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Pathways to the Future for Health and Social Care

www.helpcare-project.org

2016 Newsletter

The Project

Helpcare is working with carers and companies that provide care to identify the main issues affecting recruitment and retention of workers and to develop learning materials and accredited qualifications that will help professionalise care.

The research phase of the Helpcare project is nearly at completion, ready for the work of the team to start improving the recruitment, retention and professional development of care workers across the European Union. This will ensure that those vulnerable in our communities have access to well-trained carers, passionate about providing care. In order to spread the word about the project and help all those affected, we need to let as many people as possible know about our findings, and collectively we can make a difference to the lives of many care givers and those they care for.

The Helpcare team from across the EU, including the U.K., Bulgaria, Greece, Poland and Italy, has made a strong start and this newsletter will provide an update on the efforts of the team.



Who We Are:



Lancaster
University

The project is managed by **Lancaster University** in the U.K in collaboration with the following partner institutions:



Lancaster &
Morecambe
the College

Lancaster & Morecambe FE College, U.K.



SOUTH-EAST
EUROPEAN
RESEARCH
CENTRE

South East European Research Centre (SERC), Greece.



UNIVERSYTET
ŁÓDŹSKI

University of Lodz, Poland.



ЗНАНИЕ
КОЕЛ

Znanie Association, Bulgaria.



Città di Ortona
Reggio Calabria

Commune de Ortona, Italy.

Besides this excellent support from partners across Europe, we have been very fortunate to have a strong support [network](#).



Lifelong
Learning
Programme



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What have we been up to?



Helpcare Team, Sofia, September, 2016

ULANC

A New Member to the Team



Sarah Edwards is the new project researcher and administrator in the UK; she developed the UK User Commissioner report. Sarah said, 'Writing up the UK User Commissioner Report was an interesting exercise and gave me the opportunity to revisit the research we have done to date and to investigate other areas further. As a relative newcomer to the project it gave me a much more in depth understanding of the context within which the research is situated. The aim of the report was to highlight the research findings of the Helpcare Project (UK) to date. These findings emerged from data collected from a variety of sources; interviews with carers, prospective users of services, service providers and a review of relevant and current literature. Issues relating to commissioning, regulation, qualifications, cost and the impact of immigrant workers were also included.'

Some of the key issues which the report highlighted were:

- Low levels of pay
- Retention and motivation of the workforce
- Lack of career progression opportunities
- Insufficient provision of home care
- Lack of regulated training and qualification structure

Looking at the reports provided by our partners, many of the UK findings were echoed there too. Bulgaria commented that de-institutionalisation was a recent but key concept which would also call for greater regulations. Greece had similar concerns to the UK but has been further impacted by the financial crisis.

Italy emphasised a strong need for coordination in three key areas; between interventions, levels of government and policies. Whilst Poland again identified many of the same issues, they also state that limited numbers of places in nursing homes was a real problem.

Other news:



Carolyn Downs, the principal investigator and project director, has been asked to speak about Helpcare (as a Keynote speaker) at the Nigerian Dementia Care conference in Ibadan on 20-22 September.

The conference aims to learn from world-changing thinkers in the global fight against dementia and is entitled:



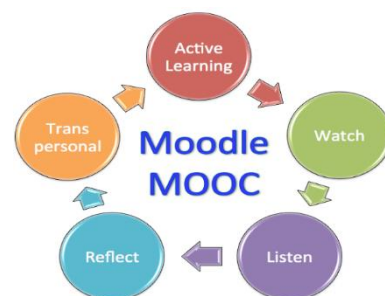
The Road to 2025: Fostering Age-Friendly and Dementia-Friendly Communities within Nigeria. Lessons from our Global Neighbours.

The conference will cover the global context (approaches and advances) discuss the human rights perspective and financial implications.

LMC

Helpcare: Professionalising Care Training, Resources and CPD for Carers

Lancaster & Morecambe College with the rest of the partnership, are currently involved in the next phase of the Helpcare project which relates to developing a training framework for carers and also CPD (continual professional development). With regards to CPD, the partnership is in the process of developing pilot CPD modules: one being available as a MOOC (Massive Open Online Course) through Lancaster University and two also being available as a MOODLE page (Modular Object-Oriented Dynamic Learning Environment), both linked to the Helpcare website. The need for this is predominantly based on extensive and detailed primary and secondary research already undertaken by project partners relevant to their own national situation and analysed by our Greek partner – SEERC.





