


Dignity
and pride

Dignity and pride

Loving care in nursing homes in the Netherlands

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The ultimate goal

Hugo de Jonge, Minister of Health, Welfare and Sport:

Hugo de Jonge:
'Residents will be given more time and loving attention'

*About the programme plan *Thuis in het verpleeghuis* (The nursing home as a home), April 2018*

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Dignity and pride, loving care in nursing homes in the Netherlands: how it started

- Reasons
 - Deficient quality of the care in nursing homes
 - Comprehensive changes needed in the sector as a result of system reform
 - Much attention from the media

- Necessity of national improvement programme

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Dignity and pride, loving care in nursing homes in the Netherlands: how it started

- Aims of the programme:
 - Improve the position of client and professional in nursing homes (Room for nursing homes)
 - Address urgent quality issues in nursing homes
- Nationwide, 2016 – 2018
- Two pillars:
 - Quality of process support
 - Room for nursing homes

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Quality of process support

- 90 nursing homes applied for participation
- 68 actual participants
- Intensive support and coaching for professionals as well as board and management
- Average duration eighteen months
- Main themes: leadership (all sections), operating in short improvement cycles, knowing your client, learning and development

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Room for nursing homes

- Aim: provide a platform for best practices
- 168 healthcare providers at more than 700 locations were selected for participation (1 or more improvement plans per organisation)
- Healthcare providers work on their improvement plans within the following 13 themes (addition: intimacy and sexuality, and development of expertise for professionals).

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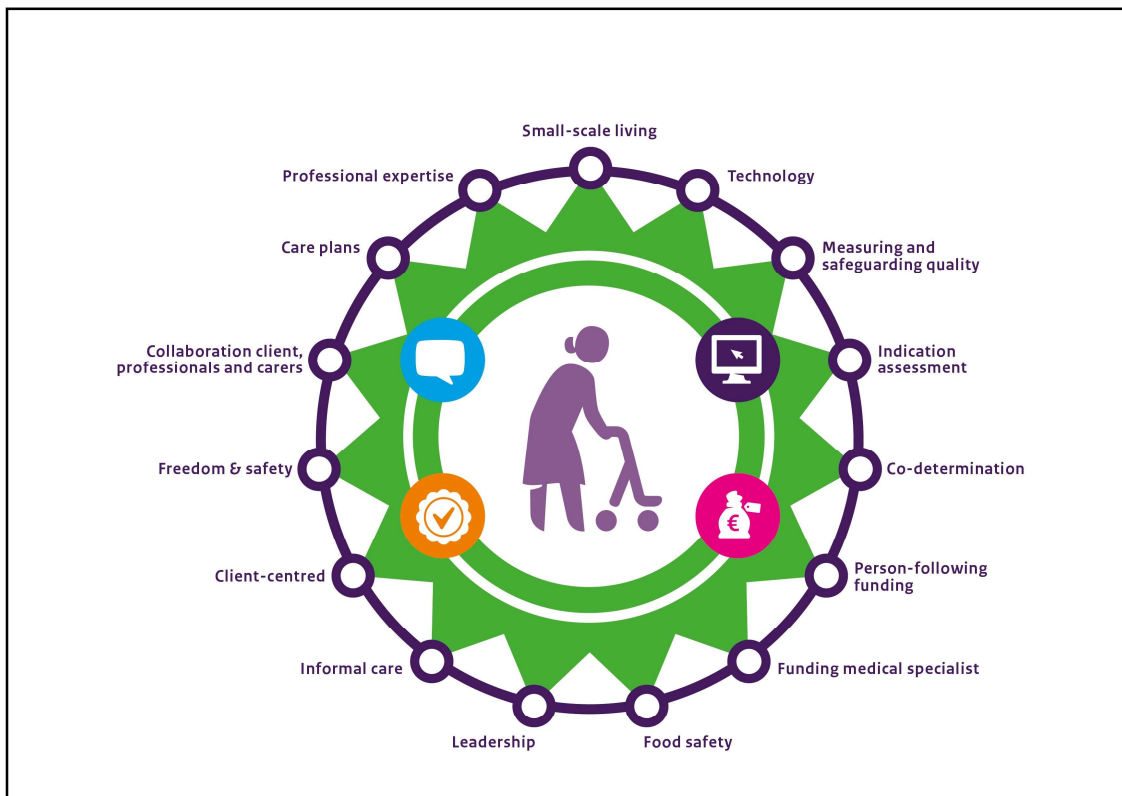
Results of Room for nursing homes

