



# Sustainable and High-Quality Care: Lessons from Practices around the World

26th November 2024 (Tue) 11:00-13:30 UTC

Online Presentation

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Language: English

Participation is available at no charge.



How do we evaluate and improve the quality of care?

The globe is aging. While the population of people requiring facility or residential care services is increasing, the number of people working in these services is decreasing.

How can we provide care services sustainably?

Based on presentations of good practices from around the world, this forum will discuss issues related to quality of care and sustainability.

## Program

11:00-11:05	<b>Opening Remarks</b> Ms. Anne Livingstone (Australia)
11:05-11:20	<b>Presentation on Today's theme: What is going on in ISO/TC314/WG8 "Care"?</b> Mr. Stefan Lundberg (Sweden)
11:20-11:35	<b>Keynote Address</b> <b>"Assuring and Improving the Quality of Elder Care"</b> Mr. Osamu Yoshida (Japan)
11:35-12:45	<b>Topic Presentation: "What is Care Quality from the perspective of various stakeholders?"</b> Moderator: Prof. Hajime Yamada (Japan)

### Session 1: Care recipients, their families, and the environment surrounding them

***"The role of the Dementia Friendly Dental Surgery and Dementia support."***  
Dr. Ian Kenneth Grant Sherriff (UK)

***"What Quality Care means to Older people"***  
Ms. Patricia Sparrow (Australia)

***"Unpaid Carers & Carer-Employees Carer-Friendly Workplaces: Standards and Certification"***  
Dr. Allison M. Williams (Canada)

#### Q&A

### Session 2: Care operations (Care operating company and Inspection body)

***"Challenges in Delivering Appropriate, Timely, Person-Centred Care"***  
Ms. Peh Kim Choo (Singapore)

***"Developing standards to support care improvement and integration."***  
Dr. Kevin Groombridge (UK)

#### Q&A

12:45-13:25	<b>Panel Discussion:</b> Discussion by speakers from Session 1 & 2 Moderator: Dr. Hiroshi Sato (Japan) Mr. Osamu Yoshida, Dr. Ian Kenneth Grant Sherriff, Dr. Allison M. Williams, Ms. Peh Kim Choo and Dr. Kevin Groombridge
13:25-13:30	<b>Closing note</b> Ms. Britta Berge (USA)

## Participant Profiles (In order of appearance)

### Opening remarks



#### **Anne Livingstone (Australia)**

**Convenor, ISO/TC314 Aging societies/TG2 Communications  
Executive Director, Global Community Resourcing**

Ms. Anne Livingstone has been Director of Projects and Research at Global Community Resourcing since 2010, managing international and national projects in community health and care. With over 35 years of experience, she has worked extensively in service management, policy reform, and research. Ms. Livingstone is currently the International Convenor for the ISO/IEC Joint Working Group on Inclusive Living in Smart Homes and the ISO Technical Committee 314 on Ageing Societies Communications Group. She also chairs the Community Care Smart Assistive Technologies Collaborative. Previously, she served as Executive and Project Lead for the Australian Aged Care Industry Technology Council and as Company Secretary until July 2024. Her work promoting innovation in community care earned her induction into the National Hall of Fame in 2018 and a finalist spot in the 2024 Inside Ageing Future of Ageing Awards. She holds executive certifications from Harvard and MIT in digital transformation and strategic technology road mapping.

### Presentation on Today's theme



#### **Stefan Lundberg (Sweden)**

**Co-Convenor, ISO/TC314 Aging societies/WG8 Care  
The Swedish Consumers' Association**

Mr. Stefan Lundberg is representing The Swedish Consumers' Association. Stefan Lundberg is Convenor/Secretary Support Team of ISO/TC314/WG8. He has been chairperson in CEN/TC449 Quality of care and support for older people resulting in CEN/TS17500:2021. He has participated in the work developing IWA18:2016 Framework for integrated community-based life-long health and care services that was the starting point for the formation of ISO/TC314 Ageing Societies and WG1 developing General requirements and guidelines for an age-inclusive workforce. He is participating in WG4, Guidelines for promoting wellbeing in communities. He is working in the non-profit sector as a team leader for handball teams since 1999 and is secretary and member of the Sannadal handball club's board since 2002. Mr. Lundberg graduated from the University of Stockholm with a degree in Sociology and a minor in psychology. He also has a nursing degree, specialized in psychiatry.

