

Care4U

IO4 Guide Template

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The CARE4U Consortium consists of:

Number	Short name	Legal name
1	HI-IBERIA	HI IBERIA INGENIERIA Y PROYECTOS SL
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	4
2. CARE4U project	5
3. For whom did we develop this handbook	6
4. CARE4U for policy	6
5. CARE4U in VET and CVET	10
6. Concluding remarks	12

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 CARE4U policy brief is aimed at European, Central and Regional and Local Authorities in VET/CVET and health and care to underpin the integration and mainstreaming of the project results into the regular training, educational and health and care policies on local, regional, national and European level.

These authorities play a pivotal role on 2 levels, one the one hand as providers themselves of health and care and on the other hand as bodies responsible for the design and implementation of regional VET and CVET policies.

In their role as providers of health and care, the public bodies will benefit from the access CARE4U provides to a plethora of information and data exchanged on the mutual learning platform and knowledge exchange tool. As such they gain insight into the pressing issues the professionals from the health and care sectors, carers and patients (and their families) face on a daily basis. This will allow them to adapt and provide better support to their own staff from this sector.

In their role as responsible for educational and training policies, public bodies can embed the mutual learning approach on which CARE4U is based is into their policies and generate awareness among VET and CVET training bodies on the relevance and adequateness of such approach for more enhanced learning. The CARE4U platform can be used as additional teaching materials for these bodies, but can also be used to train the trainers on particular topics of interest and update their knowledge with the latest developments. A feature which could be considered for future exploitation could be the creation of a specific area for trainers, where they can share their experiences as well as the training materials they have developed.

They can support the training of (future) professionals and carers of the health sector, but also work together with VET and CVET bodies and institutions to develop specific activities, courses and workshops for all the targeted groups of CARE4U, and work with them towards the formal recognition of skills and competences in the fields covered by CARE4U.

4. CARE4U for policy

Life expectancy in Europe is increasing, and the ageing of the population puts strains on the health and care systems, which experience an increasing demand for care. At the same time public bodies in the field of health and care experience challenges related to a combination of

the need to reduce costs and increase efficiency, as well as retaining staff, which is on the low due to demanding working conditions and in some case low pay. At the same time new technologies and new developments in patient treatment and care generate a demand for new skills and competence among those active as professionals, volunteers or informal carers in the sector.

At the same time home-based care has become more important and combines in many cases the need for reducing costs with the demands and preferences of the elderly to stay in their own home. This also requires a turn-around in the way health and care are provided, as it moves from an institutional based setting into a more private setting. This does not only generate a demand for formal home-based care, with professionals trained for this situation, but also increases the participation of informal carers, being it those who provide assistance at home (and being paid for it) but not considered a formal healthcare workers or volunteers, family members, etc. who provide care and support for the elderly.

The European Observatory on Health Systems and Policies highlights 5 cross-cutting conclusions come forward in the Companion Report:

- *Health promotion and disease prevention pave the way for a more effective and efficient health system. Aside from the unbalanced investments in prevention, social inequalities need to be tackled, as illustrated by the differences in cancer screening or physical activity between people with higher and lower income and education.*
- *Strong primary care efficiently guides patients through the health system and helps avoid wasteful spending. 27% visit an emergency department because of inadequate primary care. Only 14 EU countries require primary care referral for consulting a specialist; 9 other countries have financial incentives for referrals.*
- *Integrated care ensures that a patient receives joined-up care. It avoids the situation we currently see in nearly all EU countries, where care is fragmented and patients have to search their way through a maze of care facilities.*
- *Proactive health workforce planning and forecasting make health systems resilient to future evolutions. The EU has 18 million healthcare professionals, and another 1.8 million jobs will be created by 2025. Health authorities need to prepare their workforce for upcoming changes: an ageing population and multimorbidity, the need for sound recruitment policies, new skills, and technical innovation.*
- *Patients should be at the centre of the next generation of better health data for policy and practice. The digital transformation of health and care helps capture real-world outcomes and experiences that matter to patients, with great potential for strengthening the effectiveness of health systems.*

To get an idea of the pressing situation in Europe, the figure below provides insight into the situation of informal carers in Europe.¹

