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## REPORT OF LOCAL SERVICE STANDARDS FOR ELDERLY HOME CARE

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<b>Component</b>	Capacity Building for New Metropolitan Municipality Model and Inclusive Local Governance Processes
<b>Activity</b>	A.2.2.1. Development and Implementation of Local Service Delivery Standards to Simplify the Processes Regarding Service Delivery
<b>Outputs</b>	Draft Implementation Guideline for Service Standards for Elderly Home Care



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## Abbreviations

**EU:** European Union

**ABPRS:** Address-Based Population Registration System

**MoFSS:** Ministry of Family and Social Services

**MoEUCC:** Ministry of Environment, Urbanization and Climate Change

**KVKK:** Law on Protection of Personal Data

**MoNE:** Ministry of National Education

**UMT:** Union of Municipalities of Türkiye

**TSE:** Turkish Standards Institute

**UNDP:** United Nations Development Programme

**YADES:** Elderly Support Programme

## 1. Introduction

Local Administration Reform Project Phase III (LAR-III) is implemented by the United Nations Development Programme (UNDP) with funding from the European Union (EU). The co-beneficiaries of the project are the Ministry of Interior and Ministry of Environment, Urbanization and Climate Change. The overall objective of the Project is to maintain the implementation support for local administration reform process executed in 2003-2013 and ensure an effective, inclusive, accountable and participatory local governance in line with international standards in Türkiye.

The service standards are considered significant in terms of consistency especially in the delivery of increased and diversified local services of MMs and providing service quality in accordance with international standards. At the same time, it is expected that prepared standards will contribute to the intended results of local administration reforms.

To determine the service areas to be worked on by MMs, meetings on service areas were held with central government units including particularly the MoEUCC and Mol; the opinions of relevant institutions were received in the project advisory committee, the survey study was conducted to compile the opinions of MMs in relation to service areas and the “Workshop on Improvement of Service Delivery Standards” was held with the participation of 8 MMs. As a result of these studies, five service areas listed below were identified to develop standards:

- Public health,
- Public health in public transport,
- Preventive and protective fire services,
- Home care services for elderly
- Agricultural services

Law No. 5216 Metropolitan Municipality and Law No. 5393 Metropolitan Municipality include articles providing that municipalities must provide social services. It is seen that the municipalities get increasingly involved in social service practices even though there is no overall standard. These services contain social supports, day-care services, transport services, home care services, home care/support services for elderly and people with disabilities.

Services for the elderly may be provided by public sector agencies, municipalities, non-governmental organizations and private sector. These services may be listed as social protection/assistance and care services in the most general sense. As provided in institutions, care services may be also provided at home. Elderly home care services are composed of home healthcare and home care/support services. This study is related to home care/support services provided by municipalities. The purpose of the study is to help the elderly maintain their lives in a decent manner and accordingly improve standards for home care service which will gradually have a larger share of elderly care.

When developing standards for elderly home care, a series of studies were conducted which might be summarized as follows: Presenting demographic change through data, identifying norms that will set the key framework in service delivery, mapping services for the elderly and developing a draft set of standards. During all these stages, the studies conducted in relation to elderly home care services were reviewed by mainly the Ministry of Family and Social Services (MoFSS) and affiliated General Directorate of Services for Persons with Disabilities and the Elderly (EYGM); development plans, action plans, legislation, regulations and directives were addressed in the framework of municipalities. The standards were developed in compliance with the norms of equality, respect for human dignity, prohibition of discrimination, living independent life, rights to receive care services in a decent manner.

In the meetings held with the participation of project provinces, similarities and differences in service delivery, issues and solutions developed were sought to be understood through the experience of municipalities. An online meeting was held on 7 April 2021 through the questions whose framework was set beforehand with the participation of Denizli, Eskişehir, Kahramanmaraş, Kayseri, Konya, Muğla MMs, Çanakkale and Gaziantep Şahinbey Municipalities and Turkish Standards Institute (TSE) to compile more detailed information on home care services provided to the elderly by municipalities.

The “Comparative Assessment Report” prepared for Denmark, France, Spain, Italy and Slovenia as 5 selected EU countries, presented the service standards for elderly home care comparatively. In addition, the second municipality meeting was held on 7 May 2021 with the participation of the municipalities from Belgium, Poland, Spain, Italy to listen to elderly home care services and experience of member states of the European Union (EU). Standards were developed through the said studies.

The draft standards were developed through the said studies and discussed with related stakeholders. Firstly, in the **Workshop on “Development and Implementation of Local Service Delivery Standards to Simplify the Processes in relation to Service Delivery”** which was held in Ankara on 18-19 August 2021, standards were discussed with public sector agencies and municipality representatives and revised through their feedback. Revised standards were discussed during the seminars in which public sector agencies and municipality representatives participated in Eskişehir, Ankara, Konya, Denizli and Muğla.

*Table 1 Seminar Programme*

Province	Date
Eskişehir	3 September 2021
Ankara	13 September 2021
Konya	7 October 2021
Denizli	18 October 2021
Muğla	19 October 2021

The pilot applications started in February-April 2022 after the seminars were completed. Provinces for pilot application were identified from among the 10 selected MMs where the seminars under the project were held, considering the findings of the current situation analysis, assessments in the workshop held in Ankara on 18-19 August 2021, results of regional meetings and seminars held in provinces, and participation and institutional organization of municipalities in the field of service.

Muğla and Denizli MMs were selected as pilot municipalities on “Home Care Services for Elderly” in the framework of these criteria. Two study visits were held, each lasting two days. MoEUCC and TSE representatives and UNDP project team participated in the study visits.

The following table shows the dates of study visits to the municipalities and relevant municipal units that participated in the study.

*Table 2 Dates of Pilot Study Visits and Participants*

Pilot MMs	Dates of Visits	Units Participating
<b>Muğla</b>	1st Meeting: 23-24 February 2022	Department of Health and Social Services
<b>Denizli</b>	1st Meeting: 3-4 March 2022	Department of Social Services
<b>Denizli-Muğla Joint Meeting</b>	2nd Meeting: 31 March-1 April 2022	Muğla MM Health and Social Services Department Denizli MM Social Services Department

In conclusion, the steps of the standard implementation were discussed and finalized with the participation of municipal representatives of provinces for project application and experts of MoEUCC and TSE in the workshop which was held in Ankara on 9-10 June 2022.

## 2. Standards and Steps of Implementation

The world population and Türkiye's population are gradually getting older. The demographic change affects the policies for the elderly, service planning and delivery. As a result of growing elderly population, there is also a trend towards home care instead of institutional care. The fact that the elderly person spends his/her aging period at home both affects the well-being of the elderly person and reduces the financing needed for care.

The standards for home care/support services is important in terms of providing care services in a decent manner. The primary objective is to ensure that the elderly receive the services as they request in a recognized and respected manner and ensure that there is no unmet needs left.

The services for the elderly in Türkiye are provided by (MoFSS), MoH, municipalities, , non-governmental organizations such as associations/foundations and private sector. These services may be classified under 4 headings: 1) Protection from poverty or social assistance services, 2) Institutional care services 3) Home care services, 4) Home care and support services

**Home healthcare services** include healthcare services provided in home environment for the elderly by professional healthcare workers. Home healthcare services, which are commonly provided by MoH and are also included in services of some municipalities, are services that are provided to the elderly, people with disabilities and patients. Home healthcare services are implemented in the framework of the regulations and directives issued by MoH.