### Keynote address



#### **Osamu Yoshida (Japan)**

**Councillor for the Minister, Health and Welfare for Elderly and  
Persons with Disabilities, Ministry of Health, Labour and Welfare of Japan**

Mr. Osamu Yoshida, Councillor for the Minister (Health and Welfare for Elderly and Persons with Disabilities), is responsible for the Long-term Care Insurance System and other welfare policies including people in disabilities. Before joining the Ministry of Health, Labour and Welfare, he spent nearly 30 years at the Ministry of Finance in various areas such as national budget formulation, issuance of JGB (government bonds), and international finance. He also worked at the Ministry of Land, Infrastructure, Transport and Tourism when Japan enacted the law promoting accessible public transportation. He graduated from the University of Tokyo, Faculty of Law, and holds a Master's degree in Public Policy and Administration from Columbia University.

# Topic Presentation & Panel Discussion

## “What is Care Quality from the perspective of various stakeholders?”



Moderator

### **Hajime Yamada (Japan)**

**Head of delegates for Japan to ISO/TC 314 Ageing Societies  
Professor Emeritus, Toyo University**

Secretary, IEC System Committee Active Assisted Living

## Session 1

### Care recipients, their families, and the environment surrounding them



### **Ian Kenneth Grant Sherriff (UK)**

**Academic Partnership Lead for Dementia at the Faculty of Health,  
University of Plymouth**

Dr. Ian Sherriff B.E.M is a member of the UK Prime Minister's Dementia Friendly Communities Challenge Group, chairing the South and Southwest of England. Formerly a trustee of the Alzheimer's Society, Ian now serves as a National Ambassador. He is a founding member of the Plymouth Dementia Alliance and chairs several national groups, including the Prime Minister's Rural Dementia Group and National Air Transport Hidden Disability Group. Ian has spearheaded 14 Plymouth International Dementia Conferences and was instrumental in Plymouth winning "Dementia Friendly City of the Year." He collaborates with researchers from countries such as Ukraine, China, and Japan on dementia projects. Ian is also a keynote speaker at major conferences, including the upcoming 2024 Alzheimer's Disease International Conference in Krakow, and contributes to developing international standards for Dementia Inclusive Communities.



### **Patricia Sparrow (Australia)** **Chief Executive, COTA Australia**

Ms. Patricia Sparrow is a prominent advocate for the rights of older Australians, serving as the Chief Executive of COTA Australia, the registered Australian charity representing people aged over 50 in Australia. With a career spanning over 20 years in community services, aged care, health, and advocacy, she is dedicated to eliminating ageism and enhancing the lives of older people. Patricia's commitment began with early volunteer work in home care, which shaped her passion for reforming aged care systems to ensure greater choice and control for older people. She has worked across not-for-profit, government, and ministerial roles, and personally understands the challenges through her experiences supporting her aging family members. Patricia's vision for COTA includes combating ageism, improving housing conditions, and addressing workplace discrimination, particularly for older Australians. She is a strong proponent of inclusive policy changes that respect the value older individuals bring to society and continues to drive initiatives aimed at improving the aged care system.



### **Allison M. Williams (Canada)** **Professor, McMaster University**

Dr. Allison Williams is a professor in the School of Earth, Environment and Society at McMaster University and a Fellow of the Canadian Academy of Health Sciences. A trained health geographer, she currently leads a multi-year CIHR/SSHRC Healthy Productive Work Partnership Grant, helping employers adopt the CSA Carer-Inclusive and Accommodating Organizations Standard, as well as the ISO 25551 Ageing Societies Standard. This work aims to improve work-life balance, employee retention, and autonomy while reducing health insurance costs. A strong advocate for policy and practice change, Dr. Williams' research informs carer-friendly workplace policies nationally and internationally. She previously held the CIHR Research Chair in Gender, Work, and Health (2013-2019) and received several prestigious awards for her work on the health of unpaid carers. She has led large interdisciplinary projects, including a CIHR ICE Grant, supervising over 20 trainees and contributing to more than 60 peer-reviewed publications and 100 presentations across Canada and beyond.