¹ <https://eurocarers.org/about-carers/>

Country	Official number	Official number	Unofficial number	Unofficial number	Formal recognition of carers	Financial remuneration		Leave to care		Pension credits for care time	Flexible working arrangements	Counseling	Respite care	Training	Self-help groups
						Care Allowance (direct)	Attendance Allowance (indirect)	For dependent relatives	For terminally ill relatives						
AT	290.000	3,5%	837.116	9,8%	✓	✗	✓	✓	✓	✓	-	✓	✓	✓	✗
BE	860.000	8%	1.965.250	17,5%	✓	✗	Regional and local level	✓	✓	✗	-	Regional and local level	Regional and local level	Regional and local level	✗
BG	N/A	N/A	N/A	N/A	✗	✗	✓	✓	✗	✗	-	✗	✓	✓	✗
CH	N/A	N/A	1.047.168	10,8%	-	-	-	-	-	-	-	-	-	-	-
CY	N/A	N/A	N/A	N/A	✗	✗	✗	✓	✗	✗	-	✗	✗	✗	✗
CZ	281.000	2,7%	1.263.600	12%	✗	✗	✓	✓	✗	✓	✓	✓	Regional and local level	✓	✓
DE	3.256.000	4%	8.907.800	11%	✓	✓	✗	✓	✗	✓	-	✗	✓	✓	✗
DK	20.000	0,4%	524.799	9,3%	✓	Local level	✗	✓	✓	✓	-	✓	✓	✓	✓ Local level
EE	N/A	N/A	N/A	N/A	✗	Local level	✗	✓	✗	✗	-	✓	✓	✓	✓ Local level
ES	427.000	0,9%	9.541.080	20,4%	✓	✓	✓	✓	✓	✗	-	✓	✓	✓	✓ Local level
FI	N/A	N/A	350.000	6,3%	✓	Local level	✗	Local level	✗	✓	Local level	✓	Local level	Local level	✓ Local level
FR	8.300.000	12,4%	11.000.000	19,6%	✓	✗	Regional level	✓	✓	✗	Local level	✓	Local level	✓	Local level
EL	273.000	2,5%	947.430	8,7%	✗	✗	✓	✓	✗	✗	-	Local level	✓	Local level	✗
HR	N/A	N/A	N/A	N/A	-	-	-	-	-	-	-	✗	✓	✗	✗
HU	N/A	N/A	N/A	N/A	✓	✓	✗	✓	✗	✓	-	✓	✓	✓	✗
IE	195.263	4,1%	355.000	7,4%	✓	✓	✓	✓	✗	✓	✓	Local level	Regional and local level	Local level	✓ Local level
IT	4.035.000	7,0%	16.119.600	26,5%	✓	✗	✓	✓	✗	✓	Regional level	Regional and local level	✓	✓	Regional and local level
LV	N/A	N/A	N/A	N/A	✗	✗	✗	✗	✗	✗	-	✓	✓	✓	✓
LT	N/A	N/A	N/A	N/A	✗	✗	✓	✓	✗	✓	-	✗	✗	✓	✗
LU	4.752	1,0%	N/A	N/A	✓	✗	✓	✓	✓	✓	Local level	✓	✓	✓	✓
MT	N/A	N/A	N/A	N/A	✗	✗	✓	✓	✓	✓	Local level	✗	✓	✗	✗
NL	3.500.000	21,3%	1.923.180	11,4%	✓	Local level	✓	Local level	✗	✗	Local level	Local level	✓	Local level	Local level
PL	1.214.000	3,2%	3.915.030	10,3%	✗	✗	✓	✓	✗	✗	-	✗	✗	✗	✗
PT	N/A	N/A	827.000	8%	✗	✗	Regional level	✓	✗	✗	-	✗	✓	✓	✓ Local level
RO	N/A	N/A	N/A	N/A	✗	✗	✓	✓	✗	✗	-	✗	✗	✓	✗
SK	58.000	1,1%	N/A	N/A	✗	✓	✓	✓	✗	✗	-	✗	✓	✗	✗
SI	N/A	N/A	215.000	10,4%	✗	✗	✗	✓	✗	✓	-	✗	✗	✗	✓ Local level
SE	200.000	2,2%	1.300.000	13,7%	✓	✓	✓	✗	✓	✗	-	✓	✓	✗	✓
UK	5.550.000	8,9%	9.820.720	15,2%	✓	Local level	✓	Local level	✗	✓	Local level	Regional and local level	✓	Local level	Local level

It is clear that action is needed and it is clear that public bodies on local, regional and national level are pivotal. Through a combined and coordinated action in the field of health and care and VET and CVET the above-mentioned challenges are better upfronted. Through VET and CVET by providing better education for future health and care professionals, and continuous training for