**Home care/support services** include care services and supportive activities provided by trained care-givers and/or family members to help individuals to maintain their lives in home environment. The Regulation on Day Care To Be Provided at Elderly Service Centres and Home Care Services was published by the General Directorate of Social Services and Child Protection Agency in 2008 in the Official Gazzette. However, the regulation focuses on the operation of Day-Care Centres. There are no regulations or directives in relation to the implementation of home care/support services, which have been prepared with the participation of relevant institutions and used by the whole of these institutions. Municipalities provide such services in the framework of their own guidelines.

Home health services are mainly performed by MoH and home care/support services are provided by municipalities and SASFs. However, there are some municipalities that provide home health services such as Denizli, Muğla, Bursa and Gaziantep MMs.

A protocol was signed with the participation of MoFSP, Mol, MoH and UMT to ensure the coordination on home care services between public institutions and municipalities in 2015. One of the important indicators of this cooperation is the Elderly Support Programme (YADES) introduced in 2016. YADES provides funding for the projects prepared by MMs in the framework of principles and methods determined by MoFSS under jurisdiction and responsibility of the governorships. YADES is implemented for the purpose of improving day care and home care/support services for elderly needs, supporting elderly to live in home environment and promoting such work. 15 out of 16 municipalities which benefit from YADES use this fund for home care/support services and Balıkesir Municipality uses this fund for the elderly who stay at nursing home operated by the municipality.

Home care and support services of the municipalities contain services such as:

- Personal care (physical cleaning, hairdresser service etc.)
- Home cleaning
- Technical services at home (repairing, plumbing, painting, special adjustment for needs of the elderly etc.)
- Emergency button
- Psychological support and referral services
- Social support services (shopping, accompanying elderly etc.)
- Food service (cooking or serving hot meals)

Criteria to benefit from home care services of the municipalities may be summarized as follows, though with some differences between municipalities:

- They must be 65 or older, 60 or older for some municipalities
- They cannot fulfil their own needs
- They live alone or with their spouse
- They experience economic deprivation

The scope of the services provided by municipalities and the criteria of benefitting from such services were considered when the standards were determined.

Two models are implemented on home care service delivery. In the first model, municipal employees provide this service (for example, Muğla and Konya MMs). In the second model, municipalities use outsourcing (such as Denizli and Eskişehir MMs). Muğla MM stated that they preferred such a way for satisfaction of those who benefit from the services and the employees' way of working. It was seen that Denizli MM was in the position that could control the service delivery and chose the personnel when outsourcing, and included service criteria when preparing the technical specifications. The factors which define quality of the service are determined by the municipality including in-service training, supervising, qualifications of the employees.

The pilot studies were done in Denizli and Muğla MMs in order to increase the applicability of the standards as mentioned above. In-depth discussions on the standards were held with the relevant municipal units in the pilot studies. The focus of the debate was on why standards were important, whether standards were in effect at the time, whether standards could be applicable in the future, if they could not, what steps should be taken, and which organizations should be activated. During discussions, they focused on including the standards in planning, implementing, monitoring and evaluation process of the MMs. The regulatory documents and forms on service delivery used by Muğla and Denizli MMs were addressed in the study visits and included as a reference on related standards to guide the municipalities that wanted to provide the service.

When standards and steps of implementation were being finalized, all stages including policy making process, monitoring and evaluation of the service were considered. For this purpose, 34 standards and steps of implementation for elderly home care were described under 4 headings:

- Policy making, planning and coordination (6)
- Identification the need for service and access to service (3)
- Service delivery (18)
- Monitoring and evaluation (7)

It should be taken into account that standards will differ and change as conditions change over time. For this reason, the standards should be reviewed and examined periodically.

### 3. Steps of Implementation of Home Care Services for Elderly Standards

#### 1. Policy Making, Planning and Coordination

Standards	Notes/Remarks	Steps in Implementation Guide
<p><b>1.1 Studies on legislation which will set the general framework of home care/support services with the participation of municipalities should be conducted.</b></p>	<p>Legislation studies should be conducted to transform home care services into one of core service areas and clarify the framework of service delivery. While some municipalities provide service in the framework of MoH Regulation on Delivery of Home Care Services of 2005 at present, some municipalities provide service through the directives issued by themselves or guiding documents prepared by the unit. The Regulation on Day Care and Home Care Services prepared by General Directorate of Social Services and Child Protection Agency in 2008 is not enough to guide the municipalities. To ensure the unity in practice, MoFSS should work on the legislation with the effective participation of MoEUCC and municipalities. Until such study is conducted, each municipality may prepare their own regulations, set the framework of services with the approval of Municipal Council and/or Mayor.</p> <p>The legislation study which will set the framework of home care/support services will assure the implementation of minimum standards by all municipalities that provide this service.</p> <p>It is important that the municipality issue a directive so that the municipal council/mayor owns the service.</p>	<ol style="list-style-type: none"> <li>1. The legislation study which will be implemented in all municipalities should be added to agenda of MoFSS. By meeting with MoFSS, MoEUCC should highlight that providing home care services in all municipalities in the framework of specific standards is important for well-being of elderly and the municipalities are the main actors on this service delivery.</li> <li>2. MoEUCC GDLG should ensure the coordination between MoFSS and the municipalities and provide appropriate setting to work together and reunion of MoFSS and the municipalities.</li> <li>3. MoH, Presidential of Social Policy and Union of Municipalities of Türkiye should be included in the process.</li> <li>4. Studies on the legislation with the participation of these institutions are important in terms of applicability of the legislation.</li> <li>5. Home care services for elderly in the legislation should be recognised as a main service area, it should be one of the mandatory services. Thereby, a budget item can be provided for these services.</li> </ol>
<p><b>Legislation</b></p>	<p>Turkish Constitution</p> <p>Instructions prepared by the municipalities. Operating Instructions on Home Care Services for Elderly of Muğla MM</p>	

<b>Relative Units</b>	MoEUCC GDLG, MoFSS, UMT, MoH, Presidential of Social Policy Board, Municipal Councils and Mayor
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<b>Standards</b>	<b>Notes/Remarks</b>	<b>Steps in Implementation Guide</b>
<b>1.2 A unit which deals directly with services for the elderly in the scope of the municipality (department/directorate/division,...) should be established.</b>	A unit which deals directly with services should be established within the municipality to increase well-being of the elderly and implement the services for the elderly in an efficient manner. Such unit will ensure that home care services are provided in a more efficient manner, the subject is addressed in a multi-dimensional way, and experience and specialization build up on the matter. This service is provided in the Departments/Directorates responsible units for social services.	<ol style="list-style-type: none"> <li>1. Decision-makers from the municipalities should have awareness of benefits provided by a directorate for elderly services.</li> <li>2. Establishing the directorate should be added to the agenda of the Municipal Council.</li> <li>3. The unit should be established after approval of the Municipal Council.</li> </ol>
<b>Legislation, TSE</b>	Law No. 5216 Metropolitan Municipality	
<b>Related Units</b>	Metropolitan Municipal Council, Mayor	

<b>Standards</b>	<b>Notes/Remarks</b>	<b>Steps in Implementation Guide</b>
<b>1.3 A Commission on Aging should be established within Municipal Council.</b>	A specialised commission for the elderly may be established within the Municipal Council. At present, it is mandatory to establish land development planning and public works commission, environment and health commission, planning and budget commission, education, culture, youth and sports commission and transport commission. However, it is also possible to establish a commission apart from these commissions.	<ol style="list-style-type: none"> <li>1. This proposal should be added to the agenda of the Municipal Council by Mayor or councillors in order to establish a Commission on Aging within the Municipal Council.</li> <li>2. It should be approved in the Municipal Council. Decision on establishing the unit should be issued by the Municipal Council.</li> </ol>