## Session 2

### Care operations



#### **Peh Kim Choo (Singapore)**

**Senior Advisor, Chairperson's Office, Tsao Foundation**

Ms. Kim Choo has over thirty years of experience in the eldercare sector, working at the personal, social, and system levels to support older adults in leading healthy and fulfilling lives amidst demographic changes. Trained as a social worker, counseling therapist, and clinical supervisor, she developed her skills in primary care, home-based health, psychosocial care, and care management for community-dwelling elders. She also led the development and implementation of training courses for professionals in aged care across Singapore and neighboring countries. As CEO of Tsao Foundation, she spearheaded initiatives in direct care, training, collaboration, research, and advocacy to improve the aging experience and drive systematic change. She led a Whampoa-based project to create an integrated, community-wide system promoting health, learning, and aging in place. Currently, as Senior Advisor to the Chairman's office, she supports the Foundation's regional portfolio, including partnerships with the Asian Development Bank and UNESCAP to implement long-term care policies.



#### **Kevin Groombridge (UK)**

**Convenor, ISO/TC314 Aging societies/WG8 Care**

**Chief Executive of Care Inspections UK Ltd**

Dr. Kevin Groombridge initially trained as a registered nurse and then in psychology and law. Following a successful clinical career, he gained senior management experience in three countries in health care and social care. He currently jointly owns a successful care home group and management support consultancy. In 2016, he established the UK's only registered inspection body for care homes. He has been instrumental in developing evidence-based inspection methods to support continuous improvement in care homes. His academic research interests have centred on improving the quality of care through integrated, evidence-based systems; this research has involved studying systems in many countries and is ongoing. He led the group that developed and published the standard for adult residential care - BS806:2019. He convenes ISO/TC 314/working group 8, which is developing an international standard "Care for older persons at home and in residential care facilities. ISO25557"

## Panel Discussion

Moderator



**Hiroshi Sato (Japan)**

**Convenor of ISO/TC314 Aging societies/WG4 Wellbeing  
Deputy Director General, Department of Information  
Technology and Human Factors, National Institute of  
Advanced Industrial Science and Technology (AIST)**

National Mirror Committee (NMC) Chair of ISO/TC159 Ergonomics  
NMC Chair of ISO/TC43/SC2 Building Acoustics



**Mr. Osamu  
Yoshida**



**Dr. Ian Kenneth  
Grant Sherriff**



**Dr. Allison M.  
Williams**



**Ms. Peh Kim  
Choo**



**Dr. Kevin  
Groombridge**

## Closing note



**Britta Berge (USA)**

**Chair, ISO/TC314 Aging societies**

**Vice President and Chief of Staff, Policy, Research & International AARP**

Ms. Britta Berge is Vice President and Chief of Staff of Policy, Strategy and International Affairs (PRI) at AARP, a nonprofit that empowers people to choose how they live as they age. She has expertise in comparative health policy, global aging, program management, and strategic operations.

As Chair of ISO Technical Committee 314 “Aging Societies,” Ms. Berge leads efforts to develop international standards that address the challenges and opportunities of global aging.

She has worked across the nonprofit sector (both internationally and domestically), public sector (at state and local levels), and private sector, bringing a wide range of experience to her role. She is also active in volunteer work, having contributed both abroad and in her local community.

Ms. Berge serves on the board of IBASHO, a nonprofit dedicated to creating socially integrated, sustainable communities that value elders. She holds degrees in International Studies and Political Science from Utah State University and earned her Master of Public Administration from George Mason University.