

## **THE TEZNO ELDERLY HOME INTRODUCES ITSELF**

The Tezno Elderly Home is a long-term care institution. It opened on February 16, 2004.

### **December 31, 2014**

The home has a capacity of 222 beds in 115 housing units, which include 32 single-bed units, 71 double-bed units and 12 multiple-bed units. The living areas (private quarters, bathrooms) and usable (common areas, dining rooms, work therapy and physiotherapy, hallways, common bathrooms) areas total 5490 m<sup>2</sup>. Additionally, the Home is surrounded by a well-kept yard (grounds) with a senior park. The senior park consists of exercise stations especially adapted to the elderly, which make it easy to move independently and maintain balance while exercising. The Maribor Horticultural Society awarded us its highest prize for well-kept surroundings, the Chrystal Rose, in 2012.

The Home has 228 residents, 177 of whom are women (78%) and 51 of whom are men (22%); currently six married couples are staying with us. In terms of medical needs, 55 (24%) residents are independent and do not need additional care; 39 residents require partial help and care for basic living activities; 110 (48%) residents require full care and nursing and 24 (11%) residents need constant supervision and reside in the dementia ward. 60 residents need feeding and 70 residents need partial assistance with eating.

We have 114 employees, including 6 interns and 6 employees from the public works program. Average employee age is 40 years and 1 month, and the average active employment period of employees is 15 years, 6 months and 15 days. The employees have a total of 129 children, 43 of whom are under the age of 15. In 2014, 6 children were born to employees.

### **2014 in numbers**

Average resident age in 2014 was 82. The average age of female residents was 84, and average age of male residents was 77. A large percentage (98%) of residents come from Maribor and its surrounding area. Most of our users (82%) pay the entire cost of care by themselves or with help from their families, and for 18% of the residents nursing costs are partly covered by a municipality.

Residents may be away from the Home for various reasons, the most common being medical treatment in a hospital. In 2014 a total of 1,184 days absence were taken for this reason. The residents spent 39 days at health resorts for rehabilitation purposes and 565 days away from the Home on vacation.

The Home's kitchen prepared 268,074 meals; that's an average 734 meals per day. The meals included breakfast, snacks, lunch and dinner. Besides regular meals, several types of dietetic meals were also served: diabetic meals, bile- and stomach-sensitive meals and salt-free and vegetarian meals. In line with the residents' needs, different meal consistencies are also available: whole, cut, chopped, pressed, mixed and food for tube feeding.

The Home's laundry washed 24,365 kg of personal and 131,610 kg of communal laundry (bedding, towels), for a total of 155,875 kg of laundry in 2014. This amounts to 709 kg of laundry per resident per year or 1.94 kg a day.

### **Social life, work therapy and physiotherapy**

In addition to care and nursing, the Home offers a vibrant social life with a variety of cultural and entertainment events. The residents also partake in work therapy and physiotherapy.

In the past year, 108 social and cultural events (concerts, reading sessions, lectures, parties, picnics), workshops (intergenerational workshops; creative and entertaining workshops with children,

schoolchildren, students; workshops with therapeutic dogs) and sports and games (competitions between elderly homes, games with children from kindergartens or primary schools) were organized. On average two different activities were organized per week. The events are attended by various numbers of residents. On average 58 residents took part in social and cultural events (with attendance numbers for individual events ranging from 6 to 116 residents).

Every weekday, work therapy also finds its place. Work therapy is a medical and rehabilitation branch which enables the acquisition, development and improvement of skills useful for independent command of one's narrower or broader life surroundings and for fitness, health and safety. The work therapy program offers individual and joint treatment. Work therapy includes all domains of human activity:

- Personal care
- Productivity (work and an occupation)
- Free time.

For residents recovering from stroke or upper body injuries and those weakened by old age or degenerative processes, functional work therapy is prescribed by a doctor. With these activities, we facilitate and teach greater independence in performing everyday life activities: personal care (dressing, washing), care for orthopedic aides, wheel-chair use, etc. For residents with impaired muscle strength, a weak grip and/or a limited range of movement, we enable independent eating through the use of orthopedic spoons with adjustable handles. By practicing other activities (dressing, undressing, moving from bed to a chair and vice versa, personal hygiene), we make attainment of independence and independence in performing everyday activities possible. Work therapy activities are planned individually with each resident, based on his or her needs and habits. Only after individual work are residents included in group work, which includes cognitive exercises (for example, solving crossword puzzles) and various activities for the preservation of physical condition (for example, morning exercise, walks, dancing, sports and games, a group that practices movements to music), all with the aim of preserving and developing residents' psychophysical needs.

Physiotherapy is a constitutive part of rehabilitation in the Home. Our physiotherapists' work is carried out individually, in accordance with instructions from the Home's doctor or psychiatrist. Individual Physiotherapy is performed in the wards, in separate rooms and in the physiotherapy office. Group physiotherapy takes place in small groups of 4 or 5 residents, which enables close monitoring. The focus is still on exercises for balance and strengthening the pelvic floor (to prevent incontinence). Yoga performed in sitting positions is especially interesting to the residents, as it is very beneficial and a novelty for most residents.

