



CEN/TC 449
Quality of care for elderly people in ordinary or residential care facilities

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CEN/TC 449 Quality of care for older people

Report of the meeting

Date of the meeting: 19-09-2016

Venue: Copernicus, CCMC, Brussels

1. Opening of the meeting

2. Roll call of experts

The secretary and the proposed chairman opened the meeting and welcomed the participants. The delegates introduced themselves and a list of attendance and exploitation rights was circulated (See N 0026).

3. Approval of the agenda

N0009_1st_meeting_draft_agenda_revised

The agenda was approved. (N0019 DECISION 1 (01/2016))

4. Appointment of decision committee

CEN/TC 449 appointed the following people to the decision committee; Rudolph Brynn, Malcolm Fisk and Alexandra Antoni. (N0019 DECISION 2 (02/2016))

5. Appointment of the Technical Committee Chairperson

CEN/TC 449 appointed Stefan Lundberg – CV is found in N006 – as chairperson of CEN/TC 449 for a period of six years starting on 2016-09-19. (N0019 DECISION 3 (03/2016))

6. Use of languages

CEN/TC 449 chose English as the only working language of CEN/TC 449. (N0019 DECISION 4 (04/2016))

7. Presentation of the CEN System by CEN Program Manager Maitane Olabarria Uzquiano

N0018_TC_449_FirstMeeting

Ms Olabarria Uzquiano presented the CEN system.

8. Technical Committee Business Plan

8.1 Final title and scope of the Technical Committee

The Technical Committee Business Plan and comments received was discussed and the draft plan was thereby consequently revised.

There was some discussion on terminology. There are different kinds of care and the boundaries between them vary. Terms and definitions will have a full clause in the future standard and care is one of the terms that will be discussed and a common definition will need to be found. It is an important term and it is important to define it in relation to the term service.



The term ordinary homes were discussed. The way it was translated and used in the business plan was hard to understand for other countries. The wording was changed to fit better.

There were discussions on how to change the wording in the business plan. Elderly people or older people, where are the services delivered? Do they live at home or in an institution?

The way services are financed are also very different throughout Europe.

The difference between healthcare services and social care services and how they should be described in the future standard was discussed.

The difference and relation with the Quality management system standard EN 15224 was an important issue to address and consider for the group according to Peter Adam, Belgium and Rudolph Brynn, Norway.

CEN/TC 449 approved the Business plan version 3 (N0020) including title and scope with the changes made at the meeting in relation to Draft Business Plan v2 (N0012). The scope and the title was approved with a majority of four votes (Sweden, Norway, Finland and Austria) in favor of the changes and 1 vote against (Czech Republic). (N019 DECISION 5 (05/2016)) The Czech delegation proposed the deletion of the term "care" for the reason that there are many interpretations of this term. (see also section two above in this section)

9. SS 872500, the Swedish experience

Stefan Lundberg informed CEN/TC 449 about the Swedish experience on developing the standard.

It was an assignment from the Swedish Social ministry and 50 organizations participated in the work; public authorities, end user organizations, private and public care providers, and profession organizations.

The standard is among other things used for procurement and follow-up of procurement and for internal quality work.

9.1 Current related initiatives

There are several initiatives underway in the area of CEN/TC 449. A CEN focus group for health services is being created and the Austrian Standard institute has the secretariat. The task for this group is to continue the work started by the ad hoc group for healthcare services. The first meeting will take place November 28, 2016 in Brussels.

On the ISO level a Strategic advisory group on Ageing societies is being created. This group is led by BSI. It is sprung from the work with ISO IWA 18 "Framework for integrated community-based life-long health and care services in aged societies" and will look at scenarios and find challenges and opportunities arising from ageing societies. The group will also make a gap analysis on where there exists knowledge and where it is lacking. The first meeting of this group will take place October 24, 2016.

The work of these two groups are of interest for CEN/TC 449 and it was decided to create some way of information exchange with them. (N019 DECISION 8 (08/2016))

9.2 Existing standards and technical specifications concerning elderly care – way forward

The document N0016 was prepared for discussion with the members and Stefan Lundberg explained the content briefly.



The group addressed many of the same issues for this item as for item 8 on title, scope and business plan.

The definition of central terms is essential, for example, care, service etc. It was also agreed that it was important to state the relation between the terms.

The relation to management system standards is also important to address, although it is not allowed to have requirements on specific QMS.

The group was also in agreement on that clinical guidelines should be excluded and that different kinds of financing of the services as well as the place of delivery should be allowed for.

The issue of integrated care was also raised and that the future standard should reflect that since a lot of initiatives is underway. The group EIP AHA (European Innovation Partnership on Active and Healthy Ageing) is another group to relate to.

Other areas of importance for the future standard is accessibility, integrated work force, safety, elderly abuse.

The group decided that the secretariat will prepare a document on the basis of the discussions concerning the CEN TC449 N0016 "Existing standards and technical specifications" and circulate it for comments among the members of CEN/TC 449. The document and the comments will then be discussed at the next meeting.

10. Approval of the decisions taken at the meeting

The group prepared the decisions together and recorded them in N019

11. Preparation of the next meeting (date, venue)

The next meeting will be in Stockholm 30 November-1 December 2016.
(Decision 10 (10/2016))

12. Closure of the meeting

The meeting was closed at app. 16 o'clock.