



REPUBLIC OF SLOVENIA
COURT OF AUDIT

AUDIT REPORT

Care for the elderly and those with physical or mental disabilities who are in need of assistance

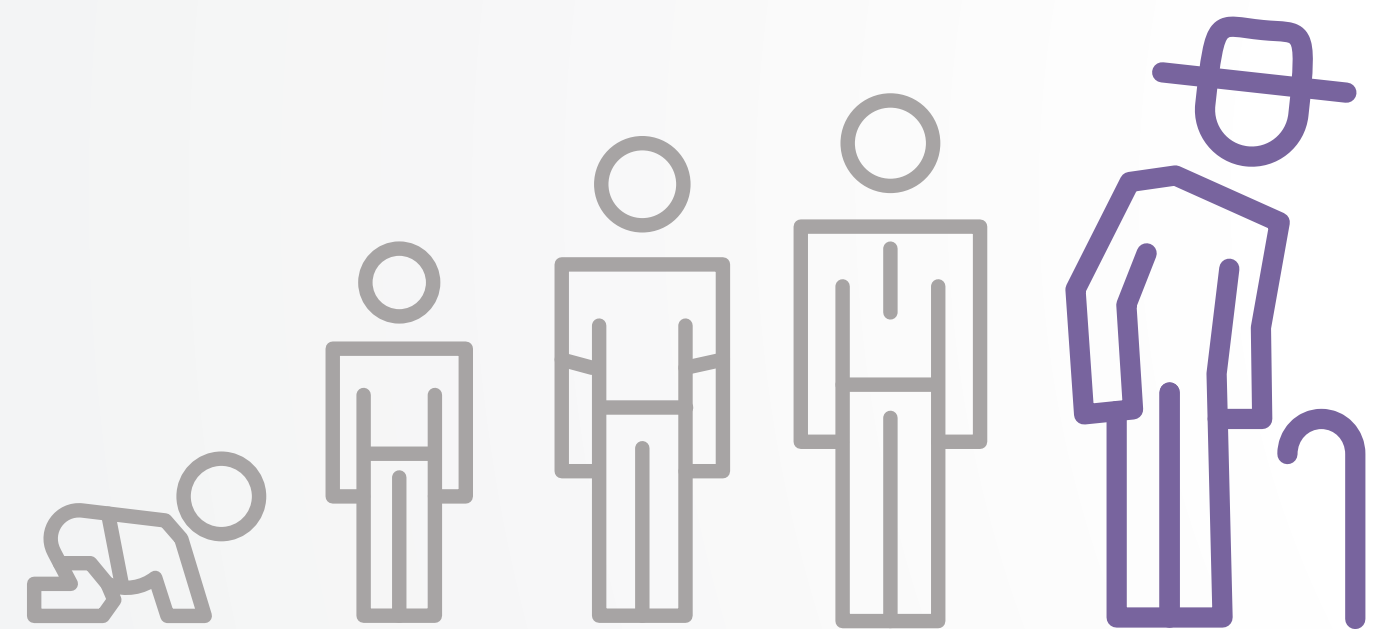
Performance audit

Audited period: 1 January 2007 to 30 June 2018



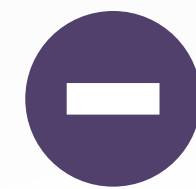


Social security situation is critical



