future
ARGE der Niederösterreichischen Pensionisten- und Pflegeheime

28 September 2013

The Functional Home – Information centre and exhibition on safe accessible living

Tiina Petäjäväära (Finland)

Assistive Technology in Care Homes – Possibilities for helping people with dementia

PhD. Päivi Topo (Finland)

Technology in the Personal Environment – The views of professional nursing staff and people caring for relatives

Mag. Kathrin Hofer (Austria)

The Impact of Assistive Technologies on the Quality of Services in Long-Term Care

Ing. Mag. Peter J. Mayer (Austria)

The E.D.E. and the Estonian association ESJN would be pleased to welcome you in Tallinn on 26th September 2013.

E.D.E. Vision 31

This is the 31st 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 questions of European policy in the context of long-term care.

contact: info@ede-eu.org | www.ede-eu.org

TELEIOS 2013: Prestigious Prize for Austrian Elderly Care Awarded

Vienna, 22 March 2013 – On March 21, the TELEIOS 2013 Prize for Innovation, Quality and Sustainability in Austrian Elderly Care was presented to the winners by Austrian Social Affairs Minister Rudolf Hundstorfer. The TELEIOS prize is awarded by the Federal Association of Retirement Homes and Care Facilities in Austria to outstanding projects and innovations in the area of stationary care for the elderly. Established in 2004, TELEIOS has become the most prestigious prize in elderly care, and this year was the sixth time it has been awarded. This year for the first time prizes were awarded in three different categories: "Residents", "Staff" and "Management". Thirty-one projects carried out in Austrian retirement homes and care facilities were nominated for the awards. The president of the E.D.E., Jean Bohler, attended the prize giving ceremony.



from the left: Dr. Elisabeth Pittermann health spokeswoman of the Association of Pensioners Austria's, Social Affairs Minister Rudolf Hundstorfer, prize winners from Senecura Sozialzentrum Schwaz, Jean Bohler, Mag. Johannes Wallner

"The Greek word TELEIOS means mature or full grown; having arrived at an end. This is precisely what characterises our homes. We are management personnel at institutions that accompany people to the end of their lives, sometimes in very difficult circumstances. Our staffs are companions on this journey to the completion of life," explains Johannes Wallner, President of Lebenswelt Heim. "The TELEIOS prize puts pioneering projects in the limelight and presents to the general public

the innovative energy, creativity and management quality in Austria's care homes. This is all the more important because owing to the demographic trend, care has become a major topic for the future in our society. Elderly care has a future and it needs innovation and sustainable quality development," Wallner stressed.

At the prize-giving ceremony on March 21, the first prize in the "Residents" category went to the residential care home Geidorf Seniorenzentrum (Steiermark) for its "GEKO" project. Thanks to the GEKO project, hospital stays have become less frequent among the homes' residents because there are now in-home specialists. This relieves some of the pressure on clinics for the acutely ill, since GEKO is based on the principle that the "specialist comes to the patient in the nursing home rather than the patient going to the specialist at the hospital". The nursing home Pflegeheim Neudörfel St. Nikolaus (Burgenland) won 1st prize in the "Staff" category for its project "Salutogenesis in Elderly Care". The primary goal of the project is to increase job satisfaction among the staff through the establishment of a targeted individual and holistic health management programme. In contrast to corrective and rehabilitation measures, the aim here is to implement sustainable and far-sighted health-promoting measures at Pflegeheim Neudörfel. In the "Management" category the 1st prize went to Senecura Sozialzentrum Schwaz (Tirol) for its project "Transitional Care Pilot Project for Integrative Care". With the help of a highly qualified team of physiotherapists and occupational therapists and the support of patients' relatives, an individualised care programme is put together following a hospital stay to enable the patient to adjust once more to life in their own four walls. In this vitally important rehabilitation project, the district hospital, representatives of the local authorities, a local association and the statutory health insurance scheme of the state of Tyrol work together to close a major gap in Tyrol's care services. For the first time, a brochure on TELEIOS 2013 has been published in German which introduces readers to the concept of the elderly care award and presents the projects that were nominated or won prizes in 2013. The brochure can be ordered at office@lebensweltheim.at.

