



Draft

Visiting methodology for the SEE NPM Network

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Reinhard Klaushofer

Investigative issue/monitoring priority: people suffering from dementia; deprivations of liberty (medical, physical, psychological).

Legal standards: see presentation of Mr. Mario Krešić

Professional standards: see presentation of Mr. Siroos Mirzaei and the draft of Mr. Mirzaei and Mr. Klaushofer

On-site procedure:

Note: The Austrian NPM visits are usually unannounced. Due to the international observers, the institutions and facilities to be visited were informed in advance.

Observation steps:

- Interviews with residents/clients
- Interviews with staff members
- Analyzing the records
 - Medical records

- Care records
- Other records, e.g. reports made to resident representatives on deprivations of liberty

Introductory talk:

The head of delegation introduces the visiting delegation and himself. The sub-delegations immediately fan out and commence their tasks.

Note: Experts with professional experience regarding retirement and nursing homes as well as with experience in electronic records, and medical experts, must also be part of the team to ensure a qualified assessment.

Meeting with the management:

Together with a second team member, the head of the delegation has an in-depth meeting with the management of the institution to cover the monitoring priorities. The meeting should be used to enquire about: staff numbers, qualifications and supplementary qualifications, particularly with regard to the care of residents with dementia; duty rosters; long-term sick leave (reasons for); co-operation with external occupational groups – access to external expertise; extent of psycho-social care; availability of physiotherapy and ergotherapy etc.; opening and visiting times of the institution; access to the garden; opportunities to lodge complaints; whether resident spokespeople are active; contact with resident representatives; questions relating to point 16 of the Mirzaei/Klaushofer draft.

Talks/surveys undertaken by the sub-delegations (minimum of 2 people [four-eyes principle] – and always mixed-sex composition):

- a) Interviews with residents/clients (team members in this delegation should also include experts in talking with dementia patients)

Content: see Klaushofer presentation and point 13 of the Mirzaei/Klaushofer draft

- b) Interviews with staff

Content: see Klaushofer presentation and points 10 and 14 of the Mirzaei/Klaushofer draft

- c) Viewing the records

Content: focus on medication, individual care planning (fall and pain prevention, decubitus treatment, serving meals, etc.; individual description of the resident's resources; biographical data/work); point 15 of the Mirzaei/Klaushofer draft

- ➔ there needs to be coordination between the sub-delegations undertaking the interviews and the sub-delegation responsible for the records so that selected people are questioned (e.g. those taking strong medication or with a particular disorder). Equally, the sub-delegations undertaking the interviews should report back in order to view the relevant records.

The delegations should work independently, randomly selecting the residents with whom to speak or after mutual internal agreement (see above); particular attention should be paid to accessibility in the broadest sense (structural, communications, ease of orientation, presence of non-verbal aids...), and especially hidden barriers such as complicated locking mechanisms; camera surveillance; opportunities to go outside; design of entrances and exits; ease of making an emergency call; room furnishings; see point 13 of the Mirzaei/Klaushofer draft.

Interim meeting:

The entire delegation meets in a protected room for an interim discussion to exchange and double check the collected information. During the meeting, it should be determined whether further information gathering is necessary.

Concluding meeting:

Depending on the general atmosphere and number of institution representatives present, the concluding meeting will involve either all or only part of the visiting delegation. This provides the opportunity to offer initial feedback on positive and problematic practices. Where possible, there should also be a discussion about structural issues. During the concluding meeting, the institution should be asked whether they have any particular problems, and how they feel they have been treated by the delegation.

Debriefing:

Once the visit is over, the entire delegation should be debriefed and the key points, both substantive and atmospheric, considered and ideally immediately recorded.