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APSS ČR Survey Report

Project: AGAINST VIOLENCE IN ELDERLY CARE No. 2020-1-CZ01-KA202-078332

Activity: Survey among target group

Asociace poskytovatelů sociálních služeb ČR, z. s.

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Czech Republic



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The Questionnaire Research organized by the APSS CR during August 2021 had two parts, the first for employees, and the second for social service managers. The questionnaire was distributed online by the Google Form service.

Part 1 – Employees

Survey tool: The questionnaire had several sections focused on finding experiences (3 questions), attitudes (8 questions), rules in the facility (5 questions), organizational culture (2 questions) and educational needs (1 introductory and 17 other questions).

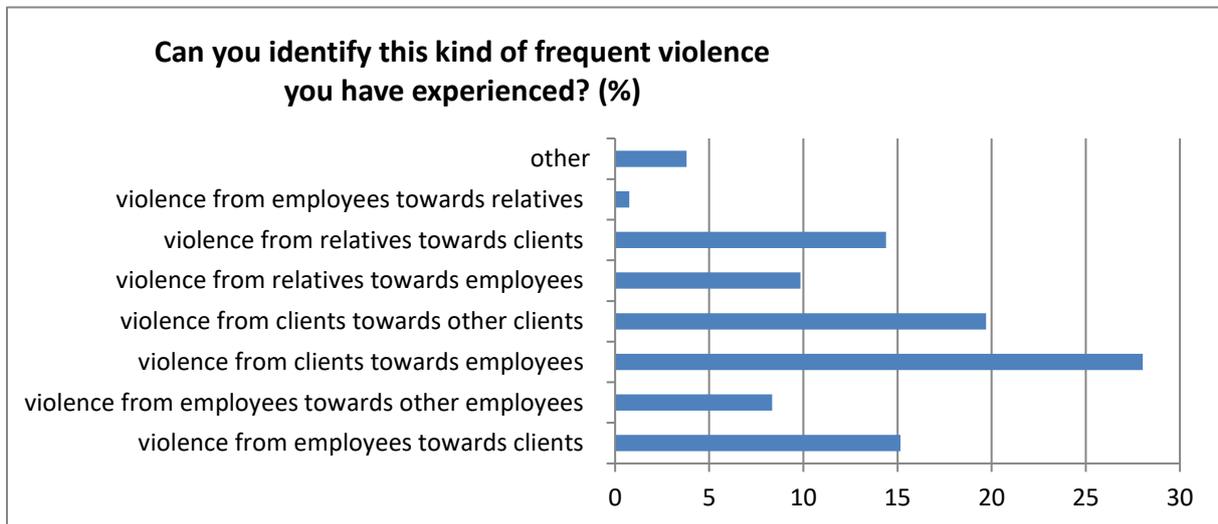
Sample: 54 participants from residential care, daily care centres and in home services.

Results

About experience

1. Kind of frequent violence

Chart 1 Can you identify this kind of frequent violence you have experienced?

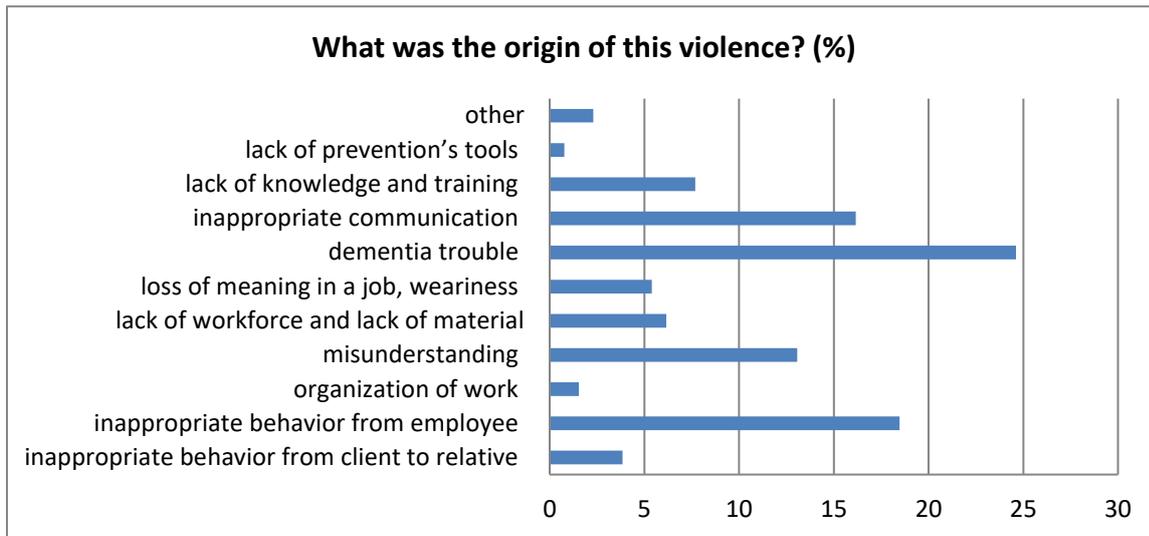


Referred all kind of violence, most frequent - *from clients towards employees (28 %)*, then - *clients towards other clients (20 %)*, and frequent on the same level were two kinds: *from employees towards clients (15 %)* and *from relatives towards clients (14 %)*. Domestic analyses repeatedly have shown us that violence from clients towards staff is multiple higher than from staff to the clients. One of the hypotheses might be that there is higher tolerance of managers and staff to this kind of violence.