■ **Gabriele Tupy,**
Lebenswelt Heim, Federal Association of Retirement Homes and Care Facilities in Austria

CURAVIVA Alter Congress 2013

Retirement Homes and Care Facilities Undergoing Change

The Alter Congress held by CURAVIVA Schweiz in Lausanne has once again come to an end. The two days of the congress (February, 14 – 15) were valuable and productive, also in terms of content and interaction among the participants. Around 1,000 participants attended this year's congress.

"A Sector undergoing Rapid Change". The title of the congress references the high tempo with which we are confronted on a daily basis. Rapid changes are taking place in many areas: in management, legal provisions, human resources, advances in the research of dementia and also how people age – to name just a few examples.

Since the industrialisation of our society we have been governed by the maxim: "Time is money". The health insurance laws (KVG) and financing of care services are also defined by this concept – the minutes and points are counted and pushed back and forth. But there has to be more to it than that. Particularly when it comes to long-term care, the formula "Time is money" doesn't always work.

Now more than ever, time represents the interpersonal relationship which is so vital for the elderly with whose care we are entrusted. However not just the elderly themselves, but also the many members of staff need time for their direct encounters with the elderly. Because their service entails "giving their time"; being there for people who can no longer cope without help.

As the sector that operates retirement homes and long-term care facilities, we must work to make it clear to our politicians and society that the high-speed train is not always the best way to get to our destination. Sometimes travelling with slower modes of transport is far more pleasant.

This year the congress participants also had the pleasure of hearing renowned experts from overseas. Among them were Dr. Barry Bittman (USA), who talked about the impact of music in caring for people with dementia, and Klaus Zimmermann (Australia), who dealt with the difference between management and leadership. More





than 50 speakers from the areas of politics, science, business and stationary long-term care contributed to the congress, with many highlights that provided both ideas and entertainment.

Some of the presentations are available on the congress homepage www.congress.curaviva.ch.

Colours and Social Life in a Care Home

How the conversion of a residential complex for the elderly into a care facility can inject new dynamism into the social life of its residents.

When in 2003 I took over the management of a residential complex for the elderly in Gétigné, built in 1977, I had two goals: to turn the complex, which housed 92 people, into a care facility which would allow its residents to keep their homes despite their need of care, and to open it up to their families, and in particular their grandchildren, who could bring more life into the establishment.

Three colours and 7 million euros – the risk paid off

First the governing board and then the staff had to be convinced of the golden opportunity the signing of a three-page agreement offered: the renovation work and an extension would be carried out without having to increase the existing capacities. In addition to adapting the complex to care facility standards, the construction of offices (for the management, secretariat, accounts department, etc.), treatment rooms, communal rooms, dining rooms on each floor, a multi-purpose hall and three inner courtyards was also planned. The team received training courses to enable it to be actively involved in the project development between 2004 and 2007. After two internal evaluations, the concrete plan for the project was completed in written form. By January 2008 the financing had also been organised, thanks to the 1. Investment Plan of the National Solidarity Fund for the Autonomy of the Elderly and People with Disabilities (CNSA), the governing board, the municipal council and a 30-year loan with special conditions for social institutions (Prêt locatif social).

What we had in mind with our project was an institution that resembled a hotel more than a hospital. In order to create a comfortable environment, we took pains to ensure that all the building regulations were adhered to as unobtrusively as possible. We worked together with Evidences Mobiliers, a company well-known in France for its living concepts for the elderly, when planning the living areas, the furniture and the colour schemes.



We were particularly honoured this year by the presence of Alain Berset, member of the Swiss Federal Council. This is the first time that a member of the Swiss Federal Council has participated in the Alter Congress. The key components of his speech were the reform in the area of old-age provision and the challenges in the areas of dementia and palliative care.