Every 5th Slovene

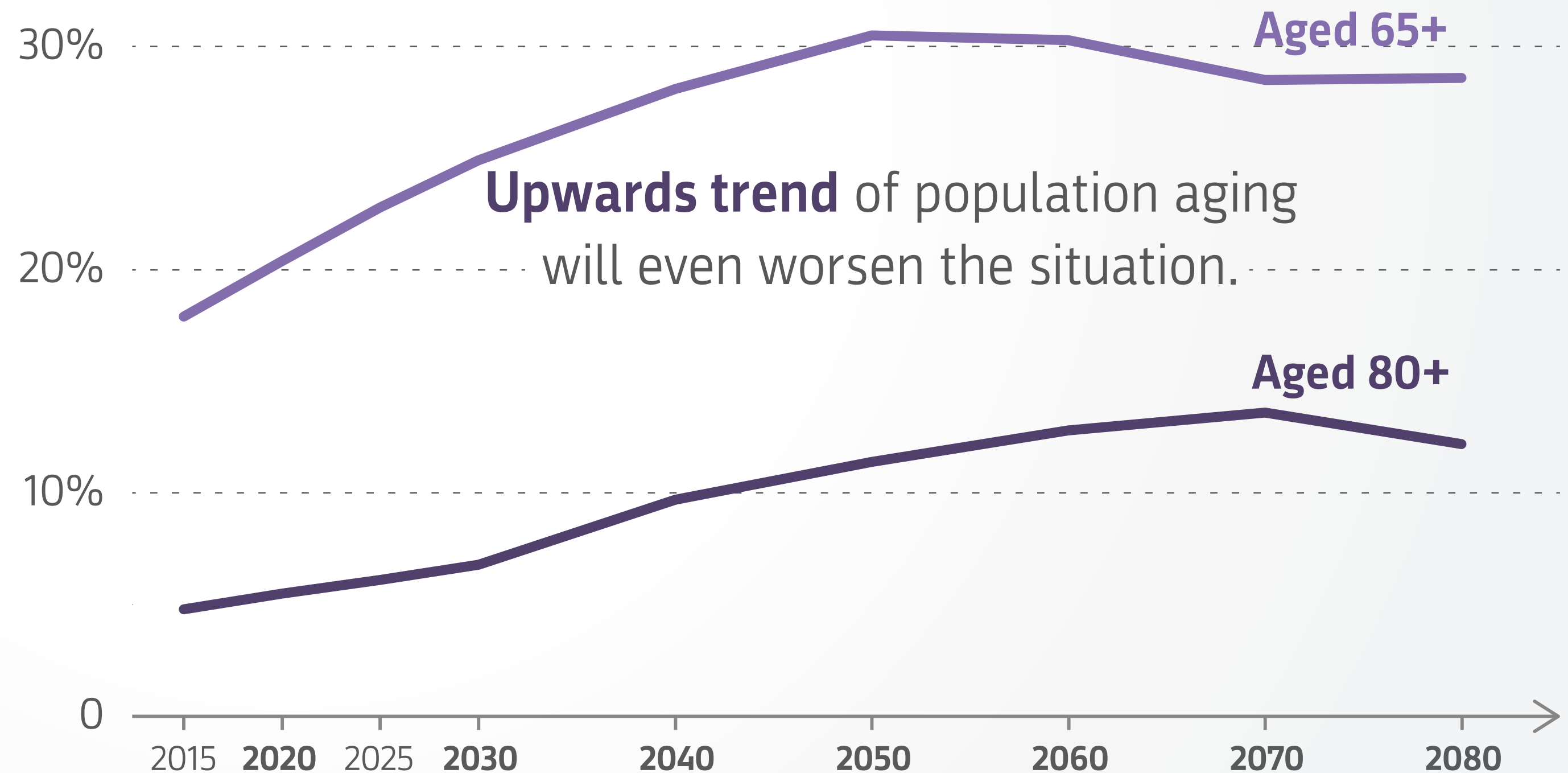
can be among those **in need of assistance from others** due to age or health conditions, therefore the Court of Audit **re-performed an audit Where to in old age.**



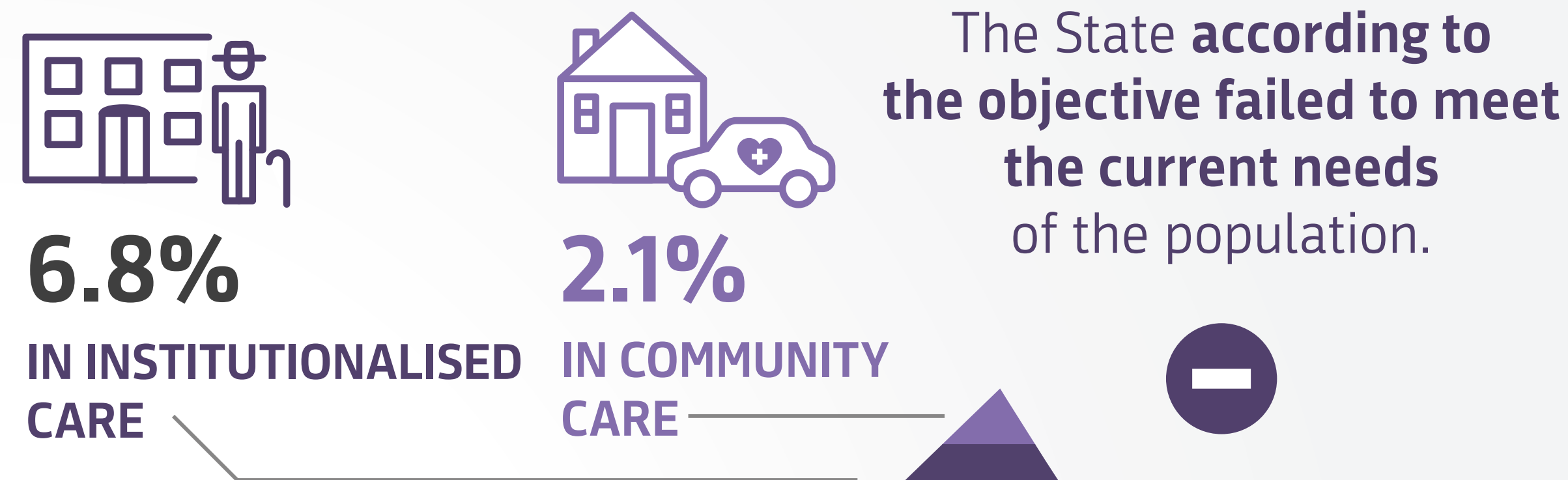
No necessary measures by the State in more than 10 years

