

A change for vision – to review the quality of elder day care service in the sight of service users

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Abstract

A community-based support and care service has become an objective for promoting long-term care policy in many countries. Under this trend, elder day care services have grown rapidly and thus become one of the most important parts in community service systems. The demands of service quality and the accountability have also been taken into consideration. The service user plays an essential role in service quality. To focus on how users express their experience and expectation, this study is based on reviewing day care and service quality-related documents, and purposive sampling is used to interview 20 elders in day care centers in Taoyuan-Hsinchu-Miaoli areas so as to understand users' viewpoints about quality type and meaning. We divide the service quality into three concepts: "individual response concept- person-centred based value for an individual," "relationship-building concept- a close community relationship," and "function operation concept-the integration of multi-vision function." At the end, we will give some advices to compensate for the long-term lack of quality gap of users' vision.

Keywords: day care, community care, service user, service quality