2. Origin of violence

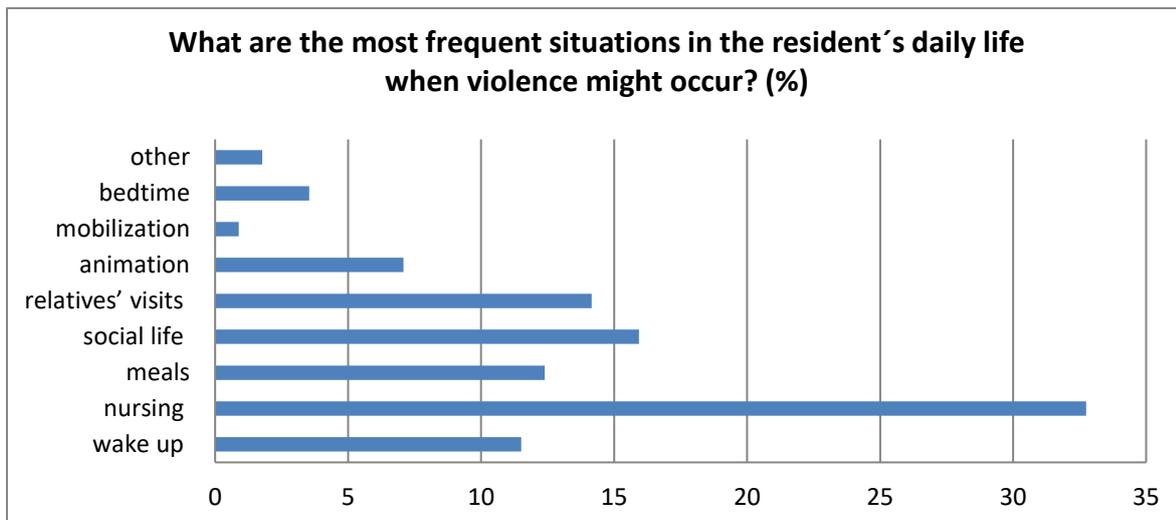
Chart 2 What was the origin of this violence?



The most frequent origin referred were *troubles with dementia* (25 %), very often also it was *inappropriate behaviour from employee* (14 %) and *inappropriate communication* (16 %), *misunderstanding* (3 %) and often also *lack of knowledge and training* (8 %).

3. Situations

Chart 3 What are the most frequent situations in the resident's daily life when violence might occur?



The most frequent *nursing* (33 %), often *social life* (16 %) and *relatives' visits* 14 %, and *meals* (12 %).

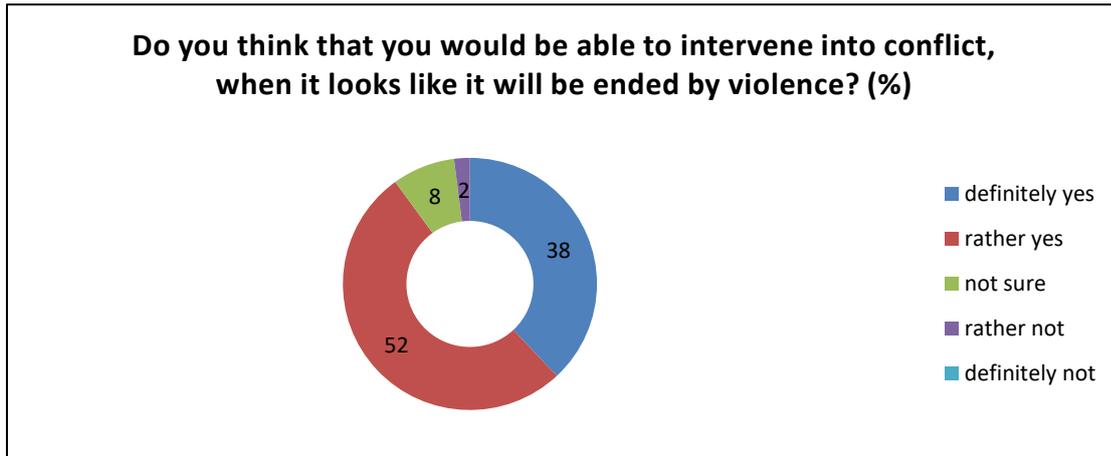
About attitudes

4. Potential violent conflict

This part (attitudes) shows us generally positive answers about ability to intervene in conflicts. It might be partly influenced by the high social desirability of those questions. Only but significant exception was a conflict in progress. The quarter of participants wasn't sure about their intervention or they refuse possibly to intervene.



