

Quality care for our older citizens



ELDER FAMILY MATTERS
The next best thing to family

Lawrie Stewart General Manager

Content

Choices and support

Quality care – needs or wants?

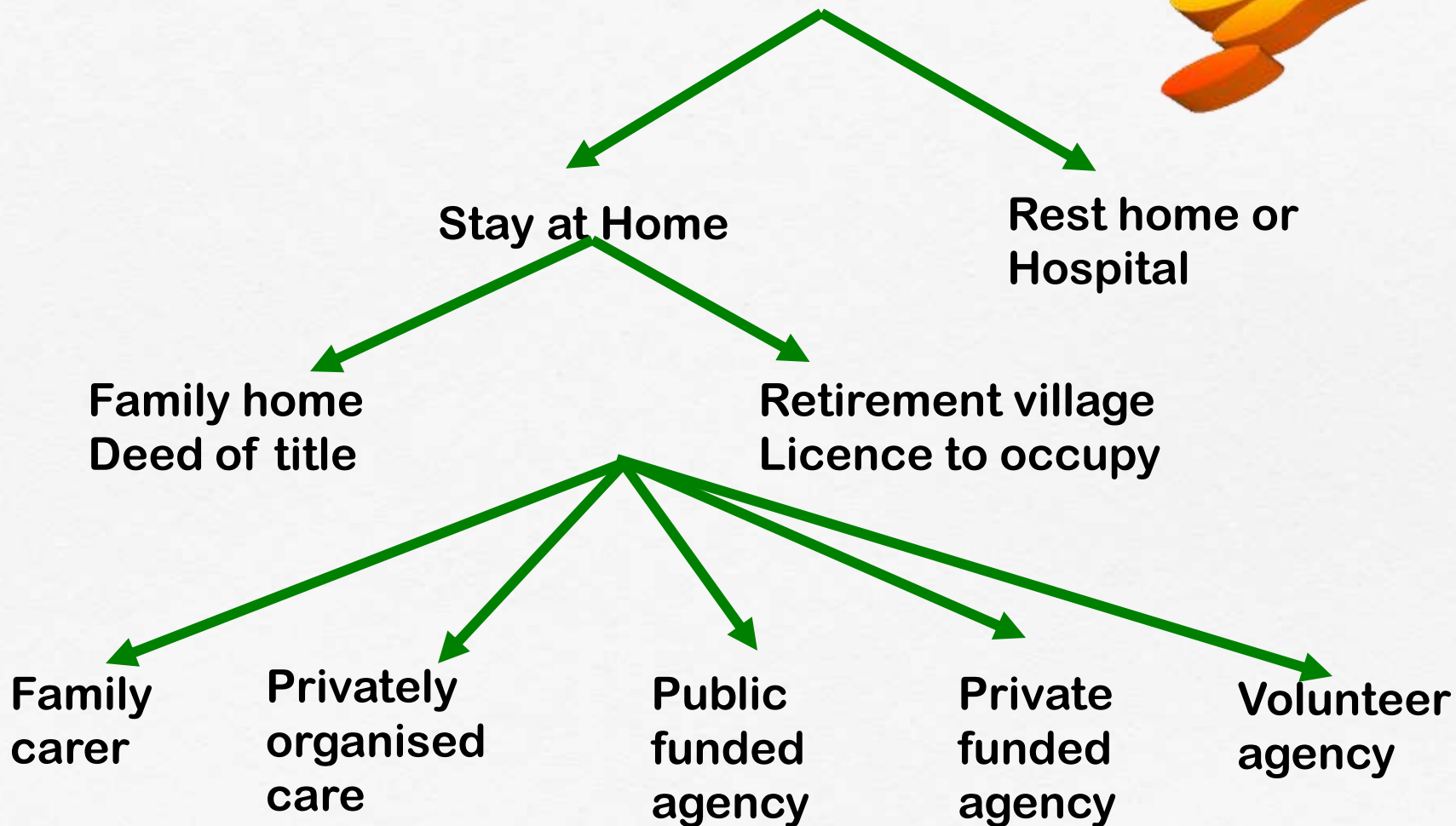
Quality Carers and Care organisations?

What impacts on quality care?

Insisting on Quality!