Following the Government's changed policy on qualifications and Apprenticeships across all sectors, the two Sector Skills Councils responsible for the health and adult care workforces, *Skills for Health* and *Skills for Care*, are now working together to consider the future approach to health and adult care qualifications. Their aim is to satisfy the recent government's agenda on integration which seeks to provide greater clarity,

transferability and opportunity for workers within both adult care and health. Between July and August 2016 there was an online consultation undertaken with relevant stakeholders to help achieve this outcome. From the UK perspective, it is clear that there is comprehensive provision in terms of available qualifications within the health and social care sector and progress is being made, but there is still much work to do on the structure, approach and standards for the training of health and social care workers in the UK. There is also reference to the increased support needed for informal carers in terms of training and guidance.



The Helpcare project seeks to help not only formal care workers but also informal carers. For this ever increasing and integral part of the care sector, it is apparent that more help is needed in terms of support and increasing competency. From our own research, we have concluded that our intended work on CPD and the MOOC & MOODLE platforms will also likely to provide benefits for informal carers. Presently, short courses aimed at all carers can be found available either online or run by training providers on important aspects of basic care. However, they often have a course fee and availability can vary depending on locality and be limited in the period of time they are on offer. The resources that we intend to offer will be free and readily available on-line across the partnership.



Our partnership meeting on Ortona, Italy, identified key areas of training that would be of use to both formal and informal carers and in Sofia, Bulgaria, we were able to further narrow this down to common areas of training needed across the partnership countries. The primary areas that were identified included: *end of life care, communication skills, dementia awareness, correct handling of medicines & first aid.*

As previously stated, we are now currently focusing on these important aspects of care with the intention of choosing three that we will concentrate on in more detail to develop resources for on-line training. These will be subsequently piloted with carers in all the partner countries within the next few months to ensure that the resources are effective and useable.



SEERC

Informing the Helpcare Project The results of our initial research

In the initial stages and throughout the HelpCare project, a considerable amount of research in the care sector has been undertaken. This has provided a rich volume of information with regards to the current status of long-term care in Europe, as well as identifying the training needs of caregivers. The information has been obtained from qualitative and quantitative data using a sample of nearly 700 participants (both formal and informal care), across the partnership in the UK, Poland, Bulgaria, Italy, and Greece.

Country	N	Age	Nursing Education	Gender (F)	Immigrants	Formal	Work hours <i>per day</i>
Bulgaria	20	42.65	75%	100%	0%	80%	8.4
Greece	20	41.75	75%	55%	0%	95%	7.6
Italy	20	50.80	70%	100%	10%	75%	4.3
Poland	20	48.95	35%	95%	0%	80%	7.0
UK	20	36.25	75%	100%	10%	65%	6.5
	100	44.08	66%	90%	4%	79%	6.7

Profile of Carers (interview matrices)

The findings indicate that the quality of care provided to date, is insufficiently accessible, due to its cost or due to the limited capacity of the organisations (Government or private), that provide affordable care services. In many instances, long-term care is characterised by shortages in resources, translated in the limited time allocated per care recipient, underpinning knowledge or shortages in material & resources that support caregivers' work. In addition, the research strongly suggests inadequate education and training is evident both in the formal and informal care sector. A significant amount of countries in Europe do not provide training opportunities to informal caregivers, where better and more specialised education is needed for formal caregivers, including areas such as basic nursing, palliative care, first aid skills and manual handling. Among caregivers, the training needs in soft skills, such as dealing with heightened emotions, stress management, counselling skills and communication skills is striking.