- New enthusiasm in the sector
- 188 improvement plans were completed
- **Client is the focal point – not the system, the organisation, or the employee**
- Healthcare professional: Increased learning and improvement culture, starting point: client in charge, involvement of relatives
- Leadership at all levels: board, managers, professionals and clients

Knowledge for the sector:

- Publications at theme level
- Practical examples, tips and tools on the website and social media
- Meetings
- Pool of experts
- FAQ Quality framework Nursing home care

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Lessons learned in relation to Gentle care

- Know your client
- Good communication in informal care, client, professional
- The client in charge
- The care professional in charge
- Facilitate preconditions, such as:
 - Personalized daycare
 - Personal budget
 - Technology
 - ...

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Lessons learned in relation to Gentle care

More specifically:

- Breaking a taboo among caregivers, residents and family members
- Nursing home residents need intimacy and sexuality too
- Caregivers: identify and facilitate the residents' wishes and needs in this area:
 - E.g. twin beds
 - Privacy
 - Consider the impact of medication on sexual experience
 - But most of all: (learn to) start talking about it

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Lessons learned in relation to Gentle care: working together in the triangle



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Lessons learned in relation to Gentle care: knowing your client



Ken je cliënt
Voorbeelden van instrumenten

1. Persoonkenmerken - Zorg Achter groep
2. Cliëntpeilingsopgave - Stuvia.nl - Beeldende
3. Mijn verbeelden - Lieve
4. Geminde zelfbeeld - Invalide - Jeugd - De Huis
5. Methodisch Inventarisatie - Zorggroep - Zorg - Achter
6. Het verbeelden - Achter
7. Levensdoelen - Achter
8. Kennis van de cliënt - Achter
9. Kennis van de cliënt - Achter
10. Kennis van de cliënt - Achter
11. Kennis van de cliënt - Achter
12. Kennis van de cliënt - Achter
13. Kennis van de cliënt - Achter
14. Kennis van de cliënt - Achter
15. Kennis van de cliënt - Achter

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Moving ahead!

- Quality framework
- 2019: Continue stimulation, exchange of knowledge and best practices down to location level, in all 8 areas of the Quality framework:

Dignity and pride on location

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Quality framework: 8 focal points

- Personalized care and support
- Housing and well-being
- Safety
- Learn, and improve quality
- Leadership, governance and management
- Staff composition
- Use of resources
- Use of information

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Dignity and pride on location

- A scan of the location's position with respect to the quality frame (key figures survey, documents of analyses and discussions)
- Annual monitoring
- Broad range of support possibilities for improvement processes

Important principles:

- Custom solutions
- Learn from each other (deploying experts from other providers, networking, masterclasses, etc.)
- Regional accent

Open to 3000 locations.

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Results for Dignity and pride (among others)

- Wider awareness of best practices, a more prominent place for technology and personal control in the care process, and more room for the staff's development of expertise: these are the main results of Dignity and pride, the improvement programme for care of the elderly.
- The underlying partnership model is rated positively by those involved. The guiding principle in this model is cooperation, based on equality in partnerships between the Ministry of Health, Welfare and Sport and care institutions.
- The policy programmes were characterized by an atmosphere that invited participants to be vulnerable.

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Results for Dignity and pride (among others)

Care institutions in motion through Dignity and pride

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Learn more about the Dignity and pride programme at:

www.waardigheidentrots.nl/dignity-and-pride

Or contact:

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