



AUSTRIAN HUMAN RIGHTS
INSTITUTE

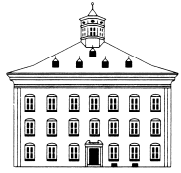


SEE NPM Network

Salzburg, 21./22. April 2016

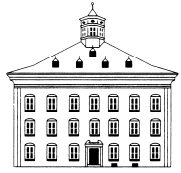
reference criteria and
methodology of visits

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composition of the visiting team

- experts
- subdelegations with different tasks
 - conversations with elderly
 - conversations with personnel
 - documentation
- open eyes and ears – be sensitive!!!
- general principles – philosophy



documentation

- one/different documentation
 - medical reports
 - care plan
 -

- ‘countercheck-documentation’



personnel

- qualification
 - validation techniques
 - concepts of basal stimulation
 - music therapy
 - memorial work
 -
- roster



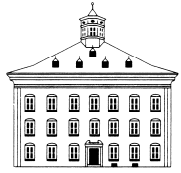
interviews

- elderly
- personnel
- visitors/relatives
- laymen
- clerics



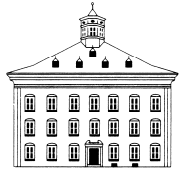
interviews elderly

- daily routines
- sleep rhythm
- drugs – informed consent
- wellbeing – dizzy – tumble
- Appetite
- contact with other people (personnel, visitors)
 - activity programs



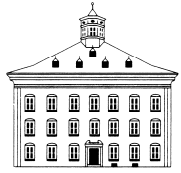
interviews elderly

- eye contact
- clothing
- surroundings
- bruises – other anomalies



interviews personnel

- concept dealing with persons of ‘challenging behavior’
- daily routines; activity programs
- contact
 - elderly
 - teamwork
- required to take medication
 - informed consent
 - medication on demand



interviews personnel

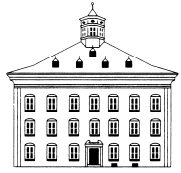
- get outside/out of the room
- clarification of dementia
- reports on deprivation of liberty
- consensus



...further aspects

- safeguards
 - legal advice
 - lodge complaints
 - institutional controls

- supervision systems
- (hidden) barriers



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