



For the Wellbeing and Dignity of Older people

An introduction guide to the WeDO² Quality Care Training



With the support of the Lifelong Learning
programme of the European Union

Are you interested in improving wellbeing and dignity for older people?

Would you like to discuss with *older adults* how they perceive their **rights**?

Are you interested in involving *informal carers, professionals or policymakers* in improving the **quality of life and care** of older people?

Are you looking into improving the quality of care in your nursing home?

Would you like to engage *younger people or students* in tackling stereotypes about later life?

Yes?

The WeDO² partnership has developed a ready to use, easily adaptable set of educational material that is suitable for every audience that addresses these issues.

This guide will give you an overview of the aims and contents of the training and its manual. Are you enthusiastic to start to work on or discuss quality care in your organisation?

Then let's get started.

You can find the full training manual including all the tools and materials on the WeDO website

www.wedo-partnership.eu

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Background

WeDO² for the Wellbeing and Dignity of Older people is a European learning partnership funded by the European Grundtvig programme. It is comprised of 8 organisations from 7 different countries (Austria, Belgium, Germany, Greece, Poland, the Netherlands and the United Kingdom), and one European organisation (Age Platform Europe). Each country is committed to strengthening and improving the ability of interested parties (such as older people, formal and informal carers, volunteers, professionals) to participate and cooperate as partners in the process of improving the quality of services for older people in need of care and assistance, and to fight elder abuse.

“The quality of life, welfare and the dignity of older people who are in long-term care should be taken into account. For those in long-term care we need to ensure that the needs of the older person prevails.”
WeDO² partner

The WeDO² quality care training is based on two former European projects that produced documents concerning the rights and responsibilities of older people in need of long term care and assistance (European Charter of the rights and responsibilities of older people in need of long-term care and assistance, EUSTaCEA) and the European Quality Framework for long-term care services (WeDO).



Wellbeing, dignity and quality of care

The European Charter of the rights and responsibilities of older people in need of long-term care and assistance (the EUSTaCEA project, 2010) states that:

“Human dignity is inviolable. Age and dependency cannot be the grounds for restrictions on any inalienable human right and civil liberty, acknowledged by international standards and embedded in democratic constitutions. Everybody, regardless of gender, age or dependency is entitled to enjoy these rights and freedoms, and everybody is entitled to defend their human and civil rights”.

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Advancing in age does not involve any reduction of a person's rights, duties and responsibilities but highlights that a person can be in either a permanent or temporary state of incapacity and unable to protect their own rights. As we grow older and may come to depend on others for support and care we continue to have the right to respect for our human dignity, physical and mental well-being, freedom and security. It is our shared responsibility to promote and protect these rights as stated in the EUSTaCEA document.

The **European Quality framework for long-term care services** (WeDO project, 2012) introduces 11 quality principles and 7 areas of action that define what quality is and where effort is needed to guarantee the well-being and dignity of older people in need of long term care and assistance.

Quality principles – A quality service should be:

- > Respectful of human rights and dignity
- > Person-centred
- > Preventive and rehabilitative
- > Available
- > Accessible
- > Affordable
- > Comprehensive
- > Continuous
- > Outcome-oriented and evidence based
- > Transparent
- > Gender and culture sensitive

Areas of action – A quality service should contribute to:

- > Preventing and fighting elder abuse and neglect
- > Empowering older people in need of care and creating opportunities for participation
- > Ensuring good working conditions and working environment and investing in human capital
- > Developing adequate physical infrastructure
- > Developing a partnership approach
- > Developing a system of good governance
- > Developing adequate communication and awareness-raising

Target audience and groups

The WeDO² toolkit is aimed at everyone. It will be of particular interest to those who are linked to or engaged with providing services to older people and are committed to improving the quality of life for older people in need of care and assistance. This includes family and friends as well as small locally run groups and clubs, regional organisations, national bodies and Europe wide establishments. These target groups can be both learners and become trainers themselves.

Society

In the forthcoming decades it is expected that there will be an acceleration in the number of people who are living longer and it is therefore important to bring the issues that older face to the attention of everyone so that services and support can be put in place, such as building active communities, promoting citizenship, addressing inequality and reducing elder abuse thus improving the quality of life and wellbeing for all older people.

Example

Testing phase in Poland showed how important it was to reach all ages groups within the population. The most revealing was meeting with young people, students, children and older volunteers, who showed a lack of knowledge and understanding on relevant issues concerning older people who were in need of care and assistance.

Older people

Older people are an extremely varied group. They can be older people assisting their neighbours or supporting projects in their community, living independently, in sheltered accommodation or care homes. WeDO² also focuses on older people's groups and organisations.

Example

Espace Seniors (Belgian non-profit organisation) organised a training session, in Brussels, that was attended by 15 older volunteers working mostly with over 50's. At the end, they said they would be more attentive to older people surrounding them.

Informal carers

An informal carer is someone of any age who, without payment, provides support to a partner, relative, friend or neighbour who could not manage without his or her help. This could be due to age, learning or physical disability, long-term condition, sensory or mental health issues. WeDO² also focuses on groups and organisations that support informal carers.