The Alter Congress was also intended as a warm thank you to all the participants for their daily services in providing a high quality of life for elderly people. We too, as members of the FB Alter team, have received plenty of positive feedback on the congress. This shows us that we are on the right path. We already look forward to the next congress in 2015.

■ Dr. Markus Leser, CURAVIVA Switzerland

In the summer of 2012 the construction work reached its completion. The communal rooms are decorated in three colours: green, yellow and orange. The reception area, which features a well-assorted press stand and an aquarium, has a lively atmosphere. It feels more like you're coming into a 3-star hotel than a care home. The families happily relaxing in the communal rooms express their appreciation of this. One of the rooms was designed particularly with our youngest visitors in mind, and is equipped with children's furniture and donated toys. The residents and their relatives like to spend time in the courtyards, which have been embellished with many plants and flowers. We offer various activities in the communal rooms (e.g., painting and floral arrangements), while the dining rooms are also used for therapeutic cooking. The multi-purpose hall serves as a gym, but is also used for birthday celebrations and cultural events.



A hairdressers and beauty salon has also opened on the premises.

We also refurbished all the residents' living quarters, which range in size from 24 m² to 35 m², and designed individualised colour schemes. Nothing was forced on the residents: they were allowed to bring their own furniture or use the furnishings we provide. Residents were able to furnish their own rooms according to their tastes. After four years of renovation work, which were difficult for us all, everyone is now gradually settling down in the new rooms. The families have already "privatised" a room for

family parties.

The establishment's ties to the outside world were also given careful thought. In collaboration with the municipal council, a new path



was built which enables persons of limited mobility to reach the town centre. This new partnership opens the way for integrating our establishment and older people into community life.

■ Aurélien MALASSINÉ,
director of „Les trois cloches“ residence in Gétigné
(department Loire-Atlantique), member of the FNADEPA

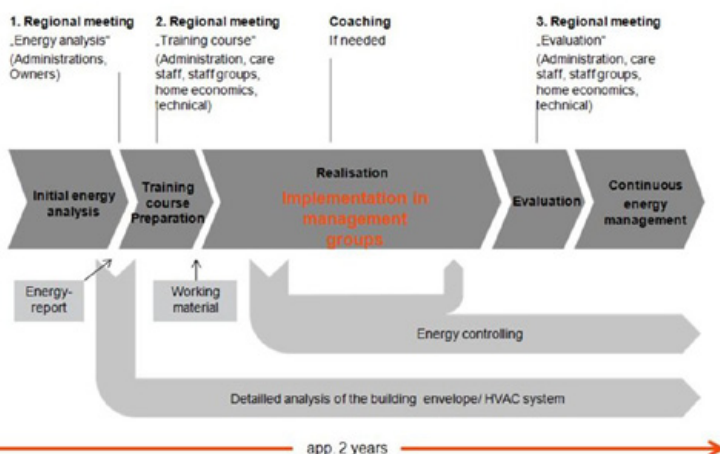
SAVE AGE: End Phase of the Project



The SAVE AGE project, which is supported by the **Intelligent Energy Europe** (IEE) programme, is entering its final phase. The project has proved to be the most important European initiative addressing energy efficiency in residential care homes for the elderly. The project is coordinated by E-zavod, Institute for Comprehensive Development Solutions, based in Slovenia, and includes 13 partners from 10 EU member states. The main aim of the project is to increase energy efficiency by raising awareness among the members of management and residents at residential care homes.

In the first years of implementation, analyses showed that residential care homes for the elderly lack knowledge and awareness of energy efficiency and are generally quite reluctant to acquire new technology. The main concern of home managements is to provide the best quality care they can, while technical energy issues tend to be neglected.