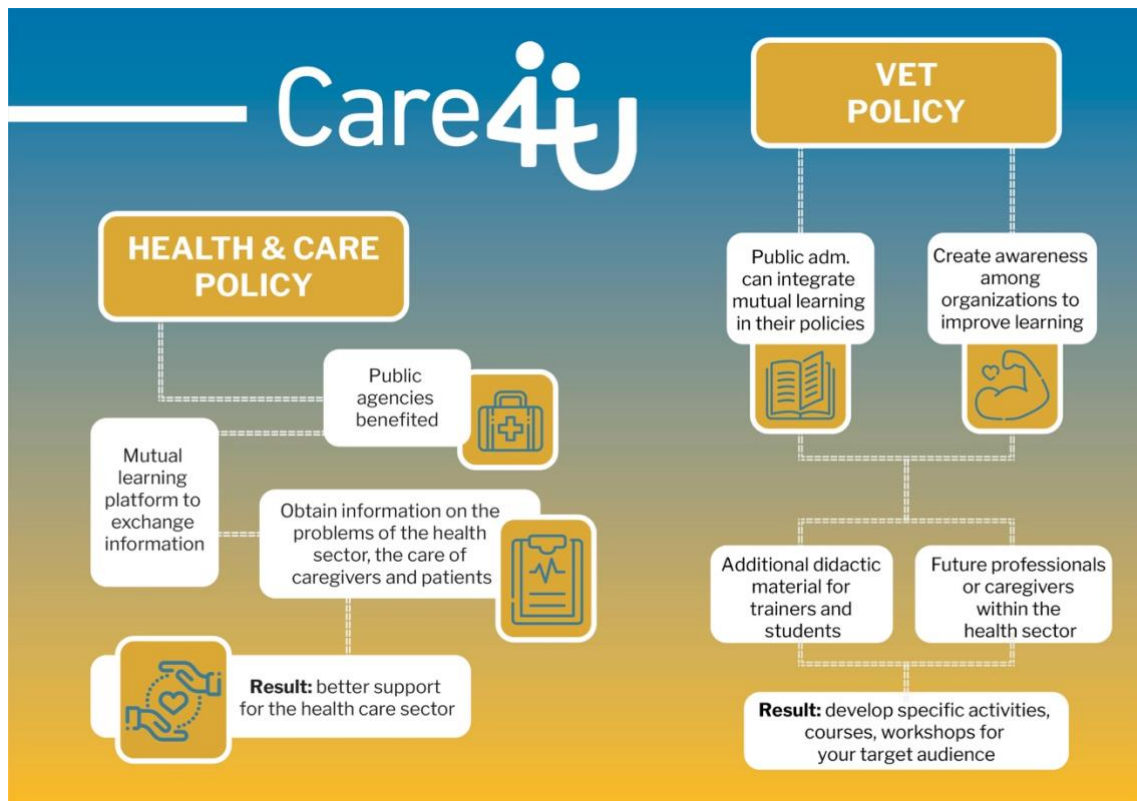
those already active or for informal carers interested in upskilling. Through health and care, addressing better the challenges in different knowledge fields and keep a tab on developments at grassroots level.

It is clear that action is needed, but how and where to start?

In CARE4U we propose a knowledge change and mutual learning platform for all those involved in care activities, being it as professionals or as informal carers. We aim to support the acquisition of skills and knowledge and in this way not only increase the skills and competences of the aforementioned groups, but also provide a knowledge base for public bodies active in the related policy areas.

The CARE4U project provides a service to foster knowledge transfer among caregivers especially among those who offer care services in the home of the elderly person. CARE4U introduces a novel resource management model based on knowledge transfer entailing twofold benefits: firstly, it facilitates inexperienced caregivers to acquire the needed training through practical lessons while they are taking care of the senior as the platform allows them to learn and work at the same time. Secondly, it treats skills and competences of qualified caregivers as resources to facilitate new opportunities for unemployed, immigrants or retired adult people that for several reasons end up in this sector.

Public bodies play a key role in supporting the different groups and are in charge of providing public health and care, as well as for VET and CVET policies. As they address the different parts of the human resources involved in providing health and care. One the one hand by education future health professionals and carers, and providing or enhancing continuous training to the already active ones, and on the other hand by ensuring that those who provide care and support to patients and their families are well prepared and provide quality care.



5. CARE4U in VET and CVET

The mutual learning approach of CARE4U is an approach to learning where one person leads another through a concept, in which the former is a ‘trainer’ and the latter is a ‘learner’. Thus, with this technique, the two persons are learning from each other in a bi-fold way helpful for both: by explaining and presenting a concept, the ‘trainer’ takes their own understanding on a level, and also develops their exposition skills.

