BUSINESS PLAN

CEN/TC 449

Quality of care for older people

EXECUTIVE SUMMARY

Scope

The scope of CEN/TC 449 is to develop standards for care that is provided for older persons regardless of where they live, based on the older person's individual needs and choices.

The focus is to promote secure and safe old age care with self-determination and participation for the older person and his/her family and close friends. Focus is also to provide support to the staff in creating an accessible and supportive physical and psychosocial environment that provides the opportunity for maintaining function and meaningful activities for older persons as well as ensuring a good work environment for the staff. Old age care is a complex activity that requires a common understanding and cooperation between all the contributory actors to promote and develop the quality of the services.

The standard(s) covers services regardless of how they are financed.

The term care is a comprehensive notion that includes social and nursing care, rehabilitation, preventative measures, service and other related areas.

The scope does not include standardization of products (medical devices and associated software), clinical and professional qualifications and the built environment.

Business Environment

As a result of increased life expectancy, the proportion of older persons in European societies is increasing, and nursing, care for older persons is an area of great future needs.

There are many different service providers within care for older persons, both private and public, as well as volunteer organisations. The quality of care is also measured and defined in many different ways. There are many categories of staff involved, and it can be challenging to follow up treatment and decisions.

The area is complex and all European countries have national legislation and in some cases standards. The aim is to look to the older person's interest and the standard aims to support and complement the national legislative framework.

Benefits

- Increased security for older persons
- Facilitated inclusion and self-determination for older persons
- Increased ability of older persons to play a part in their care
- Increased satisfaction among older persons, relatives and staff
- Same acceptable minimum level of care regardless of where you live
- Makes it easier to monitor / improve own quality
- More efficient use of tax money
- The same set of rules apply to all within the field regardless of organization (private or public)

Priorities

To make European standards available related to:

- increased quality of care for older persons and to establish a common European quality reference and way to evaluate and compare care.
- secure and safe old age care with self-determination and participation for the older person and his/her family and close friends: person-centred approach
- help the service provider in planning, leading and implementing the service, as well as systematically evaluating and improving the operation.
- give the provider good opportunities for meeting supervisory authorities in mutual dialogue, providing and using information to/from relevant quality registers as well as public and national databases
- intended to be used during quality assurance, follow-up, evaluation and development of such services and can be used to provide basic information during procurement, education, supervision and certification

1 BUSINESS ENVIRONMENT OF THE CEN/TC

1.1 Description of the Business Environment

As a result of increased life expectancy, the proportion of older persons in European societies is increasing, and nursing, care for older persons is an area of great (and expensive) future needs. There are many different service providers within care for older persons, both private and public, as well as volunteer organisations. The quality of care is also measured and defined in many different ways. There are many categories of staff involved, and it can be challenging to follow up treatment and decisions.
The area is complex and all European countries have national legislation and in some cases standards. The aim is to look to the older person's interest and the standard aims to support and complement the national legislative framework.
Some countries have developed standards on elderly care and several user organisations have produced pre-standards. It is time to take the next step and write a European standard.

1.2 Quantitative Indicators of the Business Environment

The following list of quantitative indicators describes the business environment in order to provide adequate information to support actions of the CEN /TC:

The age profile of the EU is expected to change dramatically in the coming decades. The population of the EU will be slightly higher in 2060 (517 million, up from 502 million in 2010). At the same time the population will be much older. While longer lives are a major achievement of European societies, for example opportunities for better engagement and inclusion, of older persons as workers and entrepreneurs, the ageing of the population also poses significant challenges for their economies and welfare systems.

There were 20.6 million persons aged 65–84 years who were living alone in the EU-28 in 2011; an additional 4.7 million persons aged 85 years and over were living in single-person households. Combining these figures, the elderly population aged 65 and over accounted for almost 4 out of every 10 (39.0 %) single-person households in the EU.

Most older persons value their independence and would prefer to continue to live in their own homes. In 2011, the proportion of older persons in the EU who were aged 65–84 years and living in an institutional household (health care institutions or institutions for retired or older persons) was 1.7 %. Among those aged 85 and over, the share was more than seven times as high, reaching 12.6 %.