Besides physiotherapy, group exercise is also organized. Sessions are held in dining rooms, on the floors and in living areas. Considerable emphasis is also placed on exercise in the ward for residents with advanced dementia. The exercise is often followed by singing, as singing has a positive effect on the residents. In spring and summer, exercise and yoga also take place in the home's small forest area, which features a senior park, that is, exercise stations for elderly.

### **The E-Qalin® quality management system**

Quality management in the field of long-term care is not regulated by law in Slovenia, nor is it obligatory for care institutions. Acknowledging the need to assess our work, we have introduced the E-Qalin quality management system at our Home.

E-Qalin is an Europe-wide model for regulating quality developed especially for the field of long-term care. It is used in elderly homes, special care institutions, training institutions, sheltered workshops and centers for social work.

The system for quality management and attaining business excellence encompasses the structures, processes and results of an institution. The quality of each of these three fields is verified through yearly self-assessment at an institution, which includes employees, residents and relatives, and through immediate assessment and yearly satisfaction surveys, which are also filled out by residents, relatives and employees. "The model of measuring the degree of satisfaction is designed around measurements of two dimensions: satisfaction with services and the importance of individual services for the user/employee. Besides measuring satisfaction, the purpose of such an approach is to assess the degree to which expectations tied to the users' values are being fulfilled. Satisfaction thus measured therefore represents a quantitative relationship between satisfaction and the importance of satisfaction (as expressed by a Q index) with an individual component of satisfaction for a user or employee. The key value of the index is that in calculating average satisfaction, besides an absolute value, it also takes into account the importance respondents attach to an individual quality component, and with it the gap between the two metrics. This means that the Q index expresses both dimensions of the model in a single number. The Q index as the degree of satisfaction and importance is expressed as a mark on a scale of 1 to 5, with 1 being the worst and 5 being the best possible result in the field being assessed." (Research on satisfaction measurement, basic individual analysis for I 2014, the Fabrika Group, Ljutomer).

### **E-Qalin at the Tezno Elderly Home**

The Tezno Elderly Home began using the quality management system in 2007. The E-Qalin quality management system is oriented towards the needs of residents and their relatives and employees at an institution. E-Qalin targets services delivered and their results and the satisfaction of all stakeholders in a system. The quality management system, which was designed especially for quality management in elderly homes, thus requires self-assessment and learning in an institution (home). In this way it ensures and facilitates improvements and highlights developmental potentials.

E-Qalin's creators claim that the system enables an approach to work with and care for the elderly that enables a maximum degree of individualized care. The involvement of all participants (the elderly and their relatives, employees from all domains of the Home's activity) makes it possible to adopt an appropriate attitude towards work and facilitates the on-time recognition of user's needs and the search for solutions for satisfying these needs.

A yearly survey is carried out among residents, relatives and employees. Once survey responses are collected and work results are assessed, improvements are designed and introduced. These include improvements to services and improvements to living standards.

The system brings results. In 2014, out of all the homes that use the E-Qalin system in Slovenia, we came in first in resident satisfaction for the sixth year in a row. We also came in third for satisfaction among both relatives and employees. This is no small achievement considering a total of 46 homes are on the system.

The E-Qalin quality assessment and monitoring system makes it possible to obtain a certificate of quality. The certificate is awarded after a three-year assessment period and, naturally, after an institution has successfully passed rigorous quality assessment performed by an authorized institution. The documentation and institutional processes of the Tezno Elderly Home were carefully examined in November 2012 by certified auditors from the company Bureau Veritas. The Home fulfilled the criteria

and obtained the E-Qalin certificate for quality services for a period of three years. This makes it the third elderly home in Slovenia to obtain this certificate. Another assessment and careful review by Bureau Veritas await us in the winter of 2015.

### **The Family Friendly Institution Certificate**

On April 17, 2015, the Tezno Elderly Home also attained a Family Friendly Institution certificate. The certificate was presented by Ekvilib institute.

We at the Tezno Elderly Home have decided to start the process of obtaining the Family Friendly Institution certificate in order to communicate to our coworkers how valuable they are. We want to tell our coworkers that we are aware of the significance of their contribution and of their part in the successful operations of our institution. The Home was established to ensure care and nursing for the elderly, but employees are the ones who can best see to the needs of the elderly and the sick. Their satisfaction and loyalty are therefore of key importance for the successful progress and growth of the Home.

The formal framework of employees' rights is established by legal acts, which are laid down by the legislator. However, "family friendly" measures based on a proper principle of cooperation with coworkers, and especially on reconciliation of professional and private life, enable us to elaborate this formal and legal background with "something more", and to put out the message that without the people who live and work in it, the Home as an institution would be but a building without purpose and meaning. We have put together some data for you, and to a large extent it speaks for itself. On the other hand, this is merely a series of statistical indicators. What really counts in our Home is laughter, a song, flowers, a handshake, affection and kindness. These are the values which make a house into a home. In the words of our anthem, the anthem of "the little pinecone":

Here everyone does what he pleases,  
now he sings, dances, takes a walk or chats,  
and no one, no one is sad anymore.  
Now, my song spans from my heart to the sky!  
Each of us apart and all of us together  
are thus at home in the little pinecone land –  
now, my song spans from my heart to the sky!  
Seeds have fallen, frail blades sprouted,  
and roots have intertwined.  
Each of us apart and all of us together  
are thus at home in the little pinecone land –  
now, my song spans from my heart to the sky!

Jasna Cajnko, Director

Maribor, May 2015