

Quality of Life in the Nursing Home

Reflections on education and training of
professional staff members in the nursing home

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Overview

- 1. The Context: Research project at the University of Vienna, AT**
- 2. Focus on Interactions between the nursing home residents and members of professional staff**
- 3. Observation method – Tavistock concept**
- 4. Status quo – open questions and further steps**

The Context: Research Project (1)

Quality of Life in the Nursing Home - An empirical investigation into the life world and quality of life of nursing home residents (2007 – 2010)

Cooperation at the University of Vienna, Austria

- Institute of Sociology
- Institute of Educational Science
- Institute of Nursing Science.

Guiding questions:

- 1) Which dimensions decisively influence the quality of life in nursing homes and which objective conditions could be changed to improve the situation of the home residents?
- 2) Which methods and instruments are more suitable for doing research on this topic?

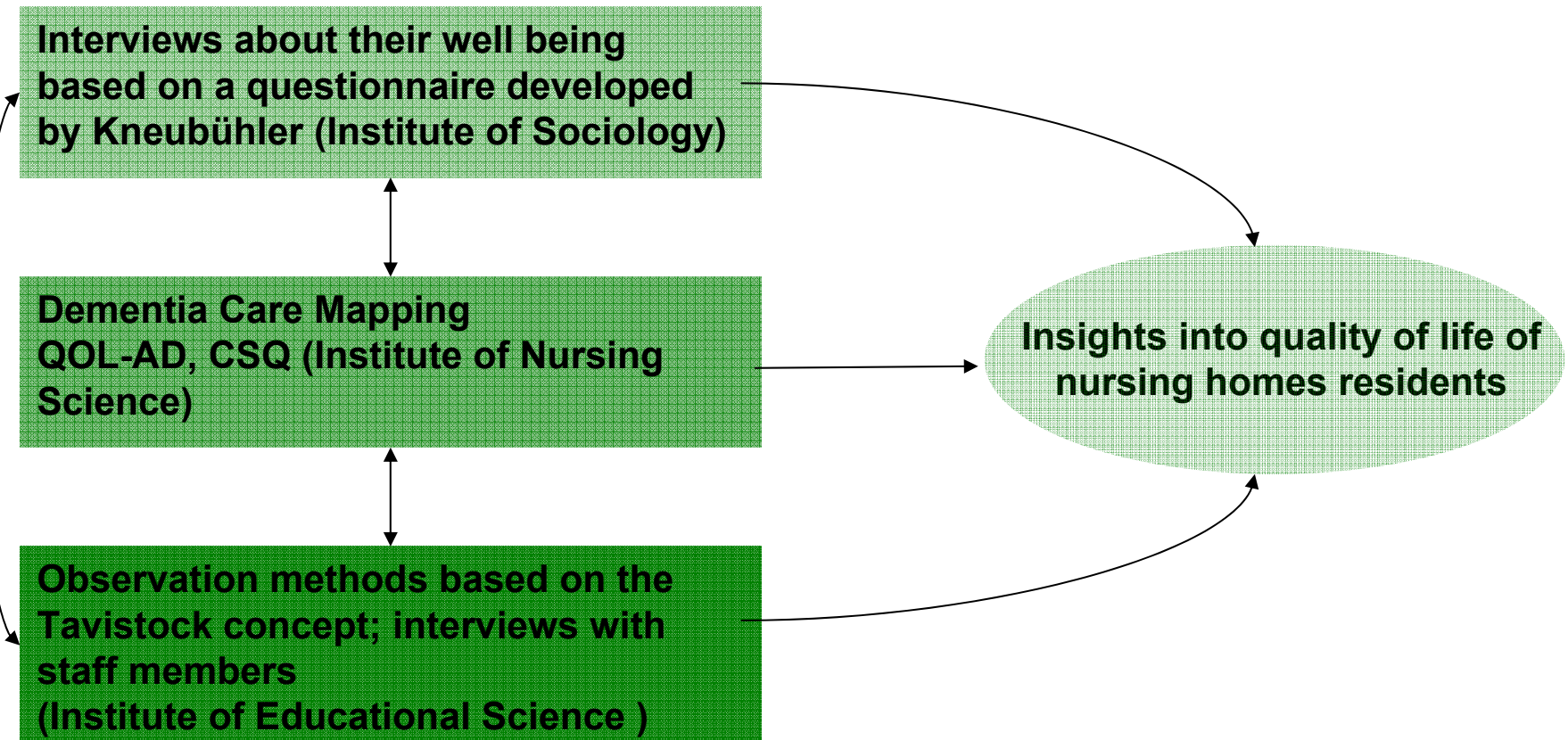
The Context: Research Project (2)

Aims:

