



## CARE4U Handbook for Caregivers and consumers of care

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2	EOLAS	EOLAS S.L.
3	BIM	BRAIN INJURY MATTERS (NI)
4	BEST	BEST INSTITUT FUR BERUFSBEZOGENE WEITERBILDUNG UND PERSONALTRAINING GMBH
5	SEC	Fundatia Central Educational Spektrum

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## 1. Introduction

The CARE4U guides are designed to develop targeted guides, manuals, recommendations and supporting material to support the wider take-up and roll-out of the project.

For the different stakeholders to understand the scope, objectives and content of CARE4U different handbooks and guides targeted to each of them have been created. These guides include the results and findings, the training approach and content, the channels, learning activities and learning objectives.

Each handbook aims at a differentiated set of targets and stakeholders:

- CARE4U handbook for health and care and caregivers and consumers of care;
- CARE4U handbook for health and care institutions;
- CARE4U handbook for health and care training and educational centres;
- CARE4U policy brief.

Each of the handbooks has been developed bearing in mind the needs of the target group and aims to generate awareness and engagement with the CARE4U learning.

The CARE4U handbook for health and care and caregivers and consumers of care. A handbook which includes all the information that prospective and existing caregivers need to have to use the learning methodology, platform and content in their daily activities. As such it describes how to use the learning methodology and platform and generates awareness about the importance the learning content provided. The handbook is a call for action that guides the targeted group on the role they need to play to empower their learning and what they need to do to get the maximum benefits from CARE4U and communicate these to their consumers of care. It includes a section for prospective and existing consumers of care generating awareness among them about the importance of the skills and knowledge acquired by their caregivers.

The CARE4U handbook for health and care institutions on how to integrate the project results to better prepare and support their caregivers, and to generate awareness among the care consumers. It includes all the information that those organisations who provide health and care services and support prospective and existing caregivers, need to have to better prepare and support their caregivers, and to generate awareness among the care consumers. It aims to generate awareness among the benefits the proposed mutual learning approaches entail for their services in their areas of influence.

The CARE4U handbook for health and care training and educational centres on how to take up and use the results of the project and integrate them into their regular training and educational activities for prospective and existing caregivers. As such it aims to underpin the uptake of the project, its results, and the mutual learning approach as well as the curriculum and related learning contents by the health and care training and educational centres. It explains thus, how to take up and use the results of the project and how integrate them into their regular training and educational activities, and how the sector can benefit from the proposed approach.

The CARE4U policy brief for European, Central and Regional and Local Authorities in VET/CVET, Education and health and care on how to mainstream the results into the regular training, educational and health and care policies on local, regional, national and European level. The first brief is designed to raise awareness among civil servants and policymakers on the benefits of

the project results for better health and care, and how it can contribute to increase their efficiency and impact. The second brief is designed to raise awareness among civil servants and policymakers on the need to integrate the generated knowledge and learning approaches into the education and training of prospective and existing caregivers

The guides are complemented with a CARE4U Partner's Handbook, targeted at the employees, trainers, educators and all people that work for the partners of the consortium and for third parties interested in taking up the project results. This guide is confidential and only available to the consortium members and third parties that have signed a collaboration agreement with the consortium.

The present handbook is thus part of a wider set of guidelines within CARE4U, and can be read as a stand-alone document.

## 2. CARE4U project

Europe has an ageing population and this, together with the reduction of public spending on health, increases the need for more carer and domiciliary services. Caregiving has appeared as an emergent job where more and more workers are demanded all across Europe. Despite the employability level, the majority of home care workers don't have adequate training in the tasks they are regularly required to carry out as they receive more theoretical classes than practical training in the home care sector. Moreover the training has not taken into account the differences regarding health protocols and best practices in the different EU countries, limiting the carers' capacities and opportunities.

Therefore, adequate training is required in the home-based sector for two reasons: on the one hand, it is recognized that adequate training attainment improves the employability of people and, on the other hand, because better and more innovative training programs are required in order to avoid risk.

Health for Caregivers United (CARE4U) aims to improve the skills and competences of carers and care staff with a focus on practical skills and advice; moreover, it enhances employability by supporting carers to meet EU guidelines and best practice in each partner country. This sharing of skills and competences will be facilitated through an online learning platform.

The CARE4U platform intends to improve the health, social and technological competences of people who intend to enter and remain in the labour market. The combined on line learning and advice from professionals will enable carers and care staff to enhance existing skills or develop new ones.

The objectives of CARE4U are to provide an e-learning web portal that allows users to search for content and topics of particular interest, or recommended learning materials and training specific to their needs. The content addresses

- Common issues in care tasks (physical and sensory, cognitive, emotional, language, social behaviour and communication);
- Promotion of health (nutrition and diet, sleep, physical activities, socialising, fall prevention, hygiene, first aid, leisure activities);
- Self-care advice (personal skill development, reflection and problem solving).

