

Conference abstract

'Thuis Voelen' a guide written for family and nursing home; companions to accomplish worthy care: practical lessons

Hetti Willemse, Executive Director, Senior Adviser, Publicarea, Amsterdam, The Netherlands

Tineke van den Klinkenberg, Adviser, Associate Publicarea, Amsterdam, The Netherlands

Correspondence to: Hetti Willemse, E-mail: hettiwillemse@publicarea.nl or info@publicarea.nl

Abstract

Introduction: How does the care for older people maintain of good quality, according to their needs, while still fundable? Looking at the most vulnerable group of older people with dementia, for which family and friends represent past, present and future, adjustments need to be made. Family, nurses and organization all acknowledge that nursing home care will benefit when these three parties unite their forces as partners in care.

Aims: 'Thuis Voelen' is a guide filled with practical suggestions to accomplish a valuable partnership between family, nurses and organization. Loosely structured conversations between these three parties aim to establish reciprocity and trust and finally to end up with a number of incentives, which concern family as well as employees and range from the moment of intake until the phase of saying goodbye. Advises in the area of architecture, furnishing, public space, human resources and ICT are provided as well.

Results: A nursing home creates its own 'worthy care agenda,' to accomplish small, practicable changes. Resulting in:

- a changing (physical) environment; the family enjoys visiting the nursing home and stays longer, nurses enjoy their work environment more and feel relieved.
- more mutual complicity and responsibility in wanting to improve the quality of life of elderly together.

Conclusions: 'Thuis Voelen' is an example of how small scale innovations, new ideas and simple things that matter can establish an improvement of the situation in nursing homes. Within an open-minded organization, family is thought of as valuable. Any moment an inhabitant and/or his relatives are satisfied and happy, will have a positive effect on the (culture in) organization; time and money will be spared.

Keywords

nursing home care, family, informal care, manpower

Presentation slides available from:

<http://www.integratedcare.org/Portals/0/congresses/Finland/Presentations/Willemse%20presentation%20130610.pdf>