When the effects of aging impact on tasks of daily living



Holistic Ageing

Spiritual changes

Cognitive changes

Physical changes

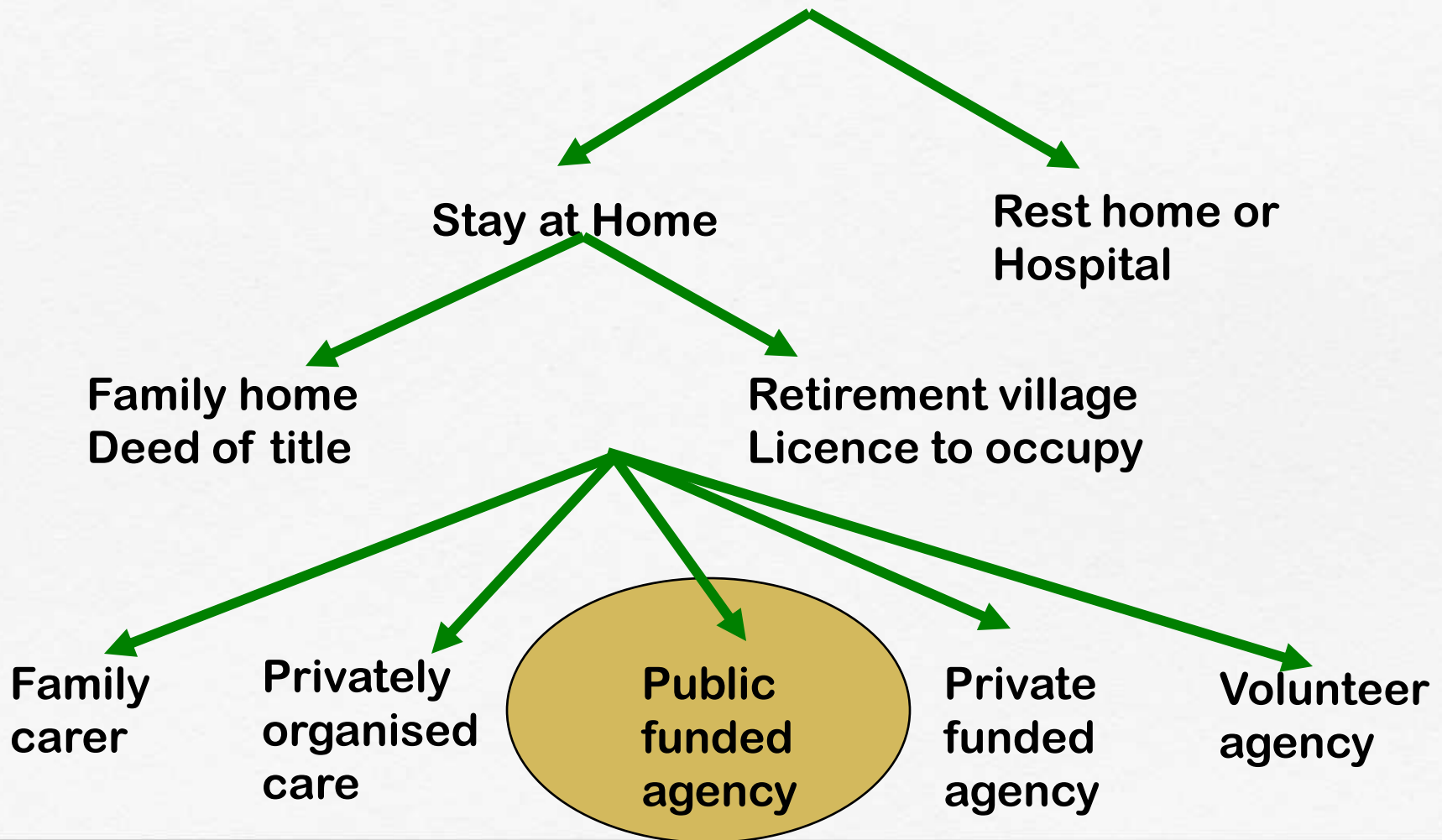
Emotional changes



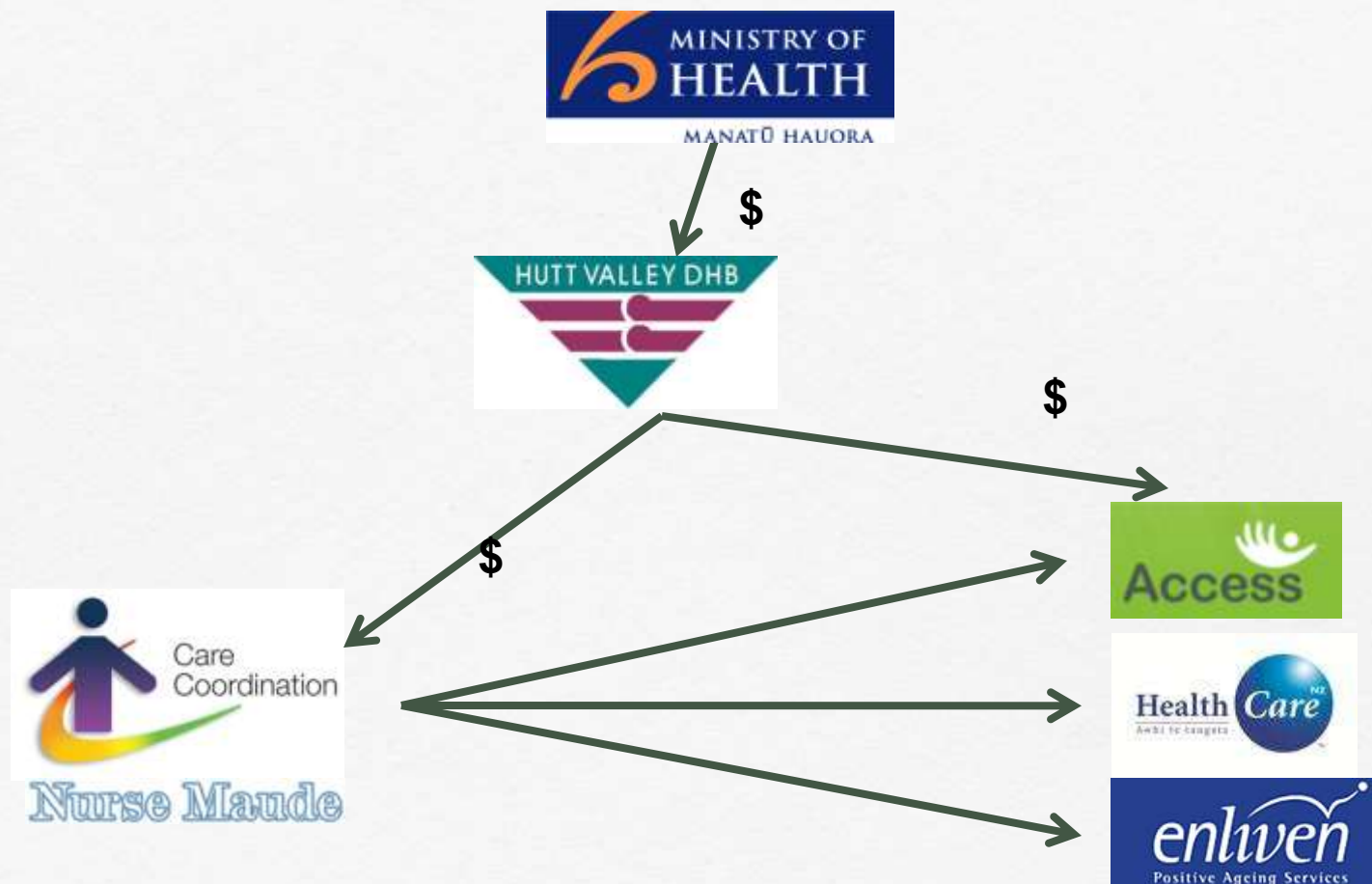
Cultural changes

Social changes

When the effects of aging impact on tasks of daily living



Publicly funded home based care



Who owns the care?

What does it cost?

Free for those entitled

What is the result?