to provide assistance to as many people in need as possible.

Failed to analyse the problems arising and the beneficiaries.



The State set up an objective **to promote community care by 2020**, although the **demand for institutionalised care is at least 3 times higher.**

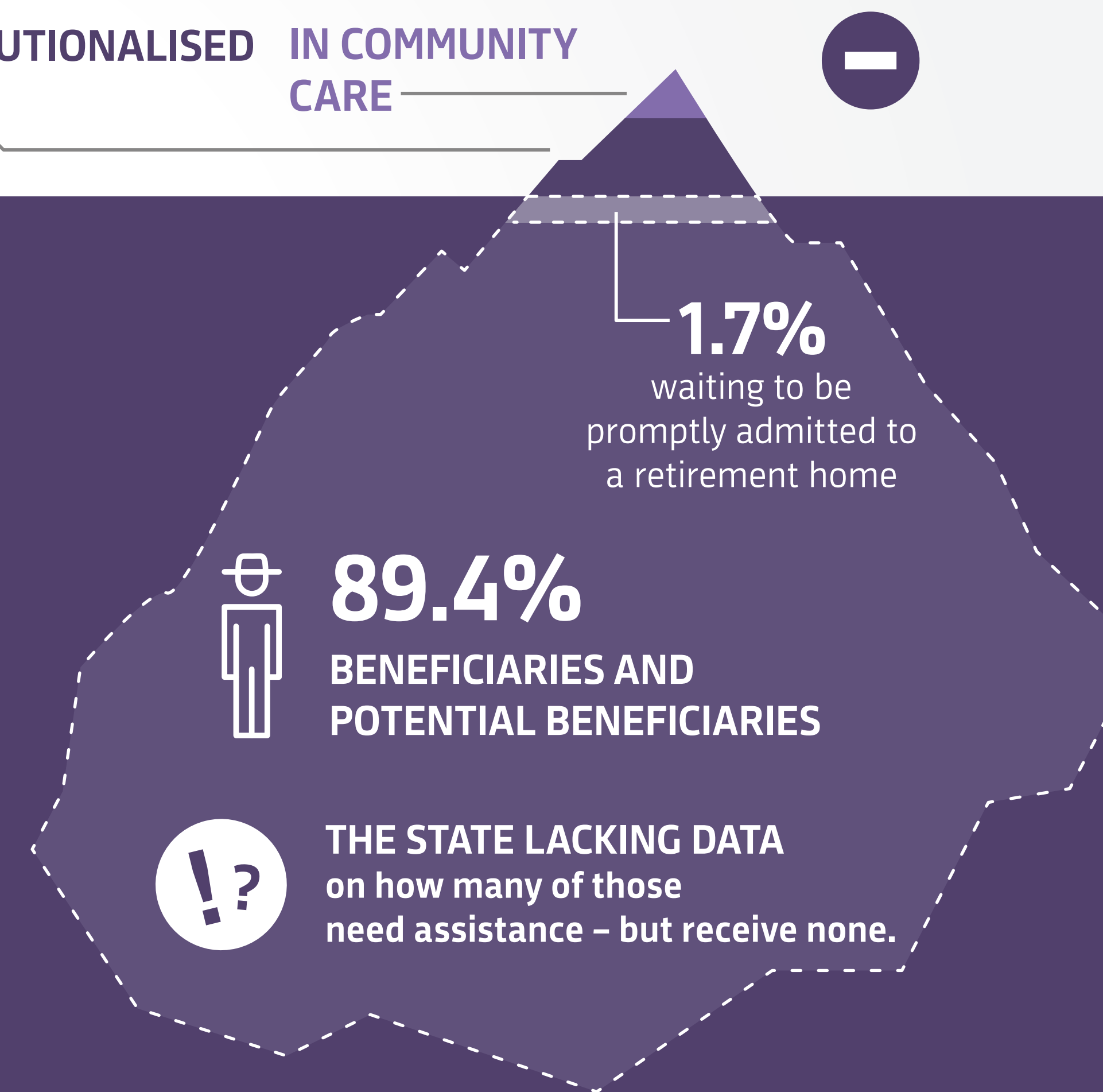


measures by the State
for institutionalised care



measures by the State
for community care

The State since 2007 **built no new public retirement homes**, by granting concessions it enabled the concessionaries to provide additional **2,599 beds** that are for **27.7% more expensive.**