		3. The Commission can be established after the issued decision.
<b>Legislation</b>	Law No. 5216 Metropolitan Municipality	
<b>Related Units</b>	MM Council, Mayor	

Standard	Notes/Remarks	Steps in Implementation Guideline
<b>1.4 Services should be provided to everyone without discriminating language, religion, ethnicity, occupation, gender, sexual orientation, being citizen/non-citizen.</b>	Many people who are not Turkish citizens reside in Türkiye under different categories (refugee/asylum-seeker/population under protection). It is a fundamental human right to ensure that everyone living in national boundaries to have access to services.	Services should be provided to everyone who requests it and criterion of being citizen or non-citizen on accessing to service should not be included.
<b>Legislation</b>	Universal Declaration of Human Rights, Constitution of the Republic of Türkiye	
<b>Related Units</b>	Mayor, Municipal Council, Related Units of Municipality, MoFSS	

Standard	Notes/Remarks	Steps in Implementation Guide
<b>1.5 Home care services should be included in key documents of the municipality like the Strategic Plan.</b>	Services for the elderly should be included in the Strategic Plan and relevant documents so that they are among commitments of the municipality. It is not adequate that they are included only in relevant documents. The level of achieving the objectives included both in the Strategic Plan and Performance Programme should be periodically monitored and reported. For this purpose;	<ol style="list-style-type: none"> <li>1. All units should be included in the process when preparing the Strategic Plan.</li> <li>2. Opinions of the service units should be asked when identifying aims and added to the plan.</li> <li>3. Cooperation with the department/directorate should be conducted when identifying aims related to home care services.</li> </ol>

	<ul style="list-style-type: none"> <li>- Were services for the elderly included in the Strategic Plan? (Y/N)</li> <li>- Were they included in performance? (Y/N)</li> <li>- Were they included in activity report? (Y/N)</li> </ul> <p>should be answered.</p>	Monitoring indicators on the Strategic Plan should be identified to monitor and evaluate home care services.
<b>Legislation</b>	Law No. 5216 Metropolitan Municipality, SBO, Strategic Planning Guideline for Municipalities	
<b>Related Units</b>	Mayor, related directorates of Municipality (SDD, Department of Social Services etc.)	

Standard	Notes/Remarks	Steps in Implementation Guideline
<b>1.6 Coordination between relevant municipal units should be ensured to provide services for the elderly in an integrated manner.</b>	To be able to achieve the objective of an age-friendly city, different municipal units such as technical affairs, transport, social services should work together. That each service unit knows what and why other units do will ensure the effective provision of services and it will also activate the utilisation of resources. For instance, when building a park, the planning should consider the elderly right from the beginning; or when working on social assistance for the elderly, reviews should be conducted in such manner to also identify the need for social services.	<ol style="list-style-type: none"> <li>1. Coordination meetings should be held periodically (for example, quarterly) with the participation of related heads of department of the municipality. Thereby, It may be ensured that different units provide services for elderly in an integrated manner.</li> <li>2. Assessment meetings should be held periodically (once a month) with the employees of unit which deals directly with home care services for the elderly.</li> </ol> <p>Result of the assessments should be recorded and reported.</p>
<b>Legislation</b>	-	
<b>Related Units</b>	Mayor, related directorates of Municipality (SDD, Department of Social Services etc.)	

## 2. Identifying Needs for Service and Access to Service

Standard	Notes/Remarks	Steps in Implementation Guideline
<p><b>2.1 Studies should be conducted to identify the need for service.</b></p>	<p>Municipalities provide home care services largely based on request and application. For the application-based service delivery, individuals who cannot request but are in need are not considered. A transition should be made from application-based service approach to needs-based approach. For this purpose, regular field surveys may be carried out. The need may be identified by collecting information through mukhtars. However, field surveying is a costly practice and may not be always possible to allocate budget for these studies that should be periodically conducted. Mukhtars may not provide reliable data all the time. Utilizing the data infrastructure of the central government, MoI and MoFSS is considered as the most appropriate method in the study on the identification of the need.</p> <p>- MoI: Address-Based Population Registration System (ABPRS) may be used for this purpose. The system may select the population aged 65 and older automatically and may share them with relevant municipalities. When it has become possible for municipalities to know where the population aged 65 and older lives, it will also be easier to identify the need for service. Municipalities may identify elderly needs for service by using different tools, for instance calling regularly, sending a social worker after these telephone interviews where necessary. One of the establishment purposes of ABPRS is to contribute to data-based policy making. Such cooperation is aligned with the establishment purpose of the system.</p>	<ol style="list-style-type: none"> <li>1. The central government unit should share the data with the municipalities in order to provide requests-based services. MoEUCC may be the mobilising institution on this field.</li> <li>2. MoEUCC should lead on making regulations about sharing data of aged 65 and older at the beginning of each year after meeting with MoI. Awareness should be raised on importance of sharing the data with the municipalities in MoI.</li> <li>3. Until the framework of cooperation with central government is formulated, the Municipality, <ul style="list-style-type: none"> <li>- Should inform the elderly on the service in the areas where they go constantly.</li> <li>- Should evaluate applications from other units of the municipality when identifying needs for service.</li> </ul> </li> </ol>
<p><b>Legislation</b></p>	<p>Protocol on Providing Home Health Care and Social Support Services in Cooperation, Law No. 5216 Metropolitan Municipality, Muğla MM Operation Instructions of Home Care Services</p>	
<p><b>Related Units</b></p>	<p>MoI, MoFSS, MoEUCC, MoH, UMT, Municipal Council, Mayor</p>	

Standard	Notes/Remarks	Steps in Implementation Guideline
<b>2.2 Rural areas should be considered when identifying the need for service.</b>	<p>While there are municipalities that provide service without discriminating between urban and rural areas, home care services are generally provided in urban areas. The identification of service should be carried out both in urban neighbourhoods and rural neighbourhoods.</p> <p>For this purpose, the number of urban and rural neighbourhoods within the boundaries of the municipality and the distribution of urban/rural neighbourhoods which the municipality provides home care service should be monitored periodically.</p>	<ol style="list-style-type: none"> <li>1. Service models for rural neighbourhoods should be determined. The studies in rural areas should be planned by the centre but it should be provided due to approach of service suitability. Establishing care centres in district centres simplifies service delivery and increases quality and effectivity of the service.</li> <li>2. Preliminary studies should be planned for equipment, budget etc. The service should be provided without delay when it is requested.</li> <li>3. Suitable personnel who can work comfortably with the elderly should be recruited. Personnel who provide and deliver the service should be familiar with their culture, area and speak the same language.</li> </ol>
<b>Legislation</b>	Law No. 5216 Metropolitan Municipality, Law No. 6360 on Establishment of Metropolitan Municipalities and Twenty Seven Districts in Fourteen Provinces and Amending Certain Laws and Decree-laws	
<b>Related Units</b>	Mayor, Department of Social Services of Municipality	

Standard	Notes/Remarks	Steps in Implementation Guideline
<b>2.3 It should be ensured that everyone who needs home care services benefit from it.</b>	Home care services provided by municipalities are considered as a form of social aid. While the municipalities holding a social examination help the elderly who experience economic neediness and loneliness to benefit from all services, lonely elderly persons	<ol style="list-style-type: none"> <li>1. Home health and personal care services should be provided to everyone who needs it.</li> </ol>