Having a more professional, skilful and effective caregivers is important in order to meet the upcoming demands on long-term care resulting from the increasing ageing population. However, our research findings show that caregivers describe their profession as physically and

Maslach's Burn Out Inventory scores

Country %	Emotional Exhaustion	Depersonalization	Personal Achievement	Total
Bulgaria	22.30 (12.56)	6.27 (5.30)	11.06 (10.96)	40.55 (22.65)
Greece	21.93 (11.45)	7.50 (5.99)	10.94 (7.19)	39.22 (17.70)
Italy	22.56 (13.78)	7.46 (7.02)	13.61 (10.19)	44.43 (24.05)
Poland	18.52 (11.37)	4.07 (5.06)	12.79 (8.67)	36.19 (19.56)
UK	17.95 (11.59)	4.19 (3.85)	10.08 (6.09)	32.39 (17.06)
Whole Sample	20.40 (12.25)	5.73 (5.66)	11.71 (8.66)	38.18 (20.45)

emotionally challenging, without public acknowledgement and respect. In addition, to this they often have poor career prospects and are undervalued and underpaid. In this context, the

findings of the HelpCare project will seek to provide help towards creating conditions where a career path as a caregiver becomes a more attractive career choice. The HelpCare project now looks to capitalize on the knowledge that has been gathered over the last 18 months and continue its invaluable work by providing facilities for cost-free online training & continuous professional development opportunities for caregivers, as well as providing tangible recommendations to policy-makers and education & training providers.



University of LODZ

Major report on Care Policy in Poland

Based on previous work, the team from Poland prepared the User Commissioner Report – the report about the system of care for the elderly in our country. The data used in the report come from three sources: Desktop research (It includes data from: scientific studies, Reports of the Central Statistical Office, the publication of the Ministry of Labour and Social Policy, mass media and social networks); Interaction with commissioners of health (Interviews with caregivers dealing with the elderly); Users of care services (Interviews with service users - the elderly, remaining in the care of others).



The report identifies the main sources of the problems associated with the implementation of the senior policy in Poland, indicates the basic forms of care for the elderly and an analysis of the competence profile carers of older people comparing the formal requirements with the expectations of the people directly involved (seniors and their caregivers).

Gazeta Wyborcza

The conclusion is that the system of care for the elderly in Poland requires a thorough analysis and re-engineering. One should take into account the rapid increase of elderly population, the retirement age (which reduces the possibility of dealing with those relatives), increase efforts to improve the quality of life of older people.

As the awareness of coming challenges is increasing, the Ministry of Labour has prepared a document containing assumptions for long-term senior policy in Poland for the years 2014-2020. The senior policy is generally defined as the targeted actions of public administration at all levels and other organizations and institutions which undertake tasks and initiatives creating conditions for a dignified and healthy aging. The aim of the senior policy in Poland is to support and provide opportunities for active healthy aging and giving opportunities for continued autonomous, independent and fulfilling life, even when some functional limitations.



Fotolia

More information on the website of the Ministry of Labour and Social Policy:

<http://www.mpips.gov.pl/seniorzyaktywne-starzenie/zalozenia-dlugofalowej-polityki-senioralnej-w-polsce-na-lata-20142020/>

ZNANIE



Sofia, Bulgaria Meeting & Multiplier Event ***Working with policy makers and frontline care staff***

The multiplier event in Sofia took place at 14th of September in hotel City Avenue. Partners presented the concept of the project, the findings from the survey conducted amongst care workers, informal carers, co-researchers and care users, and the next steps related to development of the CPD training modules for carers

The event was very well attended by representatives from different local and governmental institutions (Employment Agency, Agency for Social Support, Ministry of Labour and Social Policy), and also representatives from Sofia University, Centers for Vocational Training and state and private homes for elderly people.

The Helpcare project partners very much appreciated the invaluable participation of the group from *Simitly* who represented people from different areas of care: care workers, occupational therapists, social assistants and who were involved in the survey phase and collection of primary data related to the project and shared valuable information.



Both during the presentation and the interactive part of the session, participants took an active part expressing their views, interests, support and opinions on how the project should progress to in the next phase.



Enthusiastic requests for access to the final product i.e. CPD training modules, were received by several organisations who attended the event. The event & project generated a lot of interest!



COMMUNE de ORTONA

CARE PROVISION IN ITALY

In Italy the LTC (long term care), system has traditionally relied heavily on the role of the family, both in terms of informal care provided by family caregivers to dependent person and in terms of private spending that for the direct assistance.