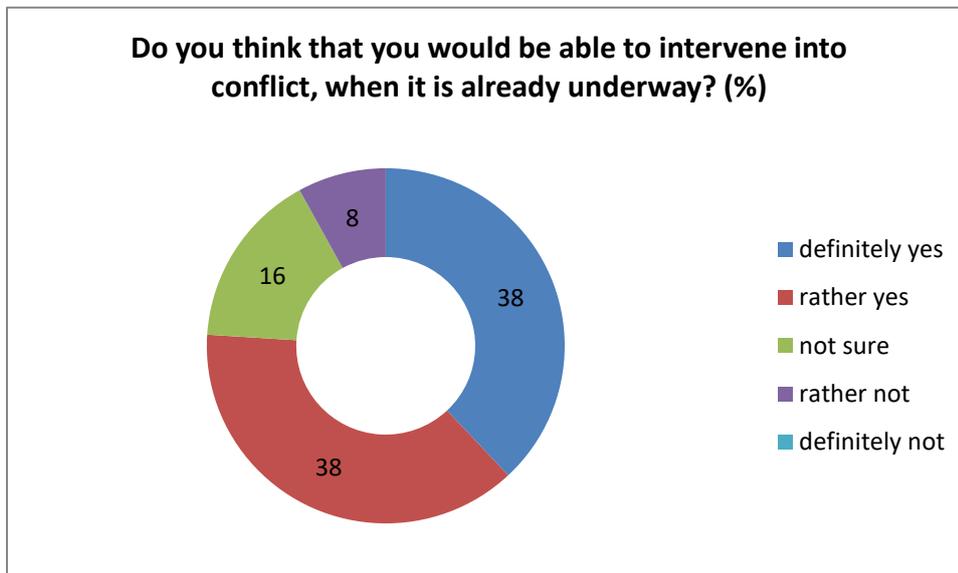
Chart 4 Do you think that you would be able to intervene into conflict, when it looks like it will be ended by violence?



The most of respondents were ready to intervene into potential conflict (90 %).

5. Violent conflict in progress

Chart 5 Do you think that you would be able to intervene into conflict, when it is already underway?

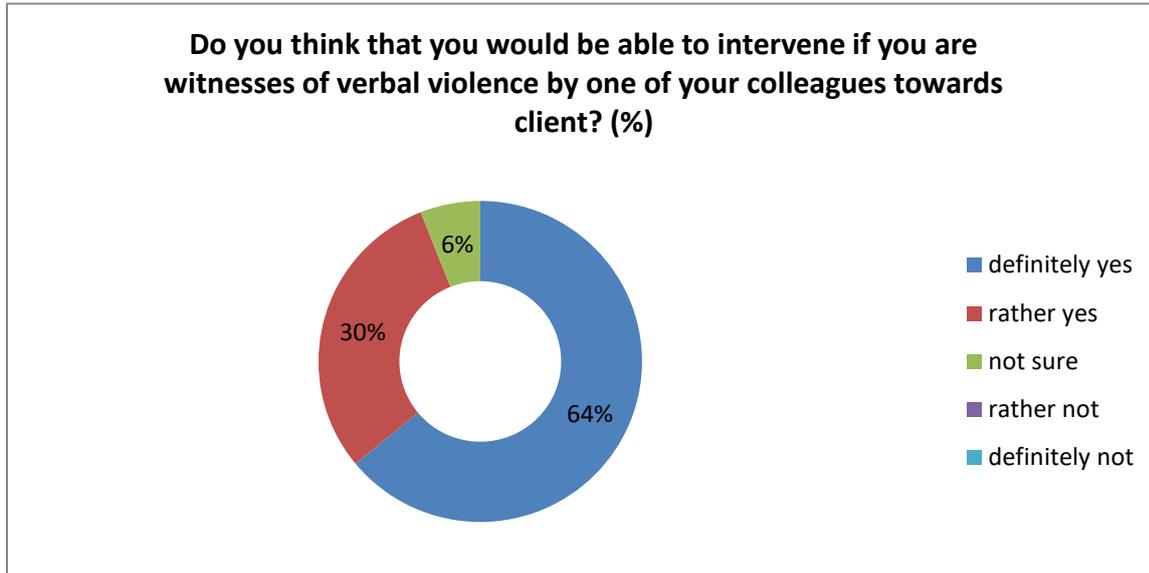


The most of respondents were ready to intervene into conflict in progress (76 %), but 24 % wouldn't rather intervene or weren't sure.