The number of older persons in European societies is reflected in an increased need for care. There is also the need for high levels of knowledge and skills among personnel. personsDespite the fact that many older persons are frail, with cognitive decline or other chronic diseases, many personal resources remain, such as motivation, willpower and curiosity. It is therefore important to find a balance between the older person's own ability and the support that can be provided. How the support is provided in the specific situation is something that sometimes requires flexible and unconventional personalised approaches.Old age care is a complex activity that requires a common understanding and cooperation between all the contributory parties to guarantee and develop the quality .

2 BENEFITS EXPECTED FROM THE WORK OF THE CEN/TC

A standard or a series of standard in this area will increase the quality of care, support and nursing for older persons with focus on self-determination and participation for the older person and his/her family and close friends.
The standard(s) will provide basic information during education and competence development of staff in nursing, care of older persons.

For the individual
- Increased security for the older person
- Reduced number of emergency call-outs
- Increased satisfaction among older persons, relatives and staff

For the organization / service provider
- Simplifies comparison
- Facilitates procurement
- Facilitates service development
- Makes it easier to monitor / improve own quality
- Support for the staff to make it easier to provide good quality care, support and nursing
- A tool for planning and improving use of resources
- The same set of rules apply to all within the field regardless of organization (private or public)
- Can be used for certification purposes

For authorities
- Required documentation can be used for quality improvement

For the society
- More efficient use of tax money
- Same acceptable minimum level of care regardless of where you live

3 PARTICIPATION IN THE CEN/TC

All the CEN national members are entitled to nominate delegates to CEN Technical Committees and experts to Working Groups, ensuring a balance of all interested parties. Participation as observers of recognized European or international organizations is also possible under certain conditions in line with the principles of CEN Guide 25 The concept of Partnership with European Organizations and other stakeholders.
CEN/TC 449 welcomes the participation of societal stakeholders to these activities. To participate in the activities of this CEN/TC, please contact the national standards organization in your country.

4 OBJECTIVES OF THE CEN/TC AND STRATEGIES FOR THEIR ACHIEVEMENT

4.1 Defined objectives of the CEN/TC

CEN/TC 449 is responsible for standardization of the quality of service delivered to older persons. The CEN/TC will develop a standard dealing specifically with quality of nursing, care for older persons with extensive needs in ordinary homes and residential care facilities. As the work progresses it may lead to more needs being identified, and more possible work items suggested.

4.2 Identified strategies to achieve the CEN/TC 449s defined objectives.

CEN/TC 449 understands that it is essential to cooperate and coordinate with other existing standardization organizations and other organizations in order to avoid overlapping or redundant work. These parties will be actively invited to liaise with CEN/TC 449. The types of envisioned liaisons are, for example, organizations within the sector of active and healthy ageing, assisted living, health care, service providers, user and consumer organizations, and other Technical Committees within CEN as well as other European and global standardization bodies relevant for the work of the TC.

4.3 Environmental and accessibility aspects
The documents elaborated by CEN/TC 449 do not explicitly deal with environmental or accessibility aspects; however, if recognized they will be discussed and considered.

Ergonomics and environmental aspects go often hand in hand since ergonomics targets on the efficiency of the human-system interaction. E. g. a workplace designed according to ergonomics principles may increase the efficiency of the overall system. This leads to a lower energy and resource consumption.

CEN Guide 4 Guide for addressing environmental issues in product standards, CEN Guide 6, Guide for addressing accessibility in standards and CEN Guide 15 Guidance document for the development of service standards will then be consulted for guidance.

5 FACTORS AFFECTING COMPLETION AND IMPLEMENTATION OF THE CEN/TC WORK PROGRAMME

The work of CEN/TC 449 will only be successful if its standardizers, stakeholders and national representatives engage actively. It is also vitally important that all work at all stages is discussed thoroughly by the national bodies' representatives and members of the working groups of CEN/TC 449.