

# Exploring the needs and care experiences of age-friendly services among older residents in long-term care institutions: A mixed-methods study

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## Background

Long-term care institutions provide health, personal, and support care to the older population in Taiwan. Accreditation of Age-Friendly Health Services has been implemented by the Health Promotion Administration since 2010 for developing age-friendly environments and services in institutions. However, the perspectives about age-friendly services from older adults were less understood. This study aimed to explore the needs and care experiences of age-friendly services in long-term care institutions among older residents.

## Methods/Intervention

A mixed-methods research design was conducted, with data collected from 8 certified long-term care institutions in Taiwan. A total of 117 older residents completed a structured questionnaire, and 30 received semi-structured interview. The questionnaire was designed to explore the needs and satisfaction of the age-friendly service items. The interview guidelines included six domains to explore the needs and care experiences of age-friendly services.

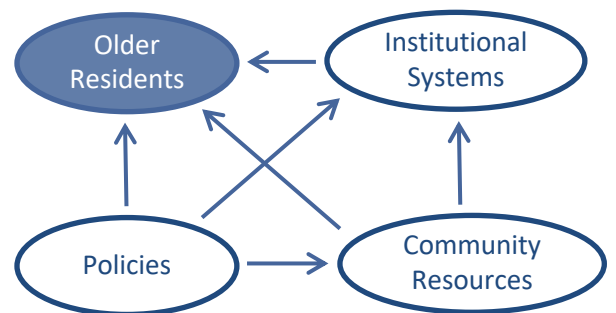
## Results

Combining qualitative and quantitative results, the significant findings included: the environmental characteristics had to be comfort, safety, and privacy. The services included various contents, including health monitoring and medical resource connection, daily life assistance, and activity arrangements.

The methods to improve life adaptation were to connect with past lives or interpersonal relationships, to enhance the value of life in institutions, and to maintain the independence of the elderly. And finally, staff need to have professional knowledge, skills and attitudes.

## Conclusions

In conclusion, a friendly environment, medical needs, activity arrangements, and spiritual needs were the major expectations for age-friendly service among older residents in long-term care institutions. The establishment of age-friendly content must rely on the cooperation of staff, institutional systems, community resources, and policies.



## Relevance to HPH

The results of this study explore and clarify the expectations for age-friendly service among older residents in long-term care institutions. And the key elements and concepts could help Health Promoting Hospitals and Health Services (HPH) to promote age-friendly health care.