	<p>who do not experience economic deprivation also benefit from certain services. However, the elderly persons who do not experience economic deprivation also need home care services. Different financial models may be considered for the elderly individuals who are not in need to benefit from this service; fee-contribution may be requested according to financial situation. Especially the elderly individuals rely on municipalities, which causes them to prefer the municipality instead of private sector in receiving service. The municipality should also consider the vulnerability of individuals.</p> <p>To develop the service funding model, the study should be conducted with the central government. In the upcoming period, there will be an increase in demand for services as a result of growing elderly population. It will not be possible to meet the demand for service with existing resources of the municipality. While developing the model, proposals such as transforming it into a part of the Social Security System so that everyone who needs home care services benefits from them and deducting premium for home care services may be considered. Of course, budget and power may be delegated to municipalities.</p>	<p>Sufficient budget should be allocated to provide this service.</p> <p>2. Those who request home cleaning and repairing services should be classified in accordance with their social-economical characteristics. These services should be provided to all the elderly who need the service and experience economic deprivation.</p> <p>Studies should be done on models including fee-contribution for the elderly who do not experience economic deprivation.</p>
<b>Legislation</b>	Law No. 5216 Metropolitan Municipality, Fundamental Human Rights Instruments, UN Principles for Older Persons	
<b>Related Units</b>	MoFSS, Mayor, related units of Municipality (Social Services, Financial Affairs etc.)	

### 3 Service Delivery

Standards	Notes/Remarks	Steps in Implementation Guideline
<b>3.1 Care prioritization system should be established, and a</b>	Providing home care services in an integrated manner is important in terms of increasing the elderly's well-being, ensuring the elderly receive the services as they request and there is no unmet needs	1. MoEUCC should activate MoFSS in order to deliver the integrated service and share outputs obtained

<p><b>transition should be made to integrated service model.</b></p>	<p>left and no elderly left behind. In the framework of integrated service, a 5-step prioritization system may be established:</p> <ol style="list-style-type: none"> <li>1. Care for elderly people is ensured by themselves by receiving home care support,</li> <li>2. Ensuring elderly care through family-public cooperation by ensuring public support for families and relatives of the elderly,</li> <li>3. Supporting the elderly person and family members whom they live together with through day-care centre</li> <li>4. Providing a professional care-giver at home</li> <li>5. Residential institutional care services</li> </ol> <p>Care prioritization system is a system that may be established with the cooperation of MoFSS. The establishment of such system by the municipality on its own does not seem possible due to existing institution building, legislation and budget. However, it seems essential to set the framework of elderly services, identify the scope of service, conduct such study to identify the necessary resources for this service to be provided and classify the elderly by integrated service model.</p> <p>Financial studies should be undertaken when establishing the system. SSI and MoF should be included in the process.</p>	<p>from LAR III Project after meeting with MoFSS and report opinions of the municipalities.</p> <ol style="list-style-type: none"> <li>2. MoFSS should take initiative in order to establish integrated service delivery. For this purpose, related stakeholders, municipalities, local administrations should be included in this process.</li> <li>3. Studies on establishing the system should be started with the meetings where it is possible to come together with stakeholders and share information and experience. Experts of the field and academics should be included in the process.</li> <li>4. Studies should be done on the funding in order to operate the system. Funding issue should be studied with the related ministries (Finance and Labour and Social Security).</li> </ol>
<p><b>Legislation</b></p>	<p>Regulation on Delivery of MoH Home Care Services, Home Care Regulation (2014), Regulation on Day Care and Home Care Services to be provided by Directorate of Social Services and Child Protection Institute in Elderly Service Centres (2008).</p>	
<p><b>Related Units</b></p>	<p>MoFSS, related units of the Municipality (Directorate of Elderly Service/Department of Social Services/Department of Strategy), MoH, Governorships</p>	

Standards	Notes/Remarks	Steps in Implementation Steps
<p><b>3.2 Home care services should be provided in a manner that will complement each other with temporary institutional care services.</b></p>	<p>Standard 3.1 and Standard 3.2 are interrelated standards. Integrated service delivery is an approach that aims to enhance life quality and well-being of individuals. Therefore, the studies on identifying needs for services should include not only home care services but also other services. Thus, the services that the elderly person need apart from home care are made visible and relevant institutions are galvanized. Integrated care service approach is adopted.</p> <p>Ensuring the integration between home care services and temporary institutional care, for instance providing institutional care service to the elderly who live with their family for a while will enable family members who deal with elderly care to undertake works that their own lives require and deal with the elderly person. Having a place at which the elderly person will be left during the business trips or creating such opportunity so that family members who experience burnout due to care can rest will also have a positive impact on elderly well-being.</p>	<p>Steps mentioned on standard 3.1 apply to this standard.</p> <p>It is impossible that the municipalities alone provide integrated service delivery for elderly. For this reason;</p> <ol style="list-style-type: none"> <li>1. MoEUCC should advocate on the need for temporary institutional care services at the MoFSS level and share the results of LAR III project with the Ministry.</li> <li>2. Related stakeholders, MMs, the municipalities, local governments should be included in the process.</li> </ol>
<p><b>Legislation</b></p>	<p>Care Services Quality Standards (2014)</p>	
<p><b>Related Units</b></p>	<p>MoFSS, related units of the Municipality (Directorate of Elderly Services/Department of Social Services/Department of Strategy)</p>	

Standards	Notes/Remarks	Steps in Implementation Guideline
<p><b>3.3 Individual Care Plan on the elderly who apply for home care services should be prepared.</b></p>	<p>Preparing a tailor-made Care Plan for each person and ensuring service variation are important in terms of increased satisfaction and well-being of the elderly. The Care Plan is also important to provide services systematically and ensure continuity.</p>	<ol style="list-style-type: none"> <li>1. The social examination report should be prepared.</li> <li>2. Needs of elderly should be determined through the social examination report.</li> </ol>

	<p>The services needed in the Care Plan and their scopes should be identified. Evaluations that measure the level of performing daily activities by the elderly person should be made and the scope of service should be identified accordingly. These services may be as follows:</p> <ul style="list-style-type: none"> <li>➤ Personal hygiene</li> <li>➤ House cleaning</li> <li>➤ Maintenance and repair</li> <li>➤ Follow-up of drug utilization</li> <li>➤ Diet</li> <li>➤ Transport-transfer</li> <li>➤ Companionship</li> </ul> <p>It should be identified how often the elderly person needs each service and be added to the Care Plan. The frequency of the need for care may be classified as follows:</p> <ul style="list-style-type: none"> <li>➤ 7 days 24 hours</li> <li>➤ Day-care</li> <li>➤ Weekly care</li> <li>➤ Short term care that supports family members who provide care</li> <li>➤ Emergency care (Unexpected affairs of people who provide care)</li> </ul> <p>Home care services are provided within working hours in Türkiye. The service is provided at rehabilitation centres to the ones who need 7/24 care.</p> <p>Muğla MM Social Assessment Report.</p>	<ol style="list-style-type: none"> <li>3. Individual care plan should be prepared.</li> <li>4. The care plan should be approved by the elderly.</li> <li>5. The care plan should be implemented after approving.</li> </ol>
<p><b>Legislation</b></p>	<p>Care Services Standards Quality (2014), Instruction on Procedures and Principles of Implementation of Home Care Services provided by MoH (2005), Instruction on Procedures and Principles of Implementation of Home Care Services provided by MoH (2010), Regulation on Providing Home Care Services by MoH and sub-institutions</p>	