6. Witness of verbal violence by a colleague towards client

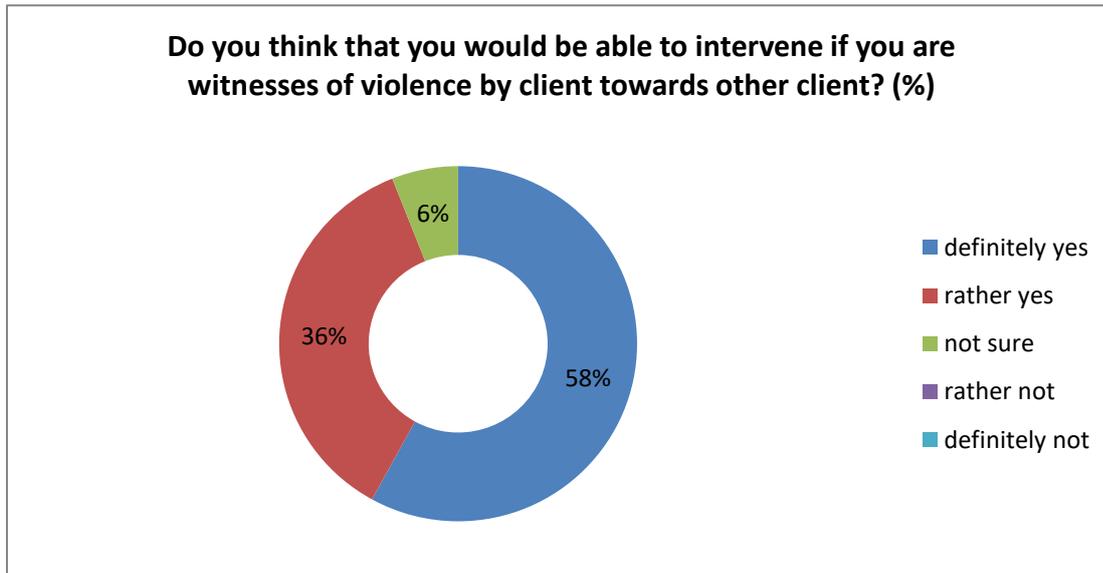
Chart 6 Do you think that you would be able to intervene if you are witnesses of verbal violence by one of your colleagues towards client?



The clear prevalence of respondents were ready to intervene into this type of conflict (94 %).

7. Witness of verbal violence by client's relative towards client

Chart 7 Do you think that you would be able to intervene if you are witnesses of violence by client towards other client?

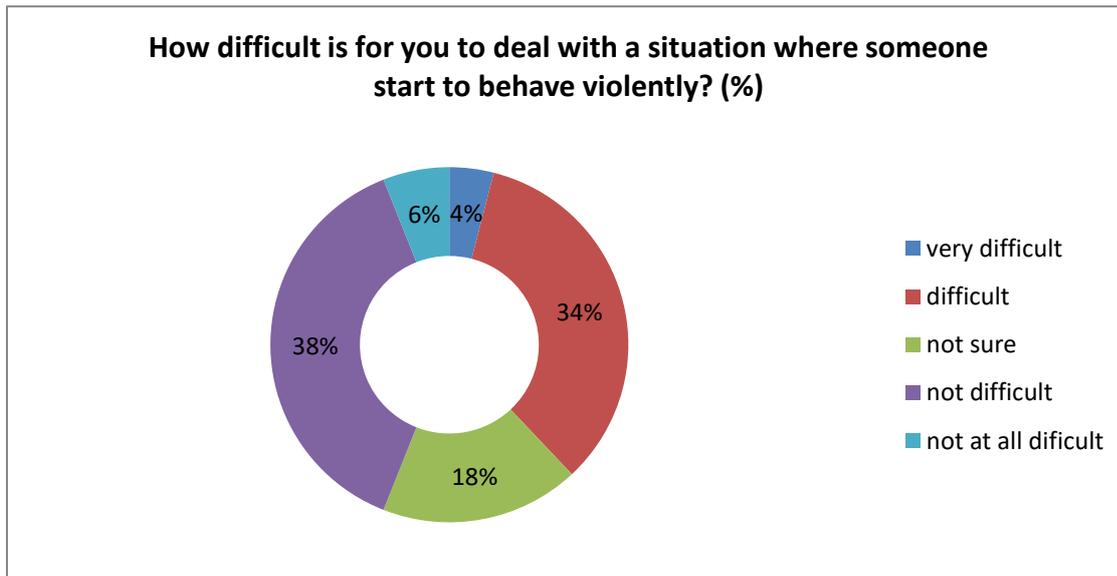


The clear prevalence of respondents were ready to intervene into this type of conflict (94%).



8. Difficulty to deal with violent behaviour of someone

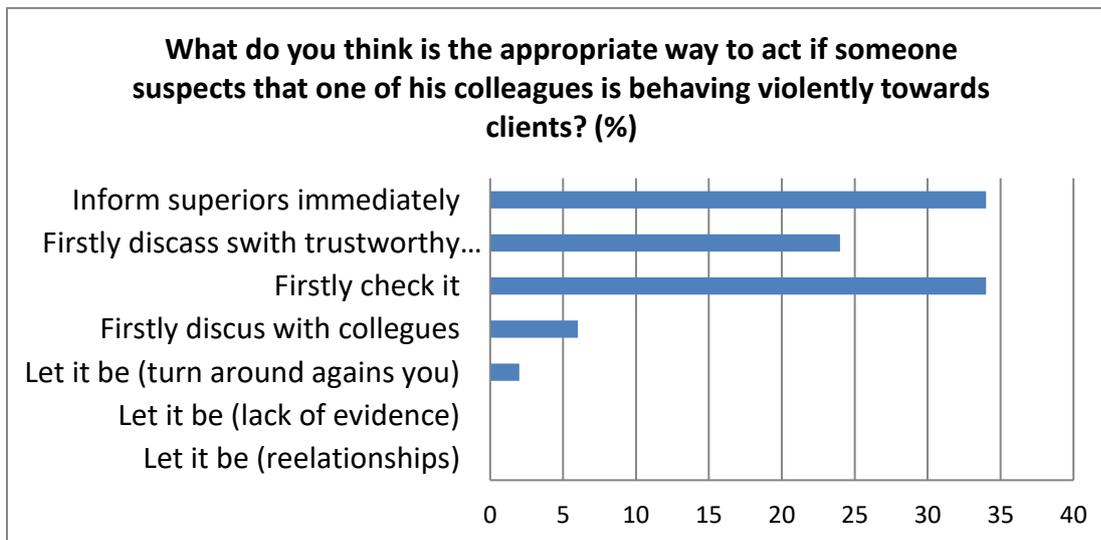
Chart 8 How difficult is for you to deal with a situation where someone start to behave violently?