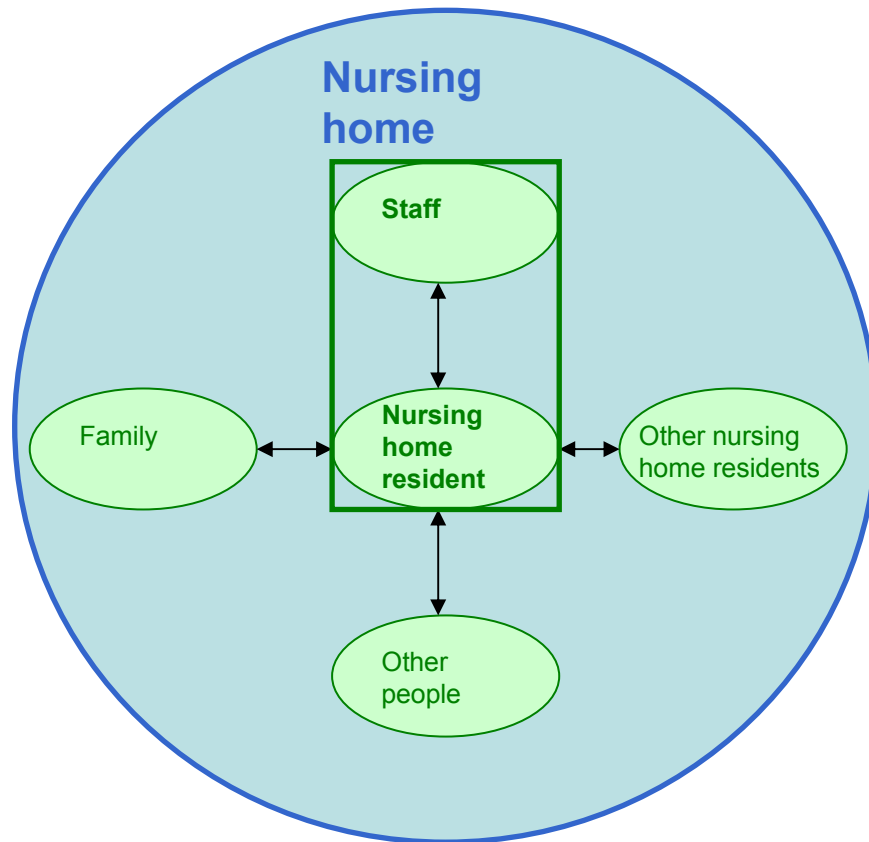
- gathering basic empirical insights and also
- developing concepts and methods for further research in this field.

Case study/feasibility study - development of:

- a concept of quality of life in nursing homes for persons with dementia,
- useful instruments to “measure” satisfaction and quality of life as well as their conditions, and
- hypotheses leading further to standardized investigations.



Guiding Questions



Concept for further education and training of staff

- How do nursing home residents with dementia experience everyday situations?
- What kind of interactions and relationships do they experience?

Method: Observation of everyday situations/interactions between nursing home residents and staff based on the Tavistock concept

- What kind of “practice governing moments” influence the behaviour of professional staff members?

Method: Individual interviews with members of professional staff

- What kind of specific aspects of an organisation are influencing the way how relationships between nursing home residents with dementia and professional staff members are performed?

Method: Observing Organisations

Observation according to the Tavistock concept (1)

Observation

- Observations of quotidian interactions between professional staff and nursing home residents
- within his or her life-world
- for one-hour sessions throughout an extended time-period – 3 months in our case
- no preparations or specific conditions are necessary
- focus of the observation is on the nursing home resident and his or her activities and interactions with staff members

Observation according to the Tavistock concept (2)

Observer

- friendly but reserved
- without being actively involved into the interactions - a position has to be found that facilitates thorough observation
- trying to free him- or herself as far as possible from any concepts, assumptions or evaluations how interactions should be conducted in the nursing home - provides “inner space” to absorb the moods and the emotions of the nursing home resident, the atmosphere of the interaction with the staff member as well as his or her own reactions

Observation Reports

- written subsequently to each observation
- detailed descriptions
- without any interpretations or evaluations

Observation according to the Tavistock concept (3)

Observation Seminar

- small groups (app. 4-5 observers)
- experienced guidance
- discussion of observation reports explores how the observed person may have felt in the situation described and how his or her specific behaviour may be understood
- group provides support for each observer
- tries to reflect and understand the emotions etc. that were experienced by the observer during the observation
- the peer-validate interpretations are also written down

Status quo – first results, open questions and further steps (1)

Empirical phase (observations, interviews) was finished in June 2008.

The observation reports and the transcripts of the interviews are analysed in the current working phase.

Analysis of the observation is focussing on the experience of the nursing home resident

Analysis of the interviews is focussing on the professional staff members and the way they are explaining their actions in the observed interaction:

- **To what extent** are the interviewees able to relate to the particular situation in their narration?
- **In what way** does she or he **relate to the particular situation**?
- **In what way** does she or he **explain own actions**, for example by giving very general reasons?

Status quo – first results, open questions and further steps (2)

Analysis of observations:

- 1) Regulation of emotions and affects experienced in everyday situations and interactions
- 2) To a large extent depending on activities of others
- 3) Quality of life substantially depends on how everyday situations are experienced and on the possibility that one's own feelings, thoughts, and wishes are registered by others and considered during further interaction.

Status quo – first results, open questions and further steps (3)

Next step: interviews will be compared to the analyses of the corresponding observation report – e.g.:

- To what extent does the narration of the interviewee correspond to the analyses of the observation report?

Finally, conclusions will be drawn for further education and training of professional staff members in nursing homes:

- Closely related to the identified determinants of the quality of life in the nursing home.

Further information and results will be available during 2009.

Thank you for your attention!

Website:

http://www.univie.ac.at/bildungswissenschaft/papaed/seiten/forschungseinheit/forschungsprojekte/01_0forschungsjprojekte.htm

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