Community care

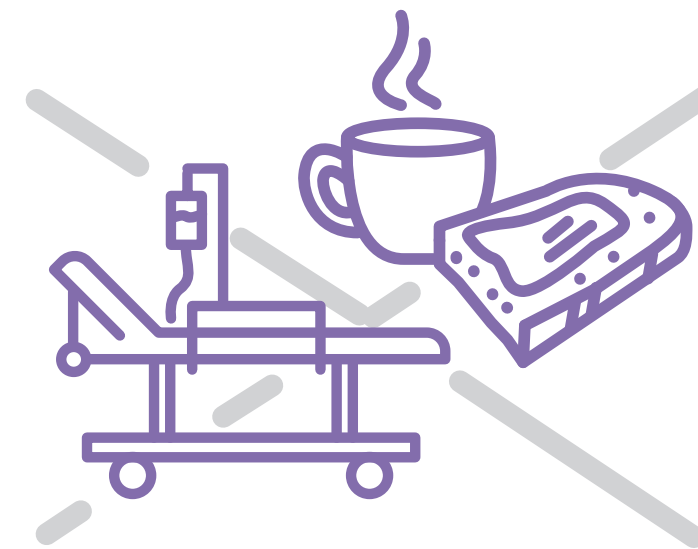
is in comparison to **the institutionalised care**



MORE FRIENDLY

a carer attends users
in home environment

6x more time per day

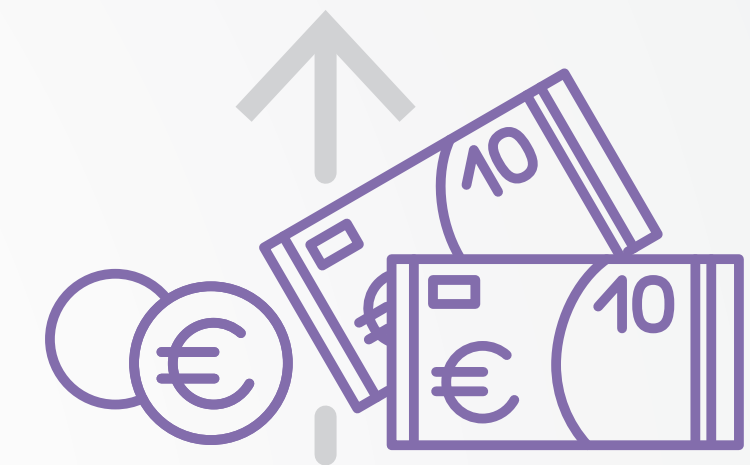


REDUCED

does not include healthcare, food and
permanent access to assistance – at disposal

only 20 hours per week

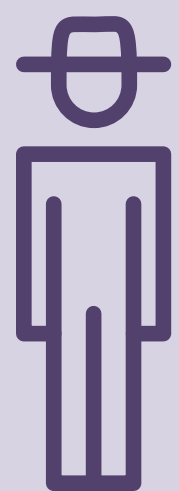
but not at any time



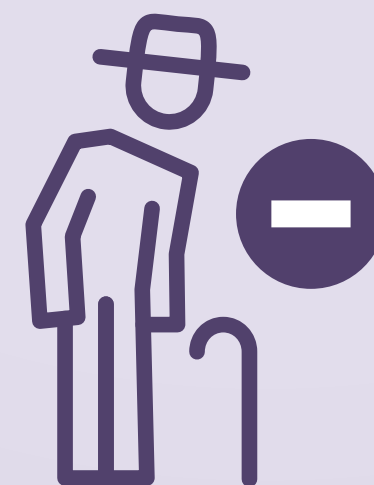
MORE EXPENSIVE

users pay for community care
service per hour

at least 8x more



**Appropriate mostly for those
users who need less assistance
and only occasionally**



Family members of the users who have more needs and are
waiting to be admitted to the retirement home therefore
carry heavier burden and are forced to seek **additional
assistance at the service providers without work licences.**

Is an average pension sufficient to cover the assistance costs?

