



Handbook for health and care institutions

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<i>Number</i>	<i>Short name</i>	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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03		

1. [Introduction](#)
2. [CARE4U project](#)
3. [For whom did we develop this handbook](#)
4. [Technical Chapters \(put here your chapter title\)](#)
5. [Concluding remarks](#)

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:

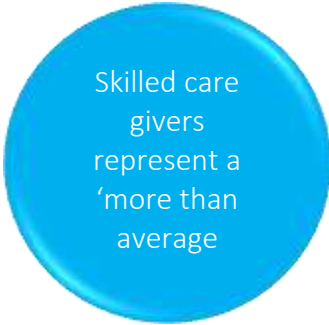
- Inexperienced carers that are advised by experienced carers in a safe space.
- Unemployed care staff that seek training to increase their knowledge and skill base to improve employability.
- Carers and care staff that require additional advice by professionals about a certain topic.
- Patients and 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

Health and care institutions encompass a range of public and private facilities such as hospitals, nursing homes, rehabilitation centres and community care organisations. This handbook explains how and why health and care institutions should support existing or prospective caregivers in their learning and development. The handbook will go on to explain the cost effectiveness of competent caregivers within the workforce. It will explore the overall benefits of integrating the results of CARE4U into the training and development of caregivers in the workforce. The advantages of increased health, social and technological competencies of caregivers and the mutual learning approach of the platform will be identified. Recommendations on how to integrate the CARE4U platform into mandatory training will be given.

4. Exploring the benefits of continuing professional development of caregivers within health and care institutions

Health is the second biggest expense after pensions across the European Union (Directorate-General for Health and Food Safety, 2017). The overarching goal of any health and care institution is to improve health, yet this can only be achieved in the context of available finances and resources. An aging population and the burden of chronic disease mean that health and care institutions must strive to meet growing demands whilst ensuring delivery of quality and low risk services. Continuing professional development is an essential mechanism for improving the skills and competences of the workforce.



Skilled care
givers
represent a
'more than
average

Given budgetary constraints within health and care institutions this has resulted in a chronic lack of investment in training and education for health workers (Directorate-General for Health and Food Safety, European Commission, 2017). Lack of training increases staff turnover, reduces commitment to the role and can increase the risk to those availing of the service. This in turn can increase costs for health and care institutions due to lack of efficiency and consistency. According to the Directorate-General for Health and Food Safety (2017) workers over the age of 45 and in particular those within caring roles are underrepresented in availing of continuing professional development opportunities. The report states that such workers have a fundamental and indispensable role, whilst also providing 'a more than average return on investment.'

This is further supported by the World Health Organisation (2016) who report that health systems function only when the health workers are competent, motivated, supported and empowered by their health organization to provide quality care. Competent and skilled staff are at the forefront of meeting challenges that arise within health and care institutions, with challenges on the increase due to limited budgets and increased population numbers. Given the increased demand for more caregivers within Europe this highlights the need for them to be skilled and well trained in order for health and care institutions to operate in a cost effective manner.

The CARE4U social learning platform could therefore, provide a valuable and cost effective method of continuing professional development within health and care institutions. As the platform adapts the content to suit the needs of the specific target group this would enable health and care institutions to access the material most suitable for their workforce. For example, a care home specialising in caring for those with Dementia would avail of training modules most relevant to their service users and staff requirements such as social behaviour and communication difficulties, emotional difficulties, cognitive difficulties and falls prevention. Ensuring staff are well trained to meet the requirements of their particular roles reduces risk to those who are receiving care, which in turn reduces the need for additional medical input, increasing efficiency and cost effectiveness.

Another cost effective benefit of the CARE4U platform is the ICT-based delivery of the content, thus enabling workers to avail of the training via distance learning, reducing the need for a physical learning space. Given the 24hour requirement for care across health and care institutions, CARE4U can meet the learning needs of individuals at any time of the day or night should they require further information relevant to their current caring needs. The platform is flexible and interactive, with the additional benefit of facilitating contact with professionals within the forum and the webinar features.

Caregiving is a rewarding but albeit challenging role and as such caregivers are at increased risk of mental ill health and of requiring support from health and care institutions (Madsen et al. 2012). Leka and Jain (2017) in their consensus paper on Mental Health in the workplace in Europe

state that work-related stress occurs when demands and pressures do not match the knowledge and abilities of the individual. Work-related mental health difficulties can lead to increased absence from work. Therefore in a health and care institute this would translate as reduced resources through staff absence and potentially increased need for resources if the staff member required treatment. All employers have a duty of care to their employees to ensure their wellbeing and ability to perform their duties. Employers must be proactive in supporting their employees to learn, develop and manage the challenges of the role. CARE4U could assist health and care institutes to support their staff to feel skilled in their role but also in providing them with access to modules around self-care and wellbeing, ensuring they know how to care for themselves.

Recommended Reading

World Health Organisation (2016). Global strategy on human resources for health: workforce 2030. Available at; <https://www.who.int/hrh/resources/globstrathrh-2030/en/>

Throughout Europe the needs of each health and care institution with regard to staff development and training will differ depending on resources and country-specific legislation. A key member of staff from each organization would be able to judge which of the resources would be most appropriate for their workforce and incorporate this into existing staff development training. The E-learning functionality ensures that all institutions regardless of their training budget could benefit from the CARE4U social learning platform. The platform may be used within group training or by individuals. Relevant materials could be distributed to staff.

Benefits of CPD

- *Cost effective
- *Reduced risk
- *Competent staff

This chapter has outlined the benefits for health and care institutions in placing value on the training and development of care givers and how they could implement this into staff training and development.

5. Concluding remarks

By using this guide health and care institutions across Europe will be able:

- to develop the skills and competency of existing and potential caregivers within their organisations
- Enhance the cost effectiveness and quality of services provided via a competent workforce
- Increase the skills and competencies of the workforce

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