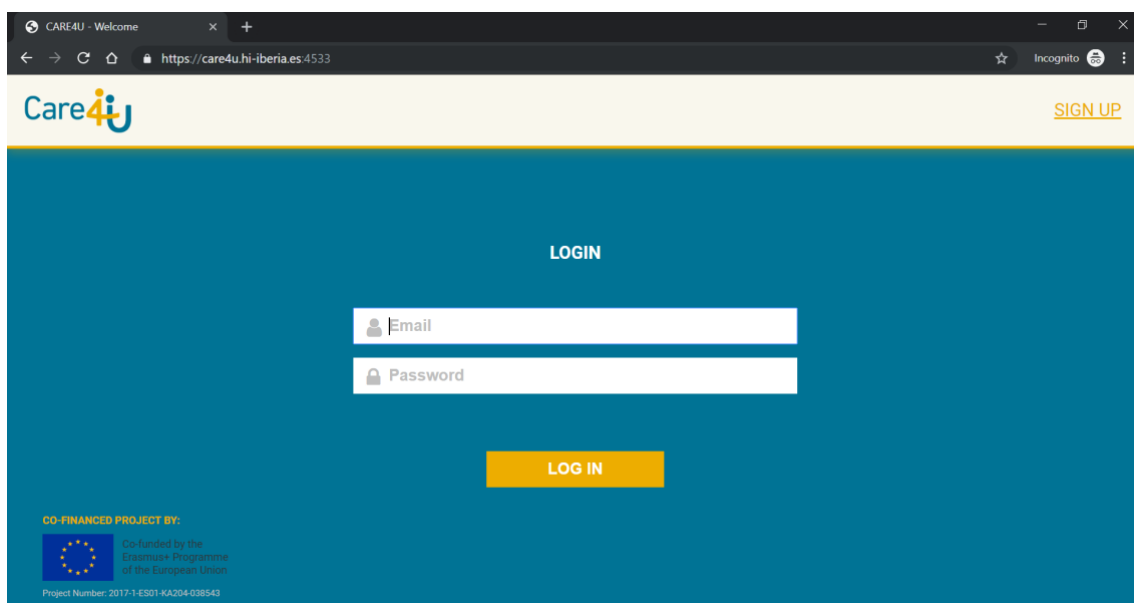
This approach has proven to have a positive impact on the learning processes:

- (a) team-building spirit and more supportive relationships
- (b) greater psychological well-being, social competence, communication skills and self-esteem
- (c) higher achievement and greater productivity in terms of enhanced learning outcomes.

As such mutual learning is a valuable tool to utilise, especially for target groups which due to irregular working hours, shifts or lack of time, cannot attend regular and Presential training courses, such as is the case for health and care professionals and carers (especially in the case of informal ones). Public bodies can help and guide the implementation of these type of approaches into the regular VET system, but also use it as a powerful tool in the field of continuous training.

The CARE4U platform is very well suited for both situations, as it is flexible and can be used directly as on-line learning platform in CVET related activities, but also the content can be extracted and embedded into the curriculum of regular and formal educational activities in the field of health and care.

Depending on the characteristics and challenges your health and care system faces, the particularities of your educational and training systems and approaches, you can design your own strategy, policy and approach for take-up and use of the CARE4U solution by VET and CVET bodies.



CARE4U - Content

https://care4u.hi-iberia.es/4533/content

Care4U

CONTENT

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UPLOAD WEB LINK

Search content...

CATEGORIES:

ALL CATEGORIES OTHER SELF CARE AND DEVELOPMENT PROMOTING HEALTH COMMON ISSUES IN CARING

CONTENT	ROLE	CATEGORY	SUBCATEGORY	LANGUAGE	UPDATED	KEYWORDS	RATING
La higiene personal de las personas mayores	Carer	Promoting health	Hygiene	ES	23/05/2019	#higiene #hygiene #higieneinBed #HigieneEnCama	★★★★★
Ajutor la mâncare	Carer	Promoting health	Diet and nutrition	RO	25/04/2019	#ajutor #mâncare	★★★★★
Sueño	Healthcare professional	Promoting health	Sleep	ES	05/06/2019	#sleep #dream #health #patients #hospitalised	★★★★★
Importanța activității fizice	Carer	Promoting health	Physical activities, kinetic exercises and leisure	RO	06/05/2019	#Physical Activity	★★★★★
Status legat de cazut în caz senșionat (orășã actual) și mâncare	Carer	Promoting health	Diet and nutrition	RO	09/05/2019	#refuses to eat #refuzã să mâncare	★★★★★
Exerciții de legare facială pentru a preveni căzã și amănșat în mod adecvat scãrilor?	Carer	Promoting health	Physical activities, kinetic exercises and leisure	RO	06/05/2019	#Properly #Ambulate #Stairs	★★★★★
Test de maturidad / versceridad	Healthcare professional	Promoting health	Sleep	ES	24/04/2019	#test #maturidad #sueño #salud	★★★★★
Ajutarea oșoșoșilor după	Carer	Promoting health	Physical activities, kinetic	RO	06/05/2019	#in after a fall	★★★★★