Example

Age Concern Slough and Berkshire East carried out one to one sessions with a variety of people including informal carers. Overall many said that they had to think a lot about the pictures before linking them to quality care, however after reflection, carers were able to relate them to their own situations and also to their loved ones.

Policy makers and managers

This could include any establishment or individual who has the authority to influence or set the policy framework of an organisation, or training within them. This can include decision makers of different levels from local, regional, national and European. They could be from any agencies or sectors including government, private, charitable and in any area such as health, education.

Example

Representatives of the Provincial Council for Senior Policy in Lublin (Poland) were presented with the WeDO² project by Lublin Multigenerational Volunteers Club (TWWP). Everybody was interested in the Charter of Rights and Responsibilities for Older People in Need of Long-term Care and Assistance (EUSTaCEA). They decided to start a project providing “Older People in Need of Care” awareness workshops in schools.

Professional carers

Anyone who provides or will provide care in a care home, sheltered accommodation, private home and receives or will receive payment for their work. They can already be a professional or in training.

Example

The Vrije Universiteit Brussel (VUB) provided training sessions to students of Social Gerontology, Social Workers and Nurses. All the students were very enthusiastic in exchanging their ideas about “good care and support” that went beyond the medical and physical training standards of their courses. They found the WeDO Quality Framework for long-term care services a very innovative perspective!

Volunteers

Anyone who freely undertakes an activity that involves spending time, doing something that aims to benefit the environment or someone (individuals or groups) other than, or in addition to, close relatives. Volunteering is a choice freely made by each individual.

Example

Age Concern Slough and Berkshire East delivered the WeDO² training to members of Slough Older People’s Forum which provides support and a voice for older residents in Slough. Participants, including volunteers and informal carers, reported a positive experience with much discussion about what good and bad care looks like, and they all wanted to know more about the WeDO² project.



Overview WeDO² quality care training

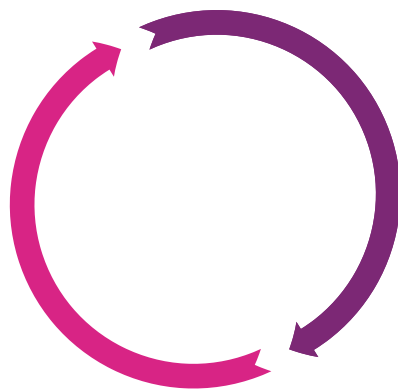
The WeDO² quality care training consists of three steps: Step 1 Vision, Step 2 EU rights on older people-quality framework and Step 3 What can We DO? There are at least two different activities for each step and at least one activity from each step should be used in the same training session. Each activity has a short and long version and therefore the length and content of the overall training can be tailored to the group that you are training. More information concerning the content of each step and activities can be found in the *Manual - WeDO² quality care training*.

Step 1 Vision

Aim: Make the learners aware of what quality care means for them.

Activities:

1. Pictures as symbols for quality care
2. Elder Abuse
3. Films



Step 3 What Can We DO?

Aim: Learners can formulate how they and other people/their organisation can improve quality care.

Activities:

1. Discussion: EUSTaCEA
2. Discussion: WeDO
3. Elder Abuse What Can We DO?
4. Integrated Action ... Towards a Sustainable Change Using a Participatory Approach

Step 2 EU rights on older people – quality framework

Aim: Introduce EU quality framework concerning long-term care services and/or rights for older people in need of care or assistance.

Activities:

1. EUSTaCEA
2. WeDO

Educational tools and materials

The trainer has a variety of tools available for the different steps that change depending on how long you want the training to last and the specific target group that you are giving the training to.

Pictures as symbols of quality care

The random picture technique is a simple and “user friendly” method that uses lateral thinking and aims at creating ideas and extracting new knowledge. The participants are asked to look at the printed pictures and choose one picture that best represents what good care means to them. It is a starting point for the discussion.

“The random pictures worked very well. It is an excellent way of getting people to think and talk about good and bad care, their experiences and expectations. This visual method worked very well and all participants used lively and vivid expressions – even in German which is not their mother tongue.”
German trainer

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Films

The participants watch a short film that is followed by a discussion, facilitated by the questions from the trainer.

“The film showed how important patience, empathy and persistence are in human life.” Participants in Poland after watching the short movie ‘What is that?’

Brainstorming

The participants are asked to voice their ideas to the group on a certain topic (e.g. elder abuse) during a discussion so that they can be written down for everyone to see.

Quiz questions

A quiz is a set of questions that can include multiple choice answers, picture puzzles, and other challenges that have to be answered by the participants. Each question is linked to a topic such as the rights of older people or principles of quality care that are then discussed. The quiz questions are adapted to the local context.

PowerPoint presentations

PowerPoint presentations provide the participants with all the necessary information on a specific topic (WeDO principles, EUSTaCEA rights and elder abuse) and are given by the trainer.