Difficulty to deal with violent behaviour of someone was referred in 38 % cases (difficult or very difficult).

9. Appropriate behaviour when there is suspicion of ones' colleagues violence

Chart 9 What do you think is the appropriate way to act if someone suspects that one of his colleagues is behaving violently towards clients?

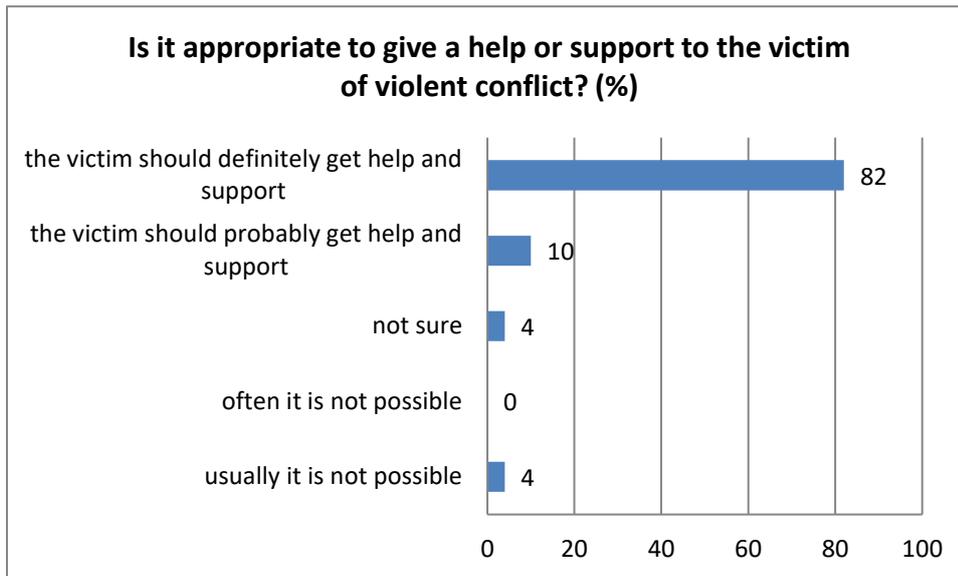


Only 34 % would refer to superiors immediately, 64 % would postpone the reference for some reasons, only 2 % would do nothing.



10. Giving a help to victim

Chart 10 Is it appropriate to give a help or support to the victim of violent conflict?

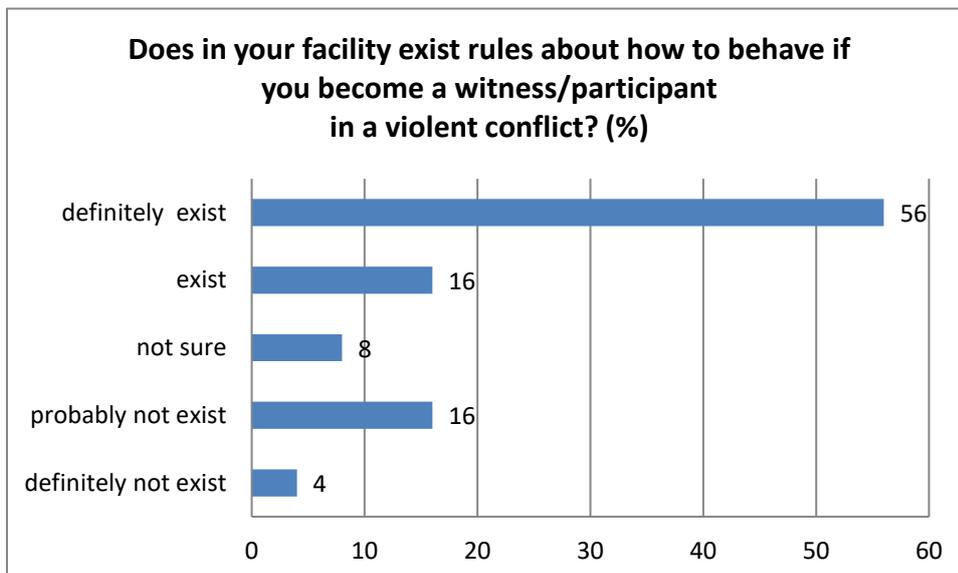


82 % participants thought that giving help to a victim is appropriate.

Rules

11. Existence of rules how witness should behave

Chart 11 Does in your facility exist rules about how to behave if you become a witness/participant in a violent conflict?