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CARE4U - Forum

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Care4U

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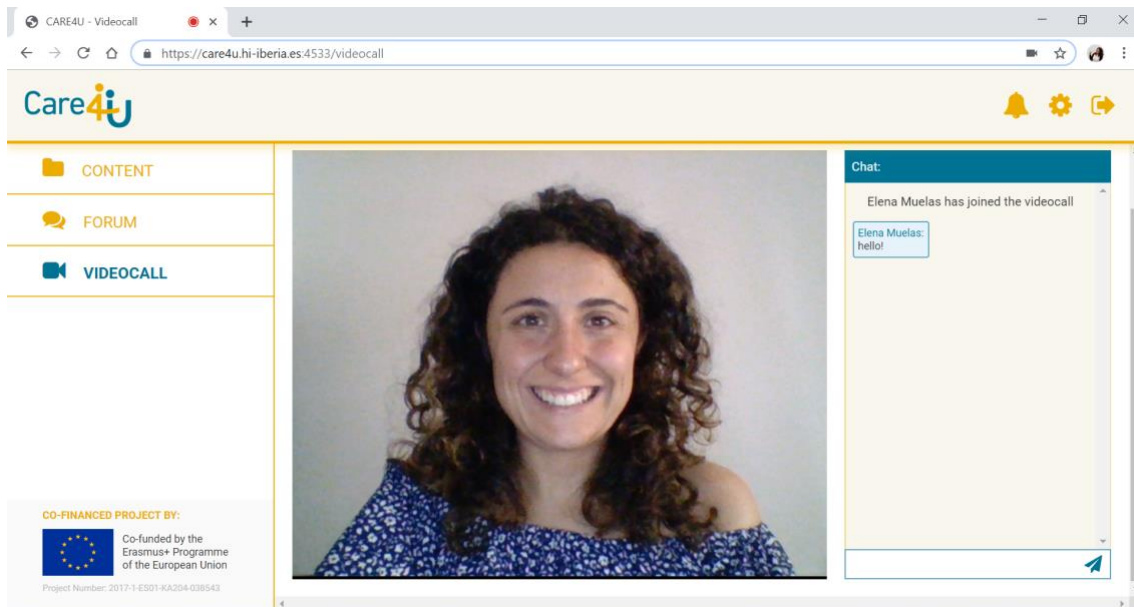
COGNITIVE DIFFICULTIES Anonymous 12:27 27/05/2019
 Definitions of specific cognitive processes, examples of difficulties in these areas and strategies to support a person with these difficulties.

ACCIDENTS AT HOME Anonymous 10:22 31/05/2019
 Doubts about accidents at home
 #fallingdown #help #accidents

DIET & NUTRITION Elena Morales 10:15 05/06/2019
 Doubts about diet and nutrition for elderly people suffering from diabetes will be solved in this post
 #menu #food #healthyeating #nutrition #diet

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In your work with VET and CVET organisations you can use the IO4 Handbook for health and care training and educational centres. This handbook will support you in implementing the CARE4U VET and CVET related policies in the centres of your territory.

6. Concluding remarks

It is clear that CARE4U provides ample opportunities for public bodies to build upon the approach, lessons learned and results. Depending on the area of activity the use and take up of the outputs will have to have a different focus.

For those involved in policy design, policy making and policy implementation in the field of health and care, the results and especially the learning platform provide relevant insight into the pressing issues and current developments in the field of care, and allow to drill into these to get a profound knowledge of the issues before designing the related policies.

The outputs are just as powerful for the staff, volunteers and patients from the health and care institutions and organisations run by public bodies, as they can use the platform for enhancing their own knowledge, skills and competences and thus provide a better service to their beneficiaries/patients. Public patient organisation can benefit in the same manner.

The mutual learning approach underpinning the CARE4U platform can be easily taken up and embedded in the VET and CVET policies, on the one hand it can be used as a barometer to see which topics are most relevant and demanded by carers, and thus move to integrate these topics into the regular curriculum. On the other hand, collaborating with different training bodies can enhance the education and training given to future carers and health professionals.

In summary, CARE4U provides relevant opportunities for public bodies, and probably more than we have envisaged in this policy brief. It is therefore recommended that the different policy areas related to health and care and VET and CVET jointly analyse the CARE4U outputs and design their own strategy for uptake of the results in such a way that it provides a good fit with the specific challenges and needs for their territory.