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WeDO²: Training Quality care

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For the project partnerships
Key-messages

1. Fighting elder abuse → improving quality of care
2. Improving quality care → training to change the way how people think about older people / care
   - Not only “we can”, but “we do”
3. Changes in vision cannot be obliged top down
   - Improvement is stronger when implemented bottom-up
   - Participatory approach
4. Quality care is not only a topic for ‘care stakeholders’
   - Need for a multidisciplinary dialogue
   - Need for intergenerational dialogue
5. WeDO-training = freely downloadable
   - Can be designed and adapted according target group and training needs
Background

- Awareness and support for prevention and intervention are needed:
  - *How can you as organisation get started to prevent and/or fight elder abuse?*

- This project focuses specifically on elder abuse in care situations
  - “*Our father is from Moroccan origin. One problem is that the nursing home does not provide halal food. For this reason, we asked to give father a vegetarian meal. However, we have found out that father regularly gets anything. He is demented and does not know it anymore.*”
  - “*During more than two years, she daily takes care of her grandmother. She feels exhausted. She has been looking for possibilities for respite care. But respite care is difficult to receive, there is long waiting list and it is often very expensive.*”
Background

1. EUSTACEA (2008-2010)
   - European Charter of rights and responsibilities of older people in need of long-term care and assistance

2. WeDO (2011-2012)
   - European Quality Framework for Long-Term Care Services

3. WeDO\(^2\) (2013-2015)
   - Train-the-trainer toolkit: how to discuss and change quality of care?
1. EUSTACEA – European Charter of rights and responsibilities of older people in need of long-term care and assistance

- “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”.

1. EUSTACEA – European Charter of rights and responsibilities of older people in need of long-term care and assistance

10 articles can be found in the EU Charter

- Art. 1: Right to **dignity**, physical and mental **well-being**, freedom and security
- Art. 2: Right to **self determination**
- Art. 3: Right to **privacy**
- Art. 4: Right to high quality and **tailored care**
- Art. 5: Right to personalized **information**, advice and informed consent
- Art. 6: Right to continued communication, **participation** in society and cultural activity
- Art. 7: Right to **freedom of expression** and freedom of thought/conscience: beliefs, culture and religion
- Art. 8: Right to **palliative care** and support, and respect and dignity in dying and in death
- Art. 9: Right to **redress**
- Art. 10: **Responsibilities** of elder people
2. WeDO-project

A quality service should be

1. Respectful of human rights and dignity
2. Person-centred
3. Preventive and rehabilitative
4. Available
5. Accessible
6. Affordable
7. Comprehensive
8. Continuous
9. Outcome oriented and evidence based
10. Transparent
11. Gender and culture sensitive

A quality service should also contribute to

1. Preventing and fighting elder abuse and neglect
2. Empowering older people in need of care and create opportunities for participation.
3. Ensuring good working conditions and working environment and invest in human capital.
4. Developing adequate physical infrastructure
5. Developing a partnership approach
6. Developing a system of good governance
7. Developing adequate communication and awareness-raising
3. WeDO²-project

- Follow-up project of the WeDO-project
- 2 years: 2013 – 2015
- 8 organisations from 7 different countries (Austria, Belgium, Germany, Greece, Poland, the Netherlands and the United Kingdom), and Age Platform Europe
3. WeDO²-project

- The WeDO² partnership has developed a ready to use, easily adaptable set of educational material (training, ppt’s, manual)

- Target groups
  - Older people
  - Informal carers
  - Volunteers
  - Policy makers and managers
  - Society
3. WeDO²-project

STEP 1: Vision
Aim: Make the learners aware of what quality care means for them.

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.

STEP 3: What Can We DO?
Aim: Learners can formulate how they and other people/their organisation can improve quality care
3. WeDO\textsuperscript{2}-project

Effects of WeDO\textsuperscript{2}-training

- People start talking and thinking, and explicitating their expectations and opinions
  - “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

- New innovative perspective
  - “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 ‘quality 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
3. WeDO²-project

Effects of WeDO²-training

- Awareness ‘It can be different’ → Let’s make it different
  - A WeDO-dynamic – movement
  - European project = added value (for project partners but also for participants in the training)

- Awareness among older people: ‘I have rights’

- Intergenerational awareness
  - 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."

- Political Awareness (and support)
  - 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. (Polish WeDO-partnership)
3. WeDO²-project

- Final training material presented in EU-event
  - 18\textsuperscript{th} June 2015, Slough near London
  - All materials are freely downloadable in 7 languages
3. WeDO$^2$-project

- More information
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  - Representatives for each country
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Thank you!

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