Actually, Care is provided through a complex network of formal (institutional care facilities), informal (usually provided by family) and unregulated (grey market, at-home care). The public services, as well known, are able to take charge of only a part of elderly care and these services are mostly allocated only for a few hours a week. The home care model is therefore predominant in elderly care. Care is still often thought to be a private, family, and primarily female concern. According to Istat, in Italy there are about 3.3 million family caregivers who take care of adults (including the elderly, sick and disabled). However, the availability of family caregivers can't remedy the structural weaknesses of formal care services, both because of the expected increase of elderly with care needs, and the progressive reduction of the number of family caregivers.

Type of service	N°	%
Private home care services (badanti)	1.000.000	7,9
Integrated home care (public service) - ADI	532.536	4,3
Residential care for elderly	205.258	1,6
Municipal Home care services- SAD	169.580	1,4
Attendance allowance	1.526.058	12,1

Long Term Care in Italy

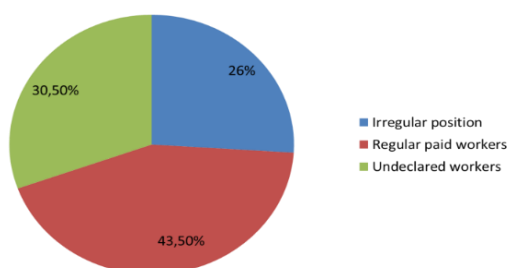
Elderly beneficiaries of interventions & services (over 65)

Migrant care workers

About 90% of domestic care workers in Italy are migrants, and the majority of them without an employment contract or training. It is actually estimated that:

- More than a quarter (26 percent) work without a regular contract of employment and reside illegally in Italy (216,000 workers);
- About a third (30.5 percent), legally reside but work without contract of employment (253,000);
- Finally, there are those who work with a regular contract, which represents 43.5% of the total (361,000).

Carers in Italy



Therefore, the contractual irregularities affect almost **two thirds** of care workers operating in Italy.



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Raising the standard of training and care for families in Italy

Only in 2012, the Law 92/2012 set the terms for the creation of an institutional system for the validation of experience and certification of skills and competences acquired. In 2013, the Legislative Decree 13/2013 ordered the conceptual framework necessary to its implementation process. Actually, we are still waiting for specific technical guidelines that will be drawn up by the Technical - Scientific Committee. In absence of national guidelines, the methodologies and tools to identify and recognize the competences acquired outside of recognized training courses, have been defined by regions. For example, the Region of Emilia Romagna (Regional Law 12/2003) has set up a Regional Registration and Certification of Skills System (SRFC) covering core professional standards in the repertoire of the Regional System of Qualifications.

Care users' views assist in framing skills recognised as important and as a guarantee of the quality of professional performance. Care users' perspective has become important only when a gap appeared in the labour market, which has been occupied by immigrants who perform basic care without training. This has led to the idea of setting up of training courses in basic care and the development of certification systems for prior skills to increase the standard of care for families. It has also progressively led to the definition of a new job role that ultimately could complement those established through formal training programs.

This situation identifies the need for initiatives such as the Helpcare project. By offering free access to online resources in CPD & basic care through MOOC & MOODLE platforms it will be a positive step to help existing carers in terms of training and support.

Information

Information about the project can be found on our website

<http://helpcare-project.org/>

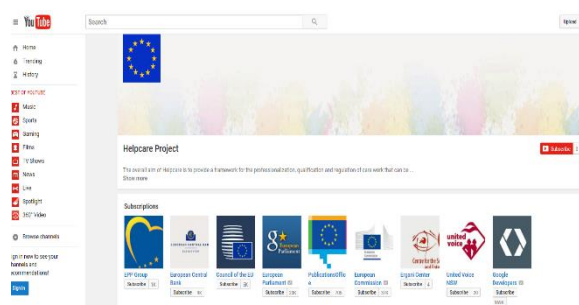


Alternatively you can access the project on Twitter, Facebook & YouTube



[Tweets by @helpcareproject](https://twitter.com/helpcareproject)

<https://www.facebook.com/HelpcareProject/>



https://www.youtube.com/channel/UCYLArY_u8G6QoDIryclZSqq