Therefore, CARE4U provides the training to meet the needs of carers and those who seek employment in the care sector. Long term indirect beneficiaries include patients and the care sector as a whole. Thus, the main users of CARE4U are:

- Inexperienced carers that are advised by experienced carers in a safe space.
- Unemployed care staff that seek training to increase their knowledge and skill base to improve employability.
- Carers and care staff that require additional advice by professionals about a certain topic.
- Patients and the care sector as a whole constitute the indirect target group of CARE4U as they benefit from the personalized and adequate training provided by CARE4U.

### 3. For whom did we develop this handbook

The present guide is targeted to caregivers and consumers of care and intends to describe how to use the learning tool and to generate awareness about the importance the learning content provided. The handbook includes all the information that prospective and existing caregivers need to use the learning methodology, platform and content in their daily care activities.

Caregivers encompass those family members or paid helpers who regularly looks after a sick, elderly, or disabled person. These caregivers in many occasions are asked to take on complex nursing tasks at home for which they have not been trained and so, they are not performed correctly. This group of people benefits from CARE4U thanks to the provision of adequate training in the home-based care sector with the aim of improving their employability in the sector and avoiding emerging risks with better and innovative training programs provided by professionals.

Consumers of care are people who use health services, as well as their family and carers. This includes people who have used a health service in the past or who could potentially use the service in the future. CARE4U intends to benefit this group not only by providing advice and improving the skills and competences in their daily tasks and self-care management, but also ensuring that their caregivers are trained and well-qualified.

In general, the CARE4U platform intends to improve the health, social and technological competences of people in the home-based care sector and to help those who intend to enter and remain in the labour market. The combined on line learning and advice from professionals will enable carers and care staff to enhance existing skills or develop new ones. This handbook presents the guide to help caregivers and consumers of care to immerse in the handling of the tool.

### 4. CARE4U user guide for caregivers and consumers of care

The main objective of CARE4U is to provide an e-learning web portal that allows users to search for content and topics of particular interest, or recommended learning materials and training specific to their needs.

Therefore, CARE4U provides the training to meet the needs of carers and those who seek employment in the care sector. Long term indirect beneficiaries include patients and the care sector as a whole. Thus, platform main target audience includes:

- Inexperienced carers that are advised by experienced carers in a safe space.
- Unemployed care staff that seek training to increase their knowledge and skill base to improve employability.
- Carers and care staff that require additional advice by professionals about a certain topic.
- Patients and the care sector as a whole constitute the indirect target group of CARE4U as they benefit from the personalized and adequate training provided by CARE4U

CARE4U is an e-learning training and advice platform aimed at carers and those who seek employment in the care sector, supporting inexperienced and unemployed carers. CARE4U automatically recommends the most suitable resources for each user based on their profile and requirements. To meet their learning needs, carers can receive training and advice on the following topics:

- Common issues in caring,
- Promoting health,
- Self care and development

This content is available via documents, videos, forums and webinars scheduled through the platform based on the users' needs, so continuous interaction is guaranteed.

In consequence, CARE4U intends to improve the skills and competencies of carers through an online platform that promotes the health, social and technological competencies of people. The e-Learning web portal allows the search of content and topics of particular interest as well as recommends learning materials. Thus, Care4U provides training to help meet the needs of carers and those who seek employment in the care sector.

In order to ease the platform navigation, the User Guide provides a comprehensive step-by-step explanation of all the platform features including practical examples and instructions.



The video with the manual is available in the following sources:

CARE4U platform login page (<https://care4u.hi-iberia.es:4533/>),

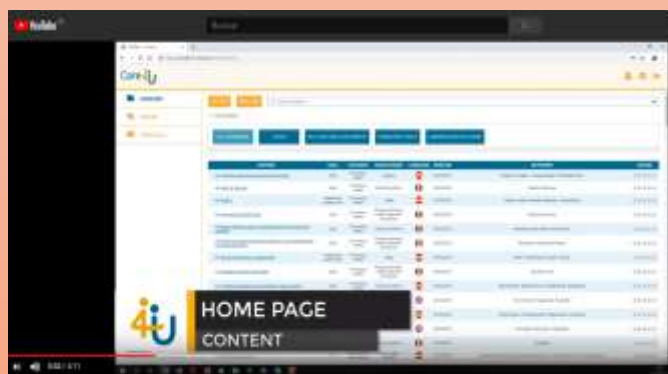




CARE4U platform section FAQs of the platform (<https://care4u.hiberia.es:4533/faqs>)



YouTube (<https://www.youtube.com/watch?v=RDa-Dr4PvRM>)



## 5. Concluding remarks

By using this to caregivers across Europe will be able:

- To use the CARE4U Platform easily
- To improve their skills and get more accurate and expert knowledge in the home-care based sector
- To develop new skills and competencies on different care issues
- To enhance the quality of services provided to consumers of care at home.
- To maximize benefits of consumers of care by improving the quality of care.