<b>Related Units</b>	Department of Social Services/Directorate, Directorate of Elderly Services
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<b>Standards</b>	<b>Notes/Remarks</b>	<b>Steps in Implementation Guideline</b>
<b>3.4 When planning home care services, those who benefit from this service should be included in the process, their opinions should be asked, information should be provided and their approval should be received.</b>	It should be accepted that the elderly is the main decision-maker in their own life unless otherwise stated in the health report. Informing the elderly person about the whole service process in detail is important in order to make the elderly feel worthwhile. Before service delivery, the Consent Form should be prepared and signed by the elderly person. The Consent Form is also a tool that protects the personnel who provide service and reduces the adverse conditions which the personnel will face.	<ol style="list-style-type: none"> <li>1. The Consent Form should be prepared.</li> <li>2. Information should be given about the services. On behalf of the elderly person, insofar as his/her health status permits, it is ensured that the elderly person talks and decides.</li> <li>3. The Consent Form should be read to the elderly and their approvals should be received.</li> <li>4. Elderly visit calendar should be determined with the elderly.</li> <li>5. Services should be provided.</li> <li>6. Services should be evaluated after delivering the service. Feedbacks should be obtained about the service by calling or visiting the elderly in person.</li> </ol>
<b>Legislation</b>	UN Principles for Older Persons, Law No. 6698 on Protection of Personal Data, Care Services Quality Standards (2014)	
<b>Related Units</b>	Department/Directorate of Social Services, Directorate of Elderly Services	

<b>Standards</b>	<b>Notes/Remarks</b>	<b>Steps in Implementation Guideline</b>
<b>3.5 In the care for the elderly who stay with family members, services that will be provided by</b>	It will be significant to identify which services of the elderly who live with their families are provided by the family and which services are provided by a professional care-giver in terms of both	<ol style="list-style-type: none"> <li>1. Senior management which is in a position of decision-makers from the municipalities should have awareness of this services' benefits.</li> </ol>

<p><b>family and professional care should be defined, work should be divided between two of them.</b></p>	<p>services complementing each other and reducing care loads of families. Thus, families may be included in elderly care without carrying a heavy burden.</p> <p>There is no legal barrier to implement the services in this way. However, it is seen as difficult to achieve for the municipality in the little time considering in the framework of restrictions of capacity and budget. Allocating budget will be possible when home care services for elderly is defined as one of the mandatory services of the municipality. Standard 3.5 defines ideal situation and it is possible to implement it in the medium term. Currently, there is no municipality which operates in accordance with this standard.</p>	<ol style="list-style-type: none"> <li>2. Plans should be made on this with the related units, for example, Department of Health and Social Service Units. Other related units such as Department of Strategy, Financial Affairs, Human Resources should actively participate in the planning process.</li> <li>3. Work should be divided when preparing Individual Care Plan in accordance with the services which will be provided by the family and the municipality.</li> <li>4. Creating resources/budget is important for this service. Including elderly, who stay with their family, in the system will increase the service demand. The budget should be created accordingly.</li> </ol>
<p><b>Legislation</b></p>	<p>Instructions related to care services which will be prepared by the municipalities may serve as reference.</p>	
<p><b>Related Units</b></p>	<p>MoFSS, related units of the Municipality – Department of Social Services/Directorate, Directorate of Elderly Service</p>	

Standards	Notes/Remarks	Steps in Implementation Guideline
<p><b>3.6 Training, supervisory and counselling services for people who are in charge of care in family should be provided.</b></p>	<p>The supervisory system will enhance both well-being and life quality of the elderly and family members who are responsible for elderly care. Supporting family members who take responsibility in elderly care will reduce fatigue and burnout that may occur due to care service and secure the continuity of care.</p> <p>To ensure that care is provided in a qualified manner that will take into consideration the need, it may be required for people who provide home care to complete the programme on “Training for People Who Will Support Self-Care of the Sick and</p>	<ol style="list-style-type: none"> <li>1. Training, supervising and counselling should be added to the services of the municipality. These services should be added to the plans of related directorates when preparing the Strategic Plan.</li> <li>2. Budget should be allocated for these services.</li> <li>3. Monitoring indicators should be created in order to monitor and evaluate these services.</li> </ol>

	the Elderly” which is provided by the Ministry of National Education (MoNE) and takes 160 hours.	
<b>Legislation</b>	Quality Standards for Care Services (2014), Commission Reports of Council on Aging (2019)	
<b>Related Units</b>	Department/Directorate of Social Services, MoFSS Provincial Directorate	

Standards	Notes/Remarks	Steps in Implementation Guideline
<p><b>3.7 The systems that support the mobility of the elderly person in the house (home environment of the elderly person) and external environment should be established to create an accessible and safe environment and support independent life in home environment.</b></p>	<p>That the elderly person maintains his/her life independently should be the major axis of all services. Home and environment adjustment should be made in a manner that will ensure that.</p> <p>Currently, it is not possible for municipalities to make indoor adjustment when the municipality only adjusts inside of the house. However, the inside of apartment complexes, building entrances, parks, sidewalks and roads may be adjusted according to the elderly.</p> <p>While housing adjustment helps the elderly person live independently, it also facilitates the employees who provide home care service to perform their jobs. For this purpose, adjustment may be made in the following areas to ensure that the elderly person lives an independent life:</p> <ul style="list-style-type: none"> <li>➤ Bathroom</li> <li>➤ Electrical system</li> <li>➤ Cabinets</li> <li>➤ Ladders</li> <li>➤ Doorbell</li> </ul> <p>In housing arrangement, focus should be on falling prevention. For this purpose, it is necessary to work with occupational</p>	<ol style="list-style-type: none"> <li>1. Infrastructure studies should be conducted on adjusting the home environment, elderly needs should be classified such as bathroom, system audits for facilitating movements and associated preparations should be done.</li> <li>2. Training should be provided to the employees who will work for this service.</li> <li>3. Personnel who work in the field of ergonomics should be recruited.</li> <li>4. Checks on new buildings should be implemented by considering the needs of elderly and people with disability.</li> </ol>

	<p>therapists. While making the house suitable, different functional losses should also be considered as far as possible.</p> <p>Applicability of accessing standards of new buildings should be effectively examined in order to resolve the problem fully.</p>	
<b>Legislation</b>	UN Elderly Principles, Care Services Quality Standards (2014), TS 9111 Accessibility Requirements in Buildings for Persons with Disabilities and Limited Movement Ability	
<b>Related Units</b>	Department/Directorate of Social Services, Directorate of Elderly Service, Department/Directorate of Strategy, Technological Affairs, MoFSS	

Standards	Notes/Remarks	Steps in Implementation Guideline
<b>3.8 Emergency Button Service should be established for the elderly who live alone.</b>	An emergency button system should be established through which the elderly who live alone at home will press and ask for support in case of emergency. Life Button practice enabling 7-24 service delivery which was implemented between the years 2011 and 2017 under the Life Support Project with the cooperation of Governorship of Ankara and Research, Certification and Training Foundation for Social Services (SABEV) was included. This experience may be examined to develop a model.	<ol style="list-style-type: none"> <li>1. An effective technological infrastructure should be established.</li> <li>2. The budget should be allocated.</li> <li>3. Personnel who will consult with calling should be recruited.</li> <li>4. Counselling should cover psychological/social support.</li> </ol>
<b>Legislation</b>	Instructions related to care services which will be prepared by the municipalities may serve as reference.	
<b>Related Units</b>	Department of Social Services of Municipality, Directorate of Elderly Service, Governorships	

