

Slovenia's new long term care legislation a disappointment

Like many countries that have not yet adopted a new legal system based on their recent demographic situation, Slovenia is now in the process of adopting new legislation in the field of long term care. In March the Slovenian government first presented the complex new law on long term care and long term care insurance. Preparation for the law lasted more than five years and included various working groups. However those concerned by the law, the future users and service providers, had very little say in the matter. The ASIS (Association of Social Institutions of Slovenia) has carefully studied the proposed law as it is crucial for our future activities and because in the past years we have sent the government numerous suggestions concerning the changes needed in the system. We have established that the basic policies of the law, which were presented as the main reasons for its preparation, are very modern and aim to please both users and service providers. However looking at the law in detail we conclude that its practical implementation would have just the opposite effect.

To mention just a few matters that the ASIS finds unacceptable:

- ✓ In addition to controlling the financing system of long term care, the public insurance company also determines the level of users' rights. This is contradictory to the constitutional principle that citizens' rights and obligations can only be defined by parliament. Such regulation also poses a threat for users, since it is obvious that it is in the insurance company's interest for users' rights to be limited as much as possible.
- ✓ Furthermore the law introduces a very complex and extremely bureaucratic way of ascertaining users' rights. This will require extensive funds and make it very difficult for users to access and receive the services needed.
- ✓ We welcome the fact that the law gives users a choice either to use the services in the public network or to receive a suitable financial benefit. However since the use of this financial benefit will not be properly controlled, we can expect frequent financial abuse of the elderly.
- ✓ We are also very concerned that the new law will preserve the organisational forms of public service providers that developed under the former socialist regime. It was our hope that the law would establish new, modern and more flexible forms of organisation.
- ✓ The ASIS also has a number of objections regarding the assessment of the resources needed to execute the law. It is entirely illogical that the law extends the rights, services and number of users while resources remain constant. In addition, the law provides for hundreds of new jobs mainly in fields not directly beneficial to users. We therefore expect that users will not have access to their entitlements, while private resources will bear a greater burden than they do with the current distribution of resources.

All the groups affected by the law agree that we desperately need a new organisational system. However ideas differ greatly on what form this system should take. The ASIS will strive to introduce bold and radical changes to the system to render it more flexible and

user-friendly, to rationalise the use of very limited resources and ensure the system's long term sustainability. We have observed that officials often do not possess the knowledge or the courage necessary for thorough system changes. These are nevertheless urgent and can be carried out only in a context of mutual cooperation and trust between the state, the users and the service providers.

Boris Koprivnikar, president of the ASIS, Slovenia

E-QALIN transfer – to France

Eight directors or quality managers and three directors of national federations of care home directors entered the first Training Session in France together with one representative from the E.D.E. trained also as an E-QALIN manager in Germany. The project E-QALIN TRANSFER started up beginning 2009 by the search for a French partner and the translation of documents and training manuals into French. The choice of training institute went to CRP Consulting from Toulouse under the leadership of Cathy Ducos.



The trainers and participants of the E-Qalín course in France

In the preparatory phase Cathy insisted on the specificities of the French situation for quality management and on the goals imposed by the French government through internal and external inspections and certification. Angela Cluzel, member of the FNADEPA national federation and E.D.E. executive board member contributed her experience of the German E-QALIN training course and her proposals of necessary adaptations for the 1st session of training in France.

Five directors and three quality managers registered (including one candidate from the affiliated E.D.E. members: AD-PA and FNADEPA) followed by three leaders of national federations of directors (FNAQPA, FNADEPA, and SYNERPA). Consequently eleven participants got together for the first session on 24–25 November 2009 in Toulouse, accompanied by three participants from CRP Consulting. The trainers were Kai Leichsenring and Vibeke Walter from the E-QALIN organisation; both are excellent in this exercise and showed their talent equally in the French language. Cathy Ducos had carefully planned the organisation.

At the conclusion of the two days first session the "students" expressed their enthusiasm and motivation to follow the next step. This second part took place in Paris on 2–3 February 2010. The group deepened their learning on the E-QALIN tool and in particular how to start up in their own care home. The evaluation made at the issue of the training course showed that two-thirds of the participants felt the seminar satisfied their expectations totally and one third partially.

Angela Cluzel, E.D.E.