

OP 22

## Perceived Quality of Healthcare among Residents in Aged Care Homes in Galle District-A Qualitative Study

Madushanthi H.J.H.<sup>#</sup>, De Silva K.K.P.M.K., Gamage M.W.K., Sundarapperuma S.M.T.D.,  
Nirmani K.G.P.

*Department of Nursing, Faculty of Allied Health Sciences, University of Ruhuna, Sri Lanka*

*<sup>#</sup>Corresponding author: madhushani122@gmail.com*

**Background:** The older population living in aged care homes is increasing with population ageing and demographic changes. Measures to improve the quality of life of older people has attracted the interest of researchers while the quality of healthcare that older people receive will play an important role in it. Therefore, the perception of residents on quality of healthcare will play a vital role to introduce new measures to improve the quality of life of older people.

**Objectives:** To explore perceived quality of healthcare among residents in aged care homes in Galle district.

**Methods:** This qualitative descriptive exploratory study was carried out with a purposively selected sample of residents in aged care homes in Galle district. Eight focus group discussions were carried out with 48 participants using a semi-structured interview guide until reach the saturation point. Data were audio-recorded and transcribed verbatim. The content analysis approach was used to analyze data.

**Results:** More than 50% of the study participants were females aged between 70-80 years. Residents discussed both negative and positive perspectives towards the quality of health in aged care homes. The themes including socio-cultural expectations, physical and mental well-being and caregivers' medical competence were associated with positive perception of quality of healthcare. Lack of financial independence, poor social and institutional support and inadequacy of continued medical and transport facilities were associated with negative perspective towards the quality of healthcare.

**Conclusions:** The findings of this study emphasized that the perception of residents on quality of healthcare at aged care homes primarily relies on socio-cultural contexts, individual health and caregivers' medical competence. The findings deserve a greater attention of health and social welfare policy-makers for strengthen the social and economic independence of residents of aged care homes to enhance the quality of healthcare.

**Keywords:** *Aged care homes, Quality of healthcare, Residents*