€ 613
an average pension in 2016

60% of pensioners received the average pension



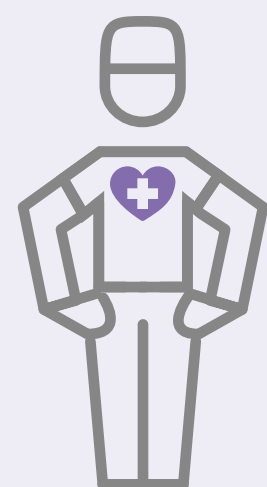
TYPE OF CARE	AVERAGE COST IN 2016	!?	NOT ENOUGH	ENOUGH
domestic help 80h/month appropriate only for category I	€ 676 per month	regardless the subsidy of the municipality that amounts to at least 50% of the price must also pay costs of food, residence, additional care	- € 63	
public institutes category I	€ 531,3 per month			+ € 81
concessionaries category I	€ 694,2 per month		- € 82	
public institutes category III/a	€ 819,3 per month		- € 207	
concessionaries category III/a	€ 982,2 per month		- € 370	

Why is the existing system of institutionalised care unsustainable?

Due to **poor personnel policy** and **unfair defining of prices** and **unequal treatment of users**.



CARERS NOT PAYED ENOUGH AND OVERBURDENED



€ 763

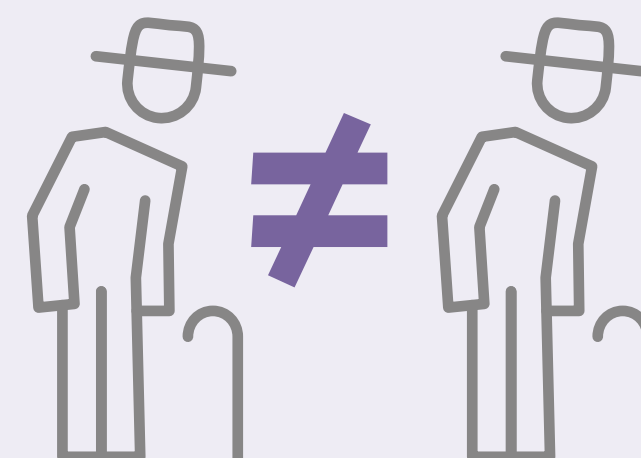
gross salary per carer, causing lack of interest for the job and shortage of personnel

51

users per carer, since norms are not set up



UNEQUAL TREATMENT OF USERS



criteria for admittance not precisely defined, waiting lists are thus obsolete

standards of care types are not specified therefore the users with similar needs can receive different scope of services



UNFAIR SYSTEM OF DEFINING PRICES, developed by the Ministry of Labour, Family, Social Affairs and Equal Opportunities



+27.7%

higher prices at concessionaries since **the State does not regulate the prices**

Users also pay the costs not relating to their category of care and standard of residence.

Users of superior accommodation pay twice the same costs, users of standard accommodation also pay a part of costs for superior accommodation.

€ 11 million

of profit per year for all service providers due to unrealistically set prices within social care that is **non-profit-making service**

The State shall use **disproportionate amount of funds for new system testing**, while the demands for beds remain unmet.



€ 74 million

the State provided for the development and testing of a new system for long-term care with the stress on the community care



at least 2x as much funds

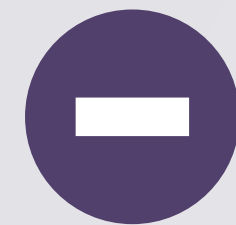
needed by the State to ensure **7,094 additional beds** to meet the **existing needs** for high-quality institutionalised care

MEASURES OF THE STATE

NEEDS

The State by inappropriate activities worsens the hardship of those in need.

OPINION OF THE COURT OF AUDIT



The efforts of the State to provide assistance for all in need **are not sufficient.**

- Government,
- Ministry of Labour, Family, Social Affairs and Equal Opportunities,
- Ministry of Health

failed to effectively provide availability and access to social security services to all in need, since they:

- ⊖ **inappropriately planned** new system of long-term care
- ⊖ **failed to implement appropriate measures**
- ⊖ **failed to meet the objectives.**

DEMANDS OF THE COURT OF AUDIT

Ministry of Labour, Family, Social Affairs and Equal Opportunities must:

1.

define stakeholders **to ensure data** on prices, needs and facilities

2.

appoint working group to **review appropriateness of the existing legal framework**

3.

develop **proposals to eliminate systemic weaknesses**

The Court of Audit recommended to all auditees to appropriately plan long-term care and **to meet the objectives arising from the needs** of beneficiaries.



The State's insufficient efforts caused those in need not to receive the necessary assistance thus it is **urgently required by many.**