



# Quality and Outcomes of Long-Term Care

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**International Day of Care of Support Global Observatory of Long-Term Care Event:  
Session on Quality of Care  
29<sup>th</sup> October 2024**

# Why do we care about quality & outcomes?



ENGLISH

WHO WE ARE

WHAT WE DO

CONTACT

care home fraud

< PRESS RELEASE

October 4, 2020

## UK: Older

Home care services  
from

cover Derbyshire County Council

# Vulnerable to lose out as care funding held back - council chiefs

## Two million older people needs, says Age UK

4 April 2023 · 246 Comments

27th September

- Key failings include blanket DNARs
- Care home management
- Amnesty calls for restrictive visiting

## Failures Resulting In Resident Neglect And Care

As part of the AG's largest ever nursing home settlement, Next Step Healthcare will pay \$4 million to resolve allegations, improve staffing levels, and agree to independent compliance monitor

MEDIA CONTACT

# Getting a grip on quality

Quality = the degree of goodness or worth



Prestige

“luxury” care homes, brands



Scientific approach

defining and assessing care against expert-derived standards  
establishing evidence-based guidelines for good practice



Consumerist approach

involving end-users in assessing care

# Breaking down long-term care quality

- Care effectiveness
- User safety
- Person-centredness, responsiveness and empowerment
- Care coordination and integration

## Dimension approach



*A Good Life in Old Age*

- Structure... attributes of settings / organisation, jobs
- Process... what is done in giving and receiving, delivery
- Outcomes... effect of care on individuals, their families/care network

## Donabedian



- Individual – relationship between cared for and caregiver
- Organisational – associated with the care setting & management of care delivery
- System – overall functioning for population with care needs

## Levels



# And outcomes?

Workers

## Structure

context within which care takes place



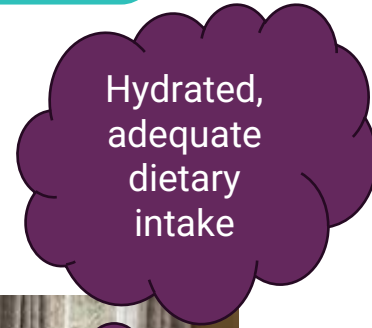
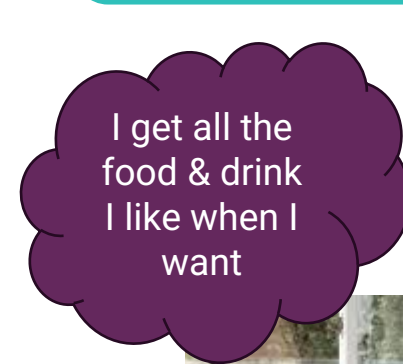
## Process

actions between workers and people receiving care



## Outcomes

effect of care on individuals, their families/care network



# Breaking down long-term care outcomes

**Deficit-based / negative outcomes**  
**Prevent / slow down deterioration**

## **InterRAI**

- Functional decline
- Neuropsychiatric symptoms
- Malnutrition / weight loss
- Anxiety
- Depression
- Falls / risk of fracture
- Pressure ulcers
- Restraint use

**Positive / compensation / strengths-based outcomes**  
**Maintain wellbeing, quality of life & personhood**

## **ASCOT Social Care Related Quality of Life domains**

- Personal cleanliness and comfort
- Food and drink
- Safety
- Clean and comfortable accommodation
- Social participation and involvement
- Control over daily living
- Occupation
- Dignity

# Outcomes are the ultimate validator of quality, but are hard to measure well



## Difficult to observe

Some outcomes are subjective



## Difficult to collect

People may not have capacity to self-report

May require specialised tools to measure reliably

Observers may require training to conduct measurement



## Difficult to interpret

May not be attributable to the care received

Structural and process measures of quality can be easier to observe, collect and interpret so may be substituted as indicators of outcomes

## 4 points to remember

1. Quality refers to the goodness or worth of long-term care, but to capture quality we need many different indicators
2. Outcomes refer to the results of long-term care provision for individuals or a collective
3. Outcomes are the ultimate arbiter of long-term care quality, but they are hard to measure well
4. Sometimes structural and process quality measures are used as *indicators* of outcomes because they are easier to measure



# THANK YOU.

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