

EU-Project AVEC

Against Violence in the Elderly Care

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second focus group

Zoom, 21-06-2021

FIRST FOCUS GROUP

Date / Place: 21.06.2021 / Zoom **Time:** 10:00-12:00

Participants:

Regional Directors, Care Home Directors , Chief Nurses and Experts from SeneCura Group Austria
(P. Keiblinger, K. Jernej, R. Hermann, F. Holzer, W. Bernreiter, R. Sitnik, J. Wallner, H. Major, M. Chachlikowski, W. Berchtel, R. Müllner, D. Siegl, C. Schratte, L. Spilka)

PROJECT DESCRIPTION

- Topic: Against Violence in the Elderly Care
- Objective:
- 1. Status Quo concerning the different kinds of Violence in the Elderly Care:
 - How is the situation in my nursing home?
 - Where are the main problems?
 - Where do we make good experiences/good practise?
- 2. What to we use currently in prevention of violence
- 3. Which kind of training do we need in the future, to develop consciousness among our employees but also in our residents?
 - Which task for which targetgroup?
 - Discuss the methodology

RESULTS OF THE SECOND FOCUS GROUP



1. STATUS QUO (1)

- Open communication is needed, therefore building a confident climate in the teams
- What is violence? We need to define it exactly.
- Each employee and not only the managers have to raise awareness on the different kind of violence and neglect
- Violence starts in our language and daily communication
- Two directions have to be considered: violence from employee to resident and violence from resident against employee.
- We have to train our staff in de-escalation and non-violent communication
- The consequence of lack of staff sometimes is that you have to hire „everybody“ with a formal qualification
- What are the trigger of violence? To feel overwhelmed and powerless?
- Violence also due to the feeling of power against the resident

1. STATUS QUO (2)

- We have to take care for the working conditions
- As Chief nurse: be present in the nursing home, make control! That is a very important factor, first to support the employees but also to control them
- Lack of staff leads us sometimes to orient on the standards and procedures, not on the needs of the residents
- We have also to focus on the families and relatives of the residents. There is a triangle between resident – relative – employee.
- Relatives are sometimes violent against their family-member but also against the staff

2. CURRENT MEASURES IN PREVENTION OF VIOLENCE

- To be conscious that violence can happen daily, in small portions. That's why we have to communicate it permanently and define procedures and standards
- Supervision and training, especially in communication
- Prevention of violence is part of our care concept and mindfulness is part of the Onboarding, but also in the monthly "Minitraining"
- Case discussion, especially interdisciplinary
- Openness in the style of communication
- Appreciation as our spirit
- We can see an increase of violence in the society, that doesn't stand outside of our sites!

3. DEMANDS ON TRAINING TOOLS (1)

Method: 2 shared rooms in ZOOM

Group 1: What could be the ideal of dealing in a professional way with violence?

Group 2: Training: which topics, form and target group is intended?

Results of Group 1:

- The ideal is: now violence in a care home. Show that outside of the site!
- “Näher am Menschen” – Closer to people: there is no place for violence: to be conscious about or vision
- We have definitions of the different aspects of violence, also the “structural violence”
- When the residents starts his life in our facility to communicate open to him and the family, what is affordable and what not, and how is the life in a nursing home
- The teams know by themselves to provide violence and detect it and regulate it within the team, and d not always need the manager
- Educational talk with the relatives: what is our task and duty, and what not.

3. DEMANDS ON TRAINING TOOLS (2)

Results of Group 2:

- Make precise definitions of violence!
- Be aware that violence always happens
- Include role playing games
- Develop sequences in Virtual Reality
- Self-awareness trainings
- E-Learning modules, to be yearly done, for all employees
- Trainings in presence for the managers and the employees
- Clear structure in leadership and communication, because violence can easier happen in unclear team and leading situations.