Standards	Notes/Remarks	Steps in Implementation Guideline
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<p><b>3.9 Personnel who provide service to the elderly should have graduated from schools that provide instruction on aging-care.</b></p>	<p>Home care service, by its nature, is a service that operates through personnel/employees who provide service and the elderly who receive service (sometimes relatives of the elderly). As a whole, the preparatory, planning, monitoring processes of the service are intended for improvement of service delivery. Therefore, service providers-employees who are the main actors of service delivery are at the centre of the service. Elderly care and care services require special training and personal skills. People who have received their instruction on health and certified people in case of lack of personnel/employee who have the qualification should be preferred. It may be obligatory for people who will provide care to complete the programme on “Training for People Who Will Support Self-Care of the Sick and the Elderly” which is provided by MoNE Public Education Centres and takes 160 hours.</p>	<ol style="list-style-type: none"> <li>1. Standard of graduation from related departments should be included in the recruiting criteria.</li> <li>2. Required checks should be done through the diplomas in the recruiting process.</li> <li>3. Getting “Training for People Who Will Support Self-Care of the Sick and the Elderly” MoNE certification should be determined as minimum requirement when it is difficult to find personnel who graduate from related departments.</li> </ol>
<p><b>Legislation</b></p>	<p>Regulation on Individual Care Centres, Implementation Guideline for Care Services (2013), Commission Reports of Council on Aging (2019), Operation instruction of Muğla MM Home Care Services</p>	
<p><b>Related Units</b></p>	<p>Department of Social Services, Directorate of Elderly Services, relevant units related to Human Resources, Council of Higher Education, MoNE and MoNE Public Education Centres</p>	

Standards	Notes/Remarks	Steps in Implementation Guideline
<p><b>3.10 Personnel/employees who have just commenced work should gain at least 1-month experience in the company of senior care-givers.</b></p>	<p>In home care/support services, employment of people who have not undertaken care work before and do not have a practical experience will reduce service quality and elderly person’s satisfaction and confidence in the service. An environment where beginners will gain experience should be created.</p> <p>It should be considered whether senior care-givers have qualifications that can educate new personnel.</p>	<ol style="list-style-type: none"> <li>1. Standard of gaining experience in the company of senior care-givers should be included in the orientation program for personnel who have just commenced.</li> <li>2. Senior care-givers should be prepared about transferring their experiences and have sufficient knowledge about it.</li> </ol>

		<ol style="list-style-type: none"> <li>3. The senior care-givers should hold an assessment meeting with the participation of representatives of new personnel and units and give feedbacks to new personnel after completing 1-month training.</li> <li>4. The new personnel should start to provide the service after participating in the assessment meeting.</li> </ol>
<b>Legislation</b>	Instructions related to care services which will be prepared by the municipalities may serve as reference.	
<b>Related Units</b>	Department of Social Services, Directorate of Elderly Services, relevant units related to Human Resources	

Standards	Notes/Remarks	Steps in Implementation Guideline
<b>3.11 All services in relation to elderly care should be provided by at least 2 personnel/employees.</b>	Home care services pose risks for both the ones who receive service and the ones who provide service. One of the ways to reduce these risks is to provide the service by more than one person. Thus, unexpected situations, crises may also be managed and personnel may support each other.	<ol style="list-style-type: none"> <li>1. Teams of two should be created when planning the service and dividing work between personnel.</li> <li>2. Work schedule should be prepared on the groups.</li> <li>3. It should be checked whether the service is provided in groups of two.</li> </ol>
<b>Legislation</b>	Instructions related to care services which will be prepared by the municipalities. Muğla MM Operation Instructions of Home Care Services	
<b>Related Units</b>	Department/Directorate of Social Services, Directorate of Elderly Service	

Standards	Notes/Remarks	Steps in Implementation Guideline
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<p><b>3.12 Personnel/employees who provide elderly home care service should have awareness of elderly rights and rights-based approach. Pre and in service training on this subject should be implemented.</b></p>	<p>Awareness training, workshops on elderly rights and rights-based approach should be provided. The subjects such as ethics of care, decent service delivery, language that should be used while providing service and forms of approach to the elderly should be definitely included in training programme.</p> <p>Outsourcing the training may be provided by communicating with the institutions which can provide the training of elderly rights and rights-based service delivery or the training may be provided by experts of the municipality.</p>	<ol style="list-style-type: none"> <li>1. Right-based service delivery, ethics of care, communication contents should be added to the orientation program for the new personnel.</li> <li>2. Needs of the personnel should be considered when determining the training program.</li> <li>3. It should be decided who will provide the training.</li> <li>4. Studies should be done on assessments which measure the gains after the training.</li> <li>5. Consistency of the training should be ensured.</li> </ol>
<p><b>Legislation</b></p>	<p>UN Elderly Principles</p>	
<p><b>Related Units</b></p>	<p>Department of Social Services, Directorate of Elderly Services, relevant units related to Human Resources, MoFSS Provincial Directorate</p>	

Standards	Notes/Remarks	Steps in Implementation Guideline
<p><b>3.13 Personnel/employees who provide elderly home care service should respect privacy and use places to the extent permitted by the elderly person.</b></p>	<p>Privacy should be one of key standards while working with the elderly. It is necessary to use the house in the manner that the elderly person permits and it is necessary not to intervene with the elderly person.</p> <p>This standard should be written in personnel/employee contracts.</p>	<ol style="list-style-type: none"> <li>1. Privacy, confidentiality should be included in the orientation program.</li> <li>2. Written rules should be prepared on how personnel/employees should act at home. Thereby, awareness of personnel/employees related to the rules should be raised to the highest level.</li> <li>3. Breach of privacy in the employment contract should be clearly written to state that it constitutes grounds to terminate the contract.</li> </ol>
<p><b>Legislation</b></p>	<p>UN Elderly Principles, Law No. 6698 on Protection of Personal Data, Care Standards Guidelines (2014), Muğla MM Operation Instructions of Home Care Services</p>	

<b>Related Units</b>	Department of Social Services, Directorate of Elderly Services, relevant units related to Human Resources
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<b>Standards</b>	<b>Notes/Remarks</b>	<b>Steps in Implementation Guideline</b>
<b>3.14 Privacy Statement should be prepared so that information on the elderly is not shared with others and it should be signed by all personnel/employees who commence work or an article related to this should be added to the employment contract.</b>	Data related to the elderly person should not be shared with anyone except for relevant manager. In pre-service training, information should be provided in relation to this issue. Awareness of personnel/employees about the results which information exchange will lead to should be raised. It should also be reminded that there will be legal results like the fact that sharing information with third parties requires the termination of job.  Annex-3 Muğla MM Employment Privacy Contract	<ol style="list-style-type: none"> <li>1. Privacy rules must be included in the orientation programme.</li> <li>2. Privacy Statement should be prepared and signed by the personnel.</li> <li>3. Breach of privacy in employment contract should be clearly written to state that it constitutes grounds to terminate the contract.</li> </ol>
<b>Legislation</b>	Law No. 6698 on Protection of Personal Data	
<b>Related Units</b>	Department of Social Services, Directorate of Elderly Services, relevant units related to Human Resources	

<b>Standards</b>	<b>Notes/Remarks</b>	<b>Steps in Implementation Guideline</b>
<b>3.15 In case of outsourcing, it should be ensured that preliminary processes such as contracting and the like do not interfere with services.</b>	All the organizations on tendering, contracts, pre-service training of employees should be held in a manner that will not damage the continuity of service.	<ol style="list-style-type: none"> <li>1. The contract process should be watched carefully.</li> <li>2. Circumstances that will lead to termination the contract should be defined.</li> </ol>
<b>Legislation</b>	Law No. 5216 Metropolitan Municipality	