“It is very nice knowing that your rights are being recognised.” An older person in Greece

Testimonies and examples of good practices

Testimonies and examples of good practices are used in order to make the content of the information provided easier to understand, more accessible and more appealing to the participants. They help the participants share their own experience and examples and relate what they are learning to their own lives.

“WeDO brought a new, innovative perspective to quality care. In my professional life I am responsible for quality control, but I mainly have to focus on medication safety and the physical aspects of care. When talking about ‘good care’ it was about feeling at home, happy, having freedom of choice, etc. Things that at this point don’t have our full attention. We say, we often lack time for this or ‘it is not possible in a nursing home’, but in the workshop I heard several examples that did work.” Geriatric nurse in a Belgian nursing home

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Discussion

A discussion is used in order to facilitate sharing knowledge, ideas and conclusions. Participants discuss specific topics in groups such as rights of older people, EUSTaCEA/the principles of care or WeDO and then feed them back to the groups as a whole. It can also be a way to suggest improvements for work in the field or within organisations.

A Belgian participant said: “I will be more vigilant in detecting potential cases of abuse and I will try to react.”

The participatory approach

The aim is to increase the involvement all relevant interested parties in the design, implementation and monitoring of services for older people in need of care and assistance. This active involvement is essential to deliver quality care for all.

Success factors

Adapt the content to the local situation

To make the content more recognisable for people and thus more real

trainers are encouraged to present the activities in a local context and link the content to local situations.

- > Add local statistics;
- > Add examples of local good practices;
- > Include topical news stories that are relevant to the training;
e.g. open discussions to reflect on feelings about 'bad care' if participants wish to.

Adapt to target group

Each activity and combination of activities should be adjusted to the setting and needs of the target group.

- > Before preparing a quiz check what the participants main fields of experience are, what level of education the participants have, and adjust accordingly;
- > Adapt the quiz questions to the language of the participants as using a language that is comfortable for them encourages them to talk;
- > Adapt the quiz questions to the culture and interests of the group, such as local taboos or stereotyping.

A UK participant said: "The training was an excellent way to get us talking about an important part of what we do on a daily basis."

Dialogue

Encourage the participants to talk about and draw on their own experiences and knowledge as this will help them to better understand the subject being discussed.

- > You can ask the group what a certain right / principle means to them and if they can mention an example of good practice;
- > Don't avoid discussing new topics and/or difficult subjects or stereotyping, including conflicts between the principles – the WeDO principles are an open list that can be added to;
- > If you want to keep track of participants' input, you can capture it, for example, by taking pictures of the notes entered on the blackboard or flip chart.

"The discussions in the groups focuses the attention on the details of particular articles and enabled us to look in more depth at the issues." A UK participant

Take time

The train the trainer guide provides an estimate of the time each activity can take but if the subject is new or emotionally challenging then they may take longer. The sharing of testimonies and examples is an important part of the training and it may be worth allowing some extra time for this or further discussion.

- > If necessary, increase the length of the activity;
- > Adapt the training to the customs of your group: ask what kind of training participants are used to, for instance half or full days.

Commitment at the organisation level

The training should not be the task of just one trainer with no one else knowing about it.

- > Spread the word! This training could be included in a variety of work streams and at an organisational level;
- > Try to implement the training in your own training or disseminating activities about quality care;
- > Encourage the participants to do more than theorize, if necessary get them to plan their next move and put a timeframe on what they are going to do.

“We not only learned new content, but also a new learning technique. As a teacher, I will use these modules with my students.” Chinese nurse teacher in the Belgian training

Improve the training

Systematically evaluate and improve the training. This could be done using the p-d-c-a-cycle. Plan a training, Do the training, Check or evaluate the training, Act or improve the training.

- > Did your learners come up with a new example of good practice? Add it into the next training;
- > Talk about your training with other trainers and exchange material;
- > Let your learners evaluate your training and adapt it where needed;
- > Improvement can also mean; asking the group to develop their own principles/priorities, find your own way and develop the WeDO² project.

An older Greek participant suggested: “Our children/ young people should be the ones to be aware of these rights, they should get the same training.”

This introduction guide is a realisation
of the WeDO² partnership:

WeDO²

www.wedo-partnership.eu/wedo2

Age Concern Slough and Berkshire East

www.ageconcernsabe.org.uk

Age Platform Europe

www.age-platform.eu

**Bundesarbeitsgemeinschaft der Senioren-Organisationen
(BAGSO)**

www.bagso.de
www.bagso.de/aktuelle-projekte/wedo2.html

Foundation for Woman's Issues JA KOBETA

www.kobieta50plus.pl

Hellenic Association of Gerontology and Geriatrics

www.gerontology.gr

Espace Seniors

www.espace-seniors.be

LOC Zeggenschap in zorg

www.loc.nl

Pro Senectute

www.prosenectute.at
www.wedo2austria.wordpress.com

Vrije Universiteit Brussel – Belgian Ageing Studies

www.vub.ac.be
www.belgianageingstudies.be





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