

NEW METHOD TO ASSESS SERVICE QUALITY IN CARE HOMES FOR THE ELDERLY

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Abstract - A simple but dependable electronic device, Con-Dis, has been developed to gain reliable information on elderly persons' perceptions of their well-being. The device has been tested and proven to be technically functional and dependable. It was tested in two care homes for the elderly and two private homes to evaluate whether it provided reliable information about the service quality. This report illustrates the practical usage of the device and shows its efficiency in gathering reliable service quality information from the focus group. The results suggest that Con-Dis is suitable for measuring the perceived service quality and seems to reduce the risk of too-positive evaluations.

Index terms: Monitoring system, service quality, electronic device, care home for the elderly, Con-Dis