At more than 90 % of the residential homes, employees have neither been trained in energy-efficiency measures nor received any information on energy efficiency. Although 98 % of residents are comfortable with in-house temperatures, there are considerable differences among EU countries regarding temperature levels for the various areas during day and night. If EU standards on temperature were applied, considerable energy savings could be achieved. Twenty-five percent of Europe's residential care homes leave lights on permanently even when nobody is in the room, particularly in Slovenia, Greece and Italy. The rooms where lights are most frequently left on permanently are the kitchen (37 %) and the laundry room (35 %). The most energy-inefficient behaviour is the practice of airing rooms while heating or cooling systems are left on – this is common practice in half of the buildings.



Process to improve the energy efficiency in care homes

The awareness of energy efficiency among members of management at residential care homes was raised by carrying out 20 workshops and training courses with more than 540 participants. Useful practical tips are available on the project website www.save-age.eu, which offers a collection of the best techniques for the different kinds of technology such as air conditioning, ventilation systems, heat systems, combined heat and power systems, insulation, elevators, washing machines and dryers, refrigerators and freezers, stoves and ovens, office and entertainment equipment, lighting, and energy management. One of the project's strengths was the communication organised by the E.D.E., which sends newsletters to its members. In addition, a direct mailing list of 32,500 email addresses was prepared by SAVE AGE for sending e-newsletters and invitations to join the energy-efficiency initiative. To date, 100 homes from 10 EU member states have joined in with project activities and more than 200 residential homes have undertaken to sign a memorandum of understanding, thus expressing their willing-

ness to increase energy efficiency.

Acting on the results of the energy analysis, SAVE AGE is now focusing on measures to improve energy management and on improving energy awareness and behaviour among employees and residents. The integration of measures for improving energy efficiency into the daily routine has been discussed with the pilot facilities. The process has been planned for a period of two years and is essentially based on three activities: the **"initial energy analysis"**, **"energy monitoring"** and the **"Energy brings happiness campaign"**.

Project SAVE AGE ends in May 2013. Consequently partners are working with residential homes to ensure they receive practical consulting support through national energy-efficiency managers. Residential care homes are provided with knowledge, and attractive signs and promotion materials are provided for residents. All users of the project website can download and use the **Benchmark Tool** to calculate the energy consumption of their care home. In order to provide quick guidelines for residential home managers, a check-list of 12 simple tips for increasing energy efficiency was prepared and disseminated.

We invite all those who are interested in energy efficiency to the final press conference, which takes place in Ljubljana on 4 April 2013. We also ask you to support our project by signing a memorandum of understanding, available at the bottom of the homepage <http://www.saveage.eu/>.

■ **Darko Fercej, project leader**

(E-zavod, Institute for Comprehensive Development Solutions, Slovenia)

"LebensReich" ("Full of Life") – Inspiring Moments between Young and Old



Our new book "Lebensreich" ("Full of Life"), which was presented on 5 November 2012 in the conference hall of the Lower Austrian parliament, contains 70 ideas for inter-generational coexistence put forward by retirement homes and residential care facilities in Lower Austria. The publication, which was initiated by the ARGE NÖ Heime

in cooperation with the state of Lower Austria on the occasion of the "European Year for Active Aging and Solidarity between Generations", aims to motivate and promote encounters between young and old.

Places for social encounters between "young and old" have become rare in our times. In the past our society relied heavily on socialisation within the family context, in which children and old people came together and got to know each other under "normal" circumstances. The "grandmother" often took care of bringing up her grandchildren while the middle generation went to work. This created situations in which everyone learned from each other and gained an enduring sense of respect for the other generation.

This book examines how these places of encounter, which have disappeared in the last generation and which formed a central pillar of social cohesion, can be regained. It introduces 70 inspiring inter-generational projects that can be copied and further developed. How can young and old be brought together again? Because now more than ever, a renewed sense of social cohesion is needed to cement our society.

■ **ARGE NÖ Heime,**

Working group of retirement homes and residential care facilities in Lower Austria