

## The project partners



**Regione Veneto** provides health and social services through 21 Local Health Units and 2 Hospital Trusts. Local Health Units manage directly hospitals and other healthcare and social service outlets. Municipalities are participating in the Regional integrated health and social services system for the elderly persons providing social services at home.  
<http://www.regione.veneto.it>



**Azienda ULSS 10 Veneto Orientale** provides health and social services for a local community of 200.000 inhabitants through 3 Public Hospitals and 3 Health Districts. Home Health Care is provided in an integrated way through an agreement contracted among Local Health Authority and 21 Municipalities  
<http://www.regione.veneto.it>



**Regione Basilicata** - The Department of Health, Security and Solidarity, Social Services for individuals and communities integrates the social system and the health care system through a path aimed at the creation of a social Information system.  
<http://www.basilicata.net>



**Synergia S.r.l.** is a social research, training and consulting firm operating since 1989 in the field of social and health policy.  
<http://www.synergia-net.com>



**Centro di Iniziativa Europea Soc. Coop.** is a cooperative company that promotes and manages innovative actions in the fields of local and human resources development in a European dimension.  
<http://www.cdiecoop.it>



**Centre Public d'Action Sociale de la Ville de Bruxelles** has the mission to ensure to people and families the help of the community. Among others activities it supports elders at home and their families, with a prevention, educational and actual Home Care in their daily activities.  
<http://www.cpasbru.irisnet.be>



**City of Helsinki** - Social Services Department and Health Centre arrange elderly care services.  
<http://www.hel.fi>



**National Union of Social Action Community Centres** is a national network working at local level. It gathers around 5000 members on the national territory of France. The different area of work are social inclusion, elderly and disabled people, childhood services and so on.  
<http://www.unccas.org>



**Technologie-Netzwerk Berlin e.V.** is a network running a research and development department for research, training and education in the areas of need-based local and regional economic development and employment strategies.  
<http://www.technet-berlin.de>



**Municipality of Halandri** provides social and health services for the elderly through KAPI (an Open Centres for the Protection of the Elderly).  
<http://www.halandri.gr>



**City Council Terrassa** The Social Welfare area of the Terrassa City Council is formed by the Health and Social Welfare Municipal Institute and the Department for Elder People Promotion and the Department for Consume. Social services offer by IMSABS are home care.  
<http://www.terrassa.cat>



**Secretaría Autonómica de Solidaridad y Ciudadanía** (Regional Vice-Ministry for Solidarity and Citizenship) of the Valencian Community is a public entity which cumulates several European Projects in the field of the citizens bio-psycho-social needs. Moreover, it promotes participation as a right and as an element which has to be promoted considering the continuous permanency of migratory flows.  
<http://www.gva.es>



**Fundación Comunidad Valenciana - Región Europea (FCVRE)** is a non-profit organisation depending from the Valencia regional Government with a broad experience in the international dissemination of EU-funded projects.  
<http://www.uegva.info>



**PROGRESS**  
The EU programme for employment and social solidarity 2007-2013

## QUALITY CARE FOR QUALITY AGING: European Indicators for Home Health Care

Project nr. VS/2008/0591



With support from the  
European Union

### For further information:

**Azienda ULSS 10 Veneto Orientale**  
**Dr. Dario Zanon**

District Director "Distretto del Litorale"  
Via dell'Astese, 5 - 30021 Caorle (VE)  
tel. +39 0421 213850 - fax +39 0421 213813  
[dario.zanon@assl10.veneto.it](mailto:dario.zanon@assl10.veneto.it)

# QUALITY CARE FOR QUALITY AGING: European Indicators for Home Health Care

## What are “home health care services”?

Home health care services are services based on nursing and rehabilitative assistance delivered by the competent local health organization (in France and Belgium it is named *soins à domicile*, in Austria *hauskrankenpflege*, in Great Britain *district nursing*, in Spain *asistencia socio-sanitaria domiciliaria*, in Italy *assistenza domiciliare integrata*, etc.).

## The project target

The project target are Home Care formal services (both Home Assistance and Home Health Care services), provided by public organizations or by private organizations on the basis of protocols and contracts with the public sector, targeted to non self sufficient individuals aged sixty-five and over (in particular seventy-five and over), including:

- informal care given by a person receiving regular payment and/or skills training;
- respite services to the family/caregiver.

## The project operational aims

In the detailed project presented, main and secondary objectives were defined according to the Guidelines of the Lisbon Agenda, including both overall objectives and specific purposes.

In a more precise way we can define our operational **objectives** as follows:

- improving the knowledge base and the exchange of information about the Home Care Systems in each Country Partner;
- disseminating and transferring across the countries existing best practices of quality assessment in Home Care;
- developing a set of monitoring, assessment and performance indicators on quality delivered in Home Care.

## The project results

The project sets out to achieve the following **results**:

1. a comparative analysis of socio-demographic trends and the evolutions of elderly health conditions in every single country and area of the project partners;
2. an analysis of the European, national and regional legislation about long

term care policies, in particular for what concerns Home Care systems;

3. a transnational album of good practices and guidelines for monitoring and assessment in Home Care services;
4. a set of efficacy and effectiveness indicators for monitoring quality in Home Care;
5. an analytical final research report on the overall results of the research activities;
6. a promotion of the project results and dissemination of good practices collected through different mainstreaming actions.