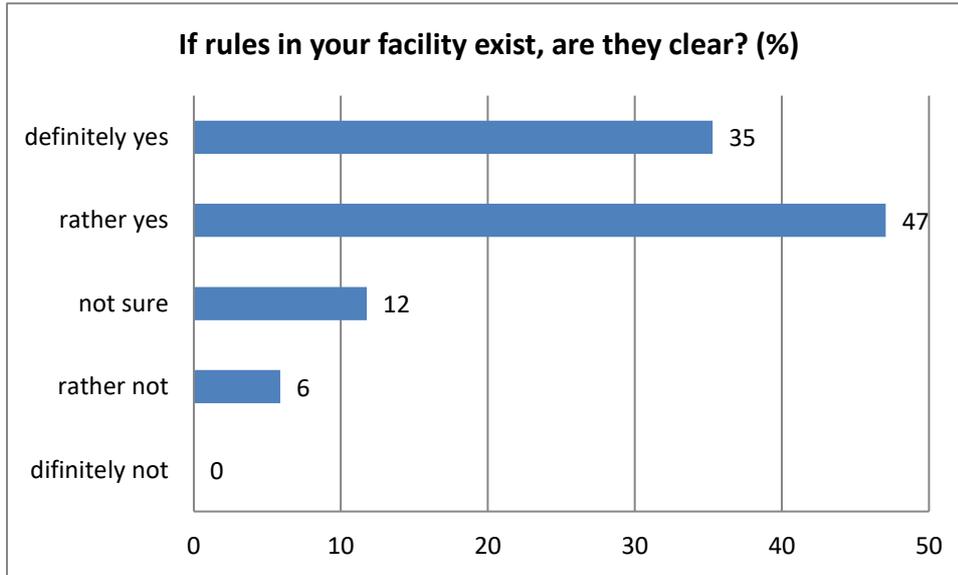


Only 56 % participants were definitely sure of existing company rules about violence.



12. Clarity of rules

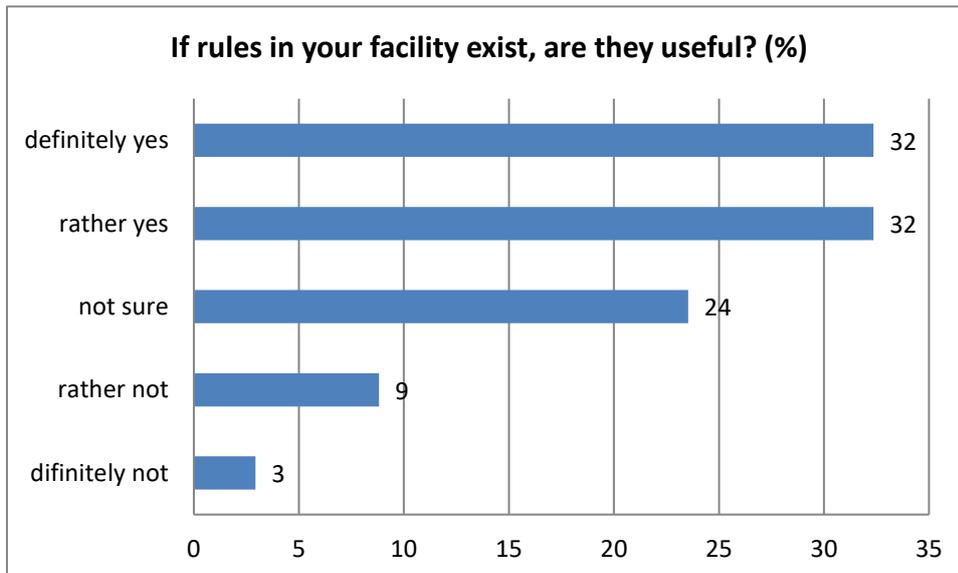
Chart 12 If rules in your facility exist, are they clear?



82 % thought that rules are definitely or rather clear.

13. Usefulness of rules

Chart 13 If rules in your facility exist, are they useful?

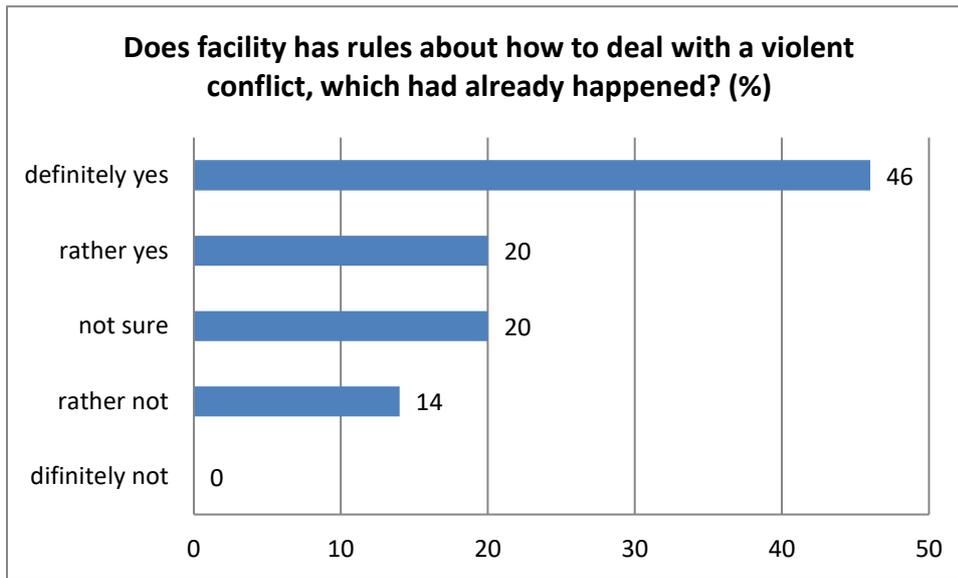


64 % from participants considered the rules as useful (definitely or rather).