<b>Related Units</b>	Department of Social Services, Directorate of Elderly Services, Department/Directorate of Financial Services, service provider company
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<b>Standards</b>	<b>Notes/Remarks</b>	<b>Steps in Implementation Guideline</b>
<b>3.16 Standards for home care services provided by the company should be developed by the municipality.</b>	All above-mentioned standards under the heading of Service Delivery also apply to the outsourcing, the provision of service by the company. In addition, it is important that the municipality monitors whether the company provides services to the standards.	<ol style="list-style-type: none"> <li>1. The standards should be prepared by municipalities and should be included in the specification when awarding the contract.</li> <li>2. The standards on home care services should be defined in the contract. It should be defined: <ul style="list-style-type: none"> <li>- Which services and scope of home care services are included in</li> <li>- Which qualifications of the personnel who will be recruited (education, certifications etc.) are included</li> <li>- Whether specifications of the tools and equipment are included in the contract when providing the service</li> <li>- The process of monitoring and evaluating the home care services of the municipality should be included in the contract.</li> </ul> </li> <li>3. Risks of occupational safety and health of the personnel should be considered when preparing the standards.</li> <li>4. Information should be given to the company on why each standard is important. It should be ensured that the company embraces the standards.</li> </ol>
<b>Legislation</b>	Specifications which will be prepared by the municipalities. Annex-4 Technical Specification of Denizli MM Home Health Care, Home Care Support and Transfer of the patient	
<b>Related Units</b>	Department of Social Services, Directorate of Elderly, Department/Directorate of Financial Services	

Standards	Notes/Remarks	Steps in Implementation Guideline
<b>3.17 Company employees should be ensured to have training when they commence work and during work process, training programme and content should be evaluated and approved by services for the elderly and/or relevant Municipal Social Services Units.</b>	<p>The scope of service and the qualifications of employees are two significant subjects that are at the centre of home care services. Therefore, the standard identifying the qualifications of employees in relation to training and awareness was also included in it as well.</p> <p>Meetings, training courses and workshops should be held to convey the municipality's service approach to company employees. Since it is not possible for the company to convey the municipality's service approach, relevant municipal unit managers or senior experts should personally undertake the work. Thus, company employees may understand the meaning and importance of service for the municipality.</p> <p>In training courses and workshops that will be held, it should be aimed to raise the awareness of company employees about the subjects such as elderly rights, rights-based service delivery etc.</p>	<ol style="list-style-type: none"> <li>1. Related units of the municipality should prepare the training program.</li> <li>2. It should be ensured that the training is provided.</li> <li>3. Trainers should be selected by the municipality.</li> <li>4. The municipality may also select personnel who provide the home care services. Such an approach may be favoured.</li> </ol>
<b>Legislation</b>	Service specifications which will be prepared by the municipalities. Technical Specification of Denizli MM Home Health, Care and Transfer of Patient Services	
<b>Related Units</b>	Department/Directorate of Social Services, Directorate of Elderly Services	

Standards	Notes/Remarks	Steps in Implementation Guideline
<b>3.18 The continuity of care under risk conditions should be assured. For this purpose,</b>	The delivery of service to the elderly during and after the disaster should be included in relevant plans so that it can be assured.	<ol style="list-style-type: none"> <li>1. The Risk Plan should be prepared with the participation of the related units and experts.</li> </ol>

<b>alternative service plans should be made.</b>	In situations like the pandemic, it is necessary to prepare alternatives to provide care for the elderly who cannot ensure home care in terms of protection of the health of the elderly. For this purpose, it should be considered to provide temporary housing opportunities, cooperate with family members of the elderly person if there are any, communicate with mukhtars. To provide service under risk conditions, it is necessary that the municipality should be in communication with not only the elderly person but also his/her inner circle and neighbours. For this purpose, contact information on at least 2 people who will be communicated under risk conditions should be included in the Care Plan provided that one of them resides near the elderly person.	<ol style="list-style-type: none"> <li>2. Secondary people and institutions that will support the elderly care in the risk plan should be defined.</li> <li>3. A system which elderly live alone should be established so that the elderly can get support from it.</li> <li>4. Measures related to the occupation safety and health should be included in the risk conditions to ensure consistency of the service.</li> </ol>
<b>Legislation</b>	Instructions related to care services which will be prepared by the municipalities may serve as reference.	
<b>Related Units</b>	MoFSS Provincial Directorate, Department of Social Services of Municipality, SDD, Provincial Department of Health, AFAD	

#### 4 Monitoring and Evaluation

Standards	Notes/Remarks	Steps in Implementation Guideline
<b>4.1 Input, output and result indicators should be defined for home care services, monitoring studies should be conducted through these indicators.</b>	<p>Monitoring should be conducted through indicators to monitor home care services. Examples of indicators were presented in the above-mentioned table. In addition to them, the municipality may monitor the service by creating indicators such as input, output, result, efficiency etc. on its own.</p> <p>Examples of indicators:</p> <ul style="list-style-type: none"> <li>➤ Input indicators: The resources used (employee, material,...).</li> </ul>	<ol style="list-style-type: none"> <li>1. The data should be collected and analysed on annual budget spent on home care services, human resources devoted, how many elderly benefitted and satisfaction of the elderly. These studies may be done through input-output, performance, results.</li> <li>2. The data infrastructure that contains information of elderly should be built.</li> <li>3. The data registered to the data infrastructure should be evaluated periodically and used as an effective tool in order to develop the policy and provide the service.</li> </ol>

	<ul style="list-style-type: none"> <li>➤ Output indicators: The services provided, the number of the elderly who benefit from each service.</li> <li>➤ Result indicators: The elderly people’s satisfaction with the service, the number of the elderly who stay at home-who do not need institutional care.</li> </ul> <p>Another study that may be used to evaluate home care/support services is conducting monitoring study through Strategic Plan, Performance Programme and Activity Reports. Whether elderly home care is included in the strategic plan, whether the objectives included in the strategic plan are included in the performance programme belonging to relevant period and their levels of realisation, the events/actions held in activity reports in relation to elderly home care is an important part of monitoring. The objectives included in these key documents in relation to elderly home care services, performance indicators and activities should be aligned with standards.</p> <p>The Checklist prepared to monitor elderly home care services effectively may be seen in Annex-1.</p> <p><b><i>In case of outsourcing:</i></b></p> <p>To ensure the quality of service, the services provided by the company should be delivered in accordance with foreseen standards and they should be periodically monitored by using structured tools.</p> <p>The municipalities may create check lists to monitor the services. The sample is listed in Sample Check List Annex-5.</p>	
<b>Legislation</b>	Law No. 5216 Metropolitan Municipality, SBO, Strategic Planning Guide for Municipalities, MoTF, Guide for Preparing Performance Programme, Department of Court of Accounts, Guide for Evaluating Activity Reports	
<b>Related Units</b>	Mayor, SDD, Department/Directorate of Social Services, Directorate of Elderly Service, MoFSS	

Standards	Notes/Remarks	Steps in Implementation Guideline
<b>4.2 An efficient, accessible complaint scheme through which the elderly may convey their complaints in relation to services should be established.</b>	It is important that a complaint scheme should have been established so that vulnerable groups feel safe. Such system will also reduce the sense of abandonment and loneliness. Analysing complaints is one of effective tools that may be used to improve service delivery. Knowing the subjects, services and places in which complaints are concentrated will also enable to know the areas that will be intervened.	<ol style="list-style-type: none"> <li>1. Complaints should be received in written or oral.</li> <li>2. The personnel who receive the complaints should be trained in the field of communication.</li> <li>3. The complaints should be analysed periodically.</li> <li>4. The results of the complaint analysis should be used to improve the services.</li> </ol>
<b>Legislation</b>	Right to Information	
<b>Related Units</b>	SDD, Department/Directorate of Social Services, Directorate of Elderly Services, Data Processing	