Needs based

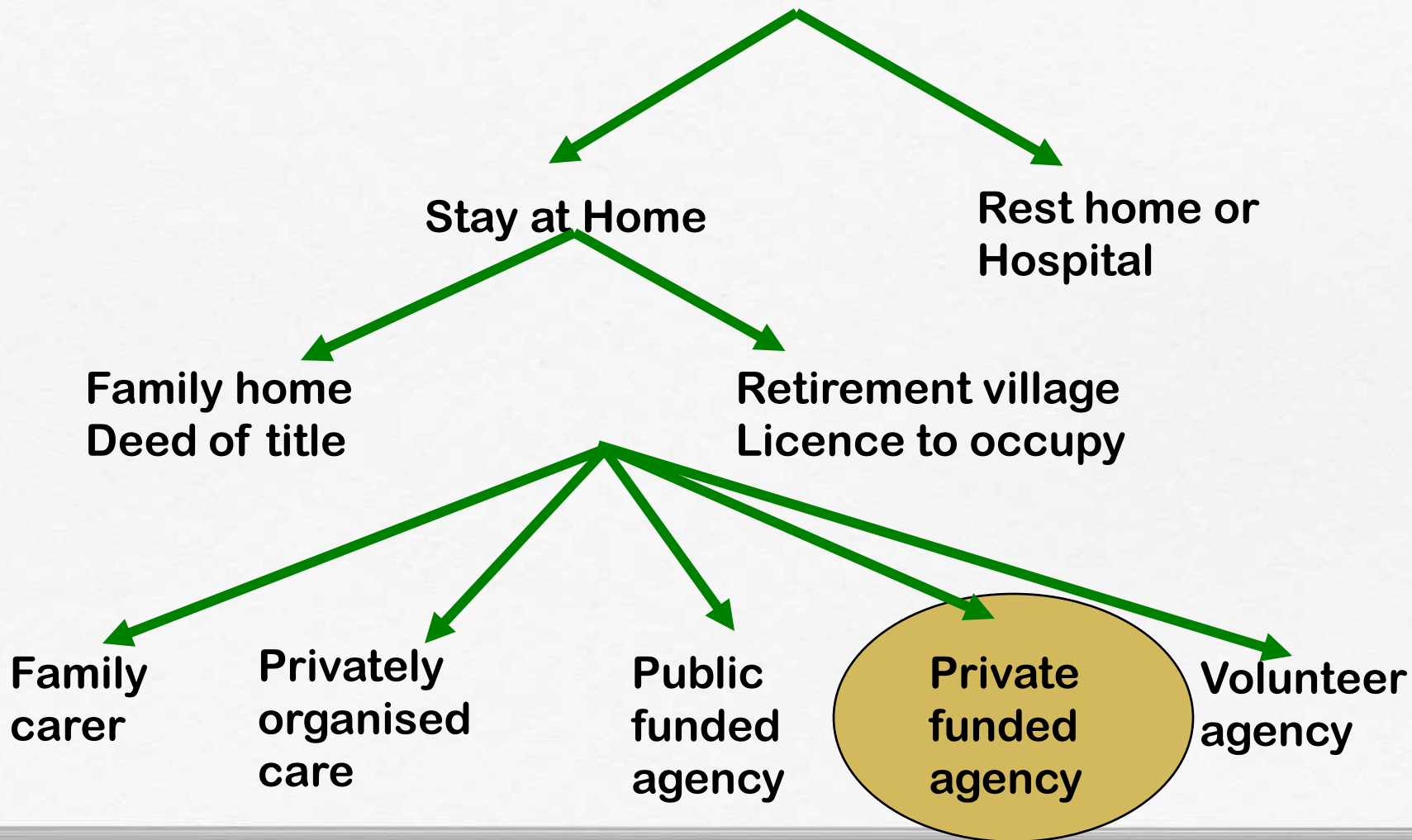
Standardised tasks

Physical health focus

Lower paid Carers (\$14.40)



When the effects of aging impact on tasks of daily living



Private funded home based care

What does it cost? **\$30-\$35 per hour**

What is the result?

- Wants based**
- Personalised care**
- Holistic health**
- Better paid Carers (\$17/18)**



LOGAN - BROWN

RESTAURANT & BAR

Needs

Personal cares e.g. showering
Medication
Soiled linen/clothes
Basic housework
Shopping

Wants

Maintaining independence
Transport
Daily chores
Tasty meals
Companionship
Physical activity
Favourite pastimes
Avoiding falls
Nurturing gardens
Communication conduit
Responding to loss



What do you look for in a Carer?

Security

Compatibility

Positivity

Capability

Continuity

Confidentiality

Personalised care

Reliability



What do you look for in a Care Organisation?

Contactability

Certificated

Flexibility

Family / Whānau

Confidentiality

Respectful policies

Responsiveness



What is less relevant in a Care Organisation?

Training

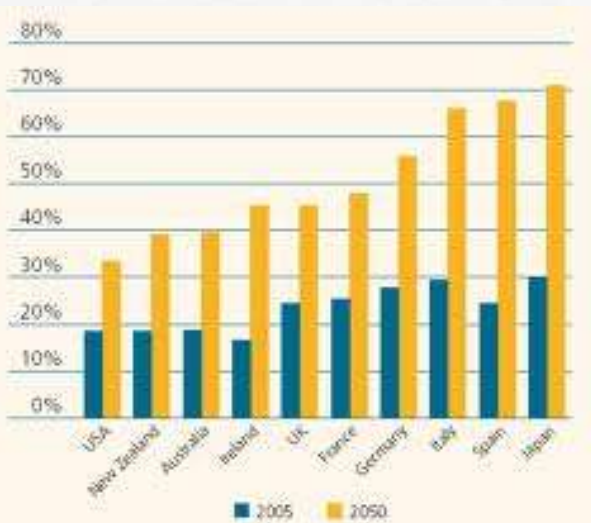
Motive



**Not
For
Profit**

What limits quality care being provided?

Delivering a contract
Economic rationalism
Societal endorsement





**Focus
on
Quality**

A continuous drive to help people with a disability to know what they want and help them to get it.

Thank you



ELDER FAMILY MATTERS
The next best thing to family