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Project: MODIFICATION OF THE EDUCATIONAL MODULE - E.D.E. CERTIFICATE FOR PROVIDERS OF LONG TERM CARE FOR SENIORS

ANSWERS TO THE KEY QUESTIONS FROM THE ROMANIAN NATIONAL FOCUS GROUPS

The answers to the key questions from Romanian focus groups are synthesized as follows:

Q1. Presentation of participants and represented centers;

General considerations regarding the problems faced by the coordinators of centers

Within this section, after presenting the participants and the research objectives, the following issues and needs were mentioned:

- Dysfunctional relationships with medical institutions;
- Insufficient medical staff;
- Issues regarding the licensing and functioning of services for the elderly.
- Comparative analysis regarding compliance with the standards of services provided in public and private institutions;
- Employment and training of the human resource in the public system of social assistance services;
- Involvement of the state in supporting NGOs that provide care services for the elderly;
- Unstable and inconsistent legislative framework;
- The impossibility of contracting some medical recovery services;
- Insufficient specialized personnel.

Q2. What qualification and level of education should the manager in nursing home or generally in management in social services to have?

- All the research participants supported the idea that the directors of residential centres for the elderly should have higher education;
- The need for experience in the field for people running residential centres was emphasized;
- Persons holding management positions in residential centres must / or may have medical, economic and legal studies, but with experience in managing and providing care services;
- The need for complementary training of residential centre managers in the field of social services was supported, regardless of the nature of the initial training.

Q3. What knowledge and skills should the manager in nursing home or generally in management in social services to have?

The knowledge and skills highlighted in this section are:

- The manager's ability to understand the legislative framework;
- The ability to make decisions in situations where it does not have sufficient resources;
- Ability to communicate with employees / subordinates;
- Ability to understand the needs of customers;
- Communication with beneficiaries and legal owners;
- Skills in staff training;
- The ability to attract different types of resources;
- Availability of learning;
- Motivation;
- Flexibility etc.

The participants on the pilot focus group stressed the need for training in order to develop skills on:

- Work life balance;
- New technologies adapted to new social care services
- How to use new technologies in caring processes
- Personal development of carers
- How to better prevent the negative health and social events in relation to elderly
- How to build and sustain an integrative approach.
- Legal obligations of managers
- How to frame and use better working instruments in relation to beneficiaries
- How to build and maintain a better relation with the beneficiary and her/his family.

Q4. Clarifications regarding the content of the training offer. Specific discussions starting with the modules and the related courses in the EAN / EDE training offer

- Simplification and condensation of all courses to no more than 3 modules;
- The importance of geriatrics courses was supported;
- Accounting courses can be a small component in the training offer, not being essential;
- Human resources and material resources management are components of interest within the training offer;
- Marketing and business promotion courses are important!
- Focusing the contents on the target group's issues;
- Simplifying module 2 (Business Management) and introducing a course on procurement;

- In module 4 (Service quality management) the emphasis is placed on analyzing quality standards, licensing and accrediting services;
- Introducing an internal management control course;
- Introduction of the risk management course to the Strategic Management module;
- Introducing the courses of personnel motivation techniques in module 5 (Human resources management);
- Within module 3 (the legal basis for the management of care units) it is necessary to approach the specific legislation of the field and to present the concrete working tools;
- Module 7 (Professional Ethics) completed with courses on respecting rights, communicating obligations and preventing abuse. It is also necessary to introduce a course on the protection of personal data;
- Techniques for preventing professional burnout.

Q5. Discussions regarding the types of providers of the training offer and the way to realize it (learning tools, teaching / evaluation methods, duration and frequency of training sessions)

- Research participants claim that the provider of the training offer must be the universities and the Ministry of Labor;
- The persons involved in the training / evaluation activity must have practical experience in the field of social services for the elderly;
- The professional experience of the participants must be considered / equated;
- Consistent reduction of the number of hours devoted to learning activities.
- Consistent allocation of hours for practical activities / works;
- Go through the training hours in the e-learning system (logging on to dedicated platforms, webinars, etc.);
- Organizing face-to-face meetings especially on Fridays.

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