14. Existence of rules how to deal with a conflict that had happened

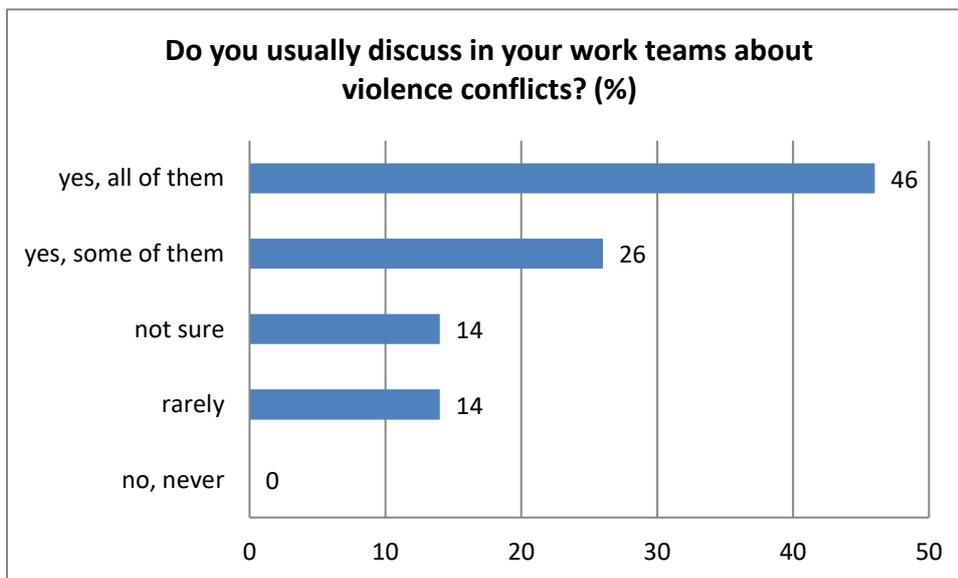
Chart 14 Does facility has rules about how to deal with a violent conflict, which had already happened?



The certainty that there exist rules how to deal with a conflict had happened referred only 46 % participants.

15. Team discussion about violence conflicts

Chart 15 Do you usually discuss in your work teams about violence conflicts?



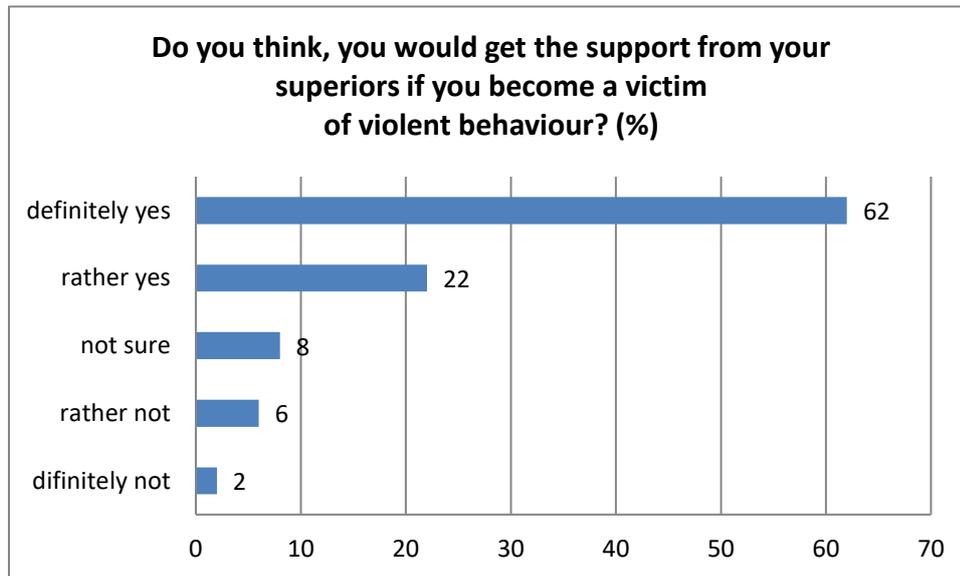
Team discussion about the all violence conflicts referred only 46 % participants.