Standards	Notes/Remarks	Steps in Implementation Guideline
<b>4.3 Personnel/employees should be included in monitoring studies, service assessment meetings should be held with personnel/employees periodically.</b>	Assessments of the personnel who provide the services are important to improve the services. The personnel are great data sources on what services have deficiencies, what the problems are and what services are required to improve the services. Benefitting from experience of the personnel will provide to improve the services.	<ol style="list-style-type: none"> <li>1. Participation of the personnel in monitoring and evaluation studies should be added to related regulatory documents.</li> <li>2. Assessment meetings should be held once a month with the participation of the personnel.</li> <li>3. The results of the assessment meeting should be used to improve the services.</li> </ol>
<b>Legislation</b>	Law No. 5216 Metropolitan Municipality, SBO, Strategic Planning Guide for Municipalities, MoTF, Guide for Preparing Performance Programme, Department of Court of Accounts, Guide for Evaluating Activity Reports	
<b>Related Units</b>	Department/Directorate of Social Services	

Standards	Notes/Remarks	Steps in Implementation Guideline
<b>4.4 Employees of the municipality who services and employees who monitors and receiving complaints must be separated.</b>	Employees of the municipality who provide services and employees who monitors and receiving complaints must be separated to conduct monitoring and evaluation studies objectively. The personnel should provide to fill the assessment forms, receive the feedbacks of the elderly for the reason of limited human resources etc.	<ol style="list-style-type: none"> <li>1. Job descriptions of the personnel should be prepared in detail.</li> <li>2. The personnel from other units which provide services for elderly should give feedback to each other by reuniting periodically.</li> <li>3. It should be paid attention that employees of the municipality who services and employees who monitors and receiving complaints should be different when dividing the work.</li> </ol>
<b>Legislation</b>	Instructions related to care services which will be prepared by the municipalities may serve as reference.	
<b>Related Units</b>	SDD, Department/Directorate of Social Services, Directorate of Elderly Services	

Standards	Notes/Remarks	Steps in Implementation Guideline
<b>4.5 Job descriptions of the personnel should be defined in detail.</b>	Performance of the personnel should be evaluated. Job descriptions of the personnel should be prepared in detail and an integrated manner in order to evaluate the human resources objectively. Thereby, there will be no work items left behind.	<ol style="list-style-type: none"> <li>1. Job descriptions of the personnel should be prepared in detail.</li> <li>2. The job descriptions should be taken as basis when evaluating performance of the personnel and dividing the work between the personnel.</li> </ol>
<b>Legislation</b>	<p>Technical Specification of Denizli MM Home Health Care, Home Care Support and Transfer of the Patient, Operating Instructions of Muğla MM Home Care Services.</p> <p>For sample job description: Annex-5 Denizli MM</p>	
<b>Related Units</b>	SDD, Department/Directorate of Social Services, Directorate of Elderly Services	

Standards	Notes/Remarks	Steps in Implementation Guideline
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<p><b>4.6 The elderly person's satisfaction should be periodically measured, the results should be reported, and they should be used for the development of service delivery.</b></p>	<p>Satisfaction studies on the elderly people should be periodically conducted and reported. Results of the report should be used as an effective tool in structuring and revising services for the elderly.</p> <p>The sample form that the municipalities may use is listed in Annex-7.</p> <p>You can see the satisfaction form of Denizli MM Home Care Services in Annex-8.</p>	<ol style="list-style-type: none"> <li>1. An approach should be determined to measure the elderly's satisfaction.</li> <li>2. The meeting form should be prepared.</li> <li>3. Approval of ethic board should be received.</li> <li>4. People who work for the service should be determined.</li> <li>5. Satisfaction studies should be done.</li> <li>6. The results of satisfaction should be reported.</li> <li>7. The results of satisfaction should be used as a means for improving the service. For this reason, areas of high and low satisfaction should be identified.</li> <li>8. Areas of low satisfaction should be intervened.</li> </ol>
<p><b>Legislation</b></p>	<p>Law No. 5216 Metropolitan Municipality, SBO, Strategic Planning Guide for Municipalities,</p>	
<p><b>Related Units</b></p>	<p>Mayor, SDD, Department/Directorate of Social Services, Directorate of Elderly Service</p>	

Standards	Notes/Remarks	Steps in Implementation Guideline
<p><b>4.7 Standards should be reviewed and revised according to monitoring and evaluation results.</b></p>	<p>The main purpose of monitoring and evaluation studies is to develop policies and services. For this purpose, it should be periodically reviewed how applicable standards are and how aligned they are with changing conditions and necessary revisions should be made accordingly.</p>	<p>Monitoring studies should be done periodically after implementing the standards.</p>
<p><b>Legislation</b></p>	<p>Instructions related to care services which will be prepared by the municipalities may serve as reference.</p>	
<p><b>Related Units</b></p>	<p>SDD, Department/Directorate of Social Services, Directorate of Elderly Service</p>	

## 4. In Lieu of Conclusions

Türkiye is among the countries with high-rate of aging population. Effects of this demographic change will be seen in the upcoming period and requests for elderly services will increase. This change will affect all areas including social policy, social services, buildings, infrastructure and transport.

Services for elderly change and transform over time. Nursing homes would come to minds if you mentioned “services for elderly” in earlier years. Home health, care and support services have been added to the agenda in the 2000s. Home health and care services are stand-out and preferred services for the reason of increasing elderly’s well-being, helping elderly to spend their aging period at a place which they are used to and using the resources effectively.

Home care services are provided by MoH while home care and support services are mainly provided by the municipalities. Legal regulations on the municipalities provide the municipalities, related to social service areas, to deliver the service and make policy. However, when it comes to the current situation, social services are seen as secondary considering budget outlay of the municipalities despite this. For example, it is difficult to say that all of the 27 municipalities make home care services as one of the main services. Some municipalities provide this service in the framework of YADES. Amount of expenditure items will change as well as priorities change. It is mandatory that services should be provided appropriately for the needs of this population, appropriate adjustment should be done and budget should be allocated.

Services provided by the municipalities and capacity of service delivery were considered when determining the standards. Especially, the integrated service delivery should be done with different services of the municipalities. For example, home care services for elderly should be provided as an integrated service which will comply each other through education, enhancing, support of the family, temporary residential care, home care services. The municipalities should provide these services in their own institution or the municipalities should cooperate and provide cooperation with other public institutions. It is mandatory that current capacities and financial resources of both municipalities should be increased in any case.

Another highlighted point is related to the target group of the service. The service is provided as request-based and to those who experience deprivation. Central public governments should cooperate with the municipalities in order to provide the service as request-based and share the data with the municipalities. Envisaging the scope of home care services is another area which should be considered.

The municipalities provide through instructions on preparing home care services in the framework of their own knowledge at present. Studies which define minimum standards of the service and can be used by the municipalities were not done so far.

Service standardization studies implemented under LAR III project was done to fill this gap at some level. Home care services provided by the municipalities were considered in the framework of the study. Pilot applications were implemented in Denizli and Muğla MMs. Testing the prepared standards, evaluating and considering one more time is a process which will take time. For this reason, this study should be accepted as a start and standards should be added to the agenda of related institutions, particularly MoFSS.