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What matters most for satisfaction with person-centred care in residential aged care: Resident, family and staff perceptions

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A rapidly ageing population together with increasing life expectancy has led to an escalating need for residential aged care services in New Zealand. While successive governments have encouraged ageing in place, the complex health needs of the oldest-old require greater levels of care/support than can be safely provided at home. Provision of opportunities for person-centred care is a major quality indicator for aged care services, however, little is known about its relative importance to stakeholders. Differing perceptions may lead to dissonance between levels of satisfaction with care provision. The study reported systematically compared how different stakeholders (residents, family, staff) in a facility instituting Eden principles, perceive the factors that matter most to care experienced in residential aged care. A cross-sectional survey design was used to distribute Eden Warmth Surveys (EWS) to residents (EWS-R), residents' family members (EWS-F) and staff (EWS-S) of a large residential facility in New Zealand. Results were analysed independently and then compared across groups. Each stakeholder group reported different factors as most important to their satisfaction with care provided. Residents were most concerned with relationships with staff; family members considered involvement in organized activities the priority. Staff reported time and resources as the most important factor in providing quality care. Perception varied across stakeholders. For effective, ongoing change to occur in the quality of care opportunities available to ageing residents, the shape and importance of this to the older people themselves must be the initial indicator. The emphasis on resident-staff relationships cannot be ignored.

Biography

Vivien Rodgers is an widely-experienced Registered Nurse. Initial training in Australia preceded clinical, management, academic and research experiences in surgical, maternity, primary health and gerontology settings, in Australia, Malaysia, Singapore and New Zealand. Her published research includes nurse-education and gerontology topics. Vivien has presented at national and international health conferences, and keynote speaker at national organisation gatherings. Her most recent work involves research support for improving the uptake and quality of palliative care into residential aged care practice in regional New Zealand. Vivien received her PhD from Massey University in 2016.

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