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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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