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**PROMOTING GOOD CARE OF OLDER
PEOPLE IN INSTITUTIONS**

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FOREWORD

KARL ANDREW PILLEMER

In order to provide high-quality care for older people it is important, on the one hand, to develop new and positive processes to promote adequate care and, on the other, to reduce or eliminate environments and processes that lead to inadequate care.

A key element in achieving this is the detection and elimination of possible situations of violence in nursing homes. To this end, it is important to confront it both from the institutions and from society.

Older people's homes are places where violent situations can occur with different responsible: worker-resident, resident-worker and resident-resident.

However, there is little literature on this issue and, moreover, the studies carried out underestimate the magnitude of the problem, for various reasons: social desirability, difficulties of observation and inadequate recording of incidents.

Three barriers to change are identified: acceptance, ignorance and inaction. Firstly, acceptance refers to the perception of violence as a routine occurrence in nursing homes, which results in workers not paying attention to it. To overcome this barrier, a "zero tolerance" approach to violence in nursing homes is needed. Secondly, ignorance is seen in the limited progress of research in this area, with few and methodologically weak studies. Thirdly and lastly, there is inaction, as a result of the combination of the previous barriers.

Care centres and policymakers can adopt different measures to reduce or eliminate violence in these contexts. Those former can provide specific training on violence prevention, encourage the identification and reporting of violent incidents, develop specific care plans to reduce these behaviours and, lastly, address the problems that workers may experience. The latter can change the acceptance rule, build campaigns specifically focused on violence, reinforce the collection of data on the scope and causes of this phenomenon, conduct result assessment studies, develop a comprehensive and evidence-based national action plan, enforce existing laws and review their quality and, lastly, set targets and monitor progress.