Culture

16. Support from superiors

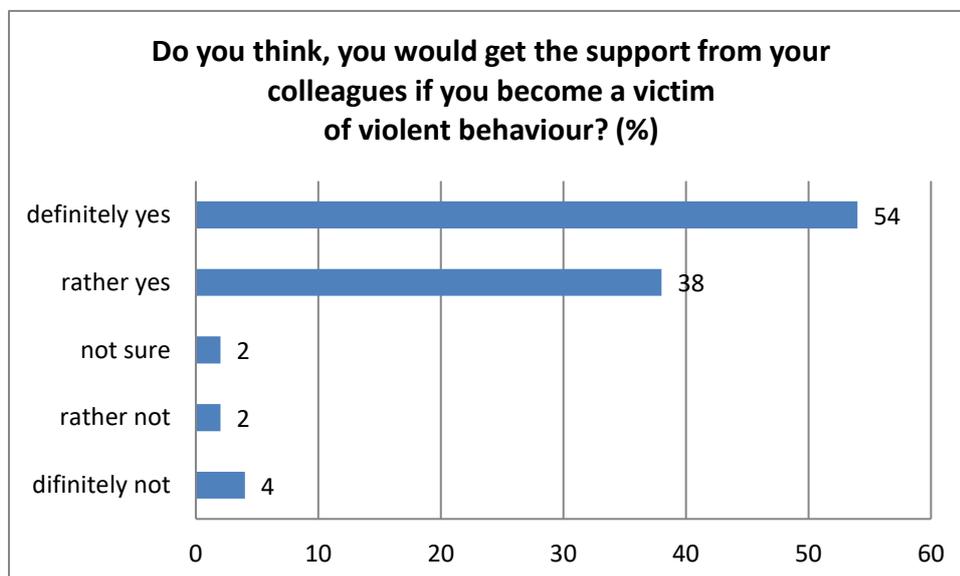
Chart 16 Do you think, you would get the support from your superiors if you become a victim of violent behaviour?



Only 62 % would expect certainly support from their superiors in case becoming victim themselves.

17. support from colleagues

Chart 17 Do you think, you would get the support from your colleagues if you become a victim of violent behaviour?



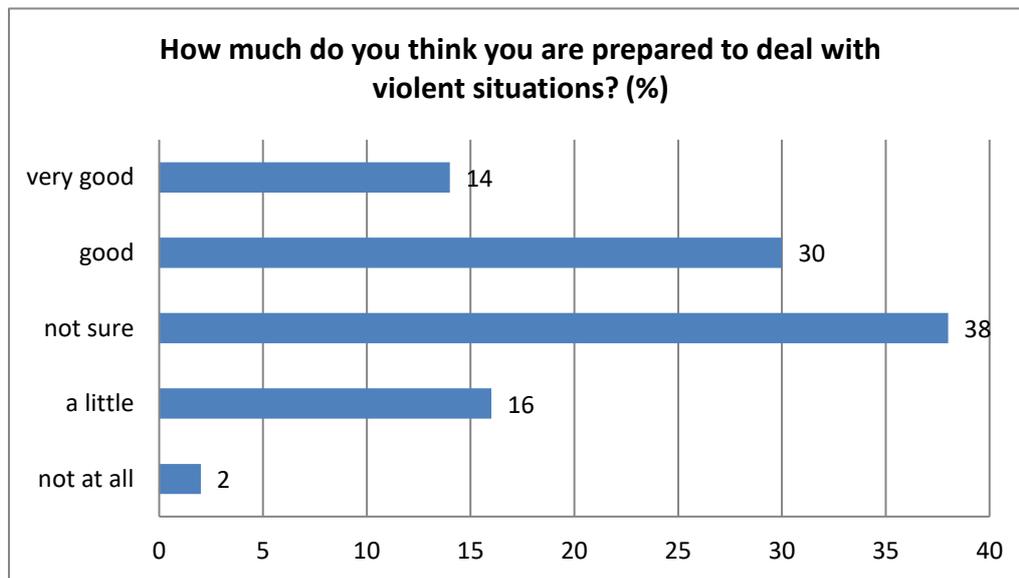
Only 54 % would expect certainly support from their colleagues in case becoming victim themselves.



Educational needs - preliminary question

18. Prepared to deal with violence

Chart 18 How much do you think you are prepared to deal with violent situations?



Preliminary question in the beginning of the part of educational needs showed us that only 44 % participants felt that they were well prepared for situations of violence.

Educational needs – topics

Table 1 Educational needs of employees

Topic	M
What to do if you are become witnesses of violent behaviour of your colleague towards client.	4,42
Communication techniques which can help reduce and deal with violence behaviour	4,36
How to act in a conflict, when client starts behave violently to you.	4,28
What to do if you are become witnesses of violent behaviour of client's relative towards client.	4,26
Recommendations of the best practice	4,26
How to provide necessary help and support to victims of violent conflict.	4,2
What is my responsibilities in case I will be witnesses or participant in a violent conflict	4,14
How the client's health status/level of dependencies can influence his/her behaviour and how to mitigate this behaviour	4,12
What is my responsibilities in case I will be witnesses or participant in a violent conflict, how to report about it?	4,08
How to recognise risky situations in terms of violence	4
What is correct professional approach in terms of violence	3,98



Labour and criminal law context of violent behaviour. Legal responsibility of the aggressor, employees, facility.	3,96
How to understand the problem of violence in elderly care and what are their types	3,74
How to prevent or reduce the risks of violent conflicts in my workplace.	3,6
Violence in terms of values and ethics	3,6
Forms and reasons of our own violent behaviour and how to deal with them.	3,52

List is sorted by the highest mean to the lowest one.

Results of particular topics that represent educational needs show us the high positive scores in every item. That might be concluded that every item, every topic, should be considered as substantial for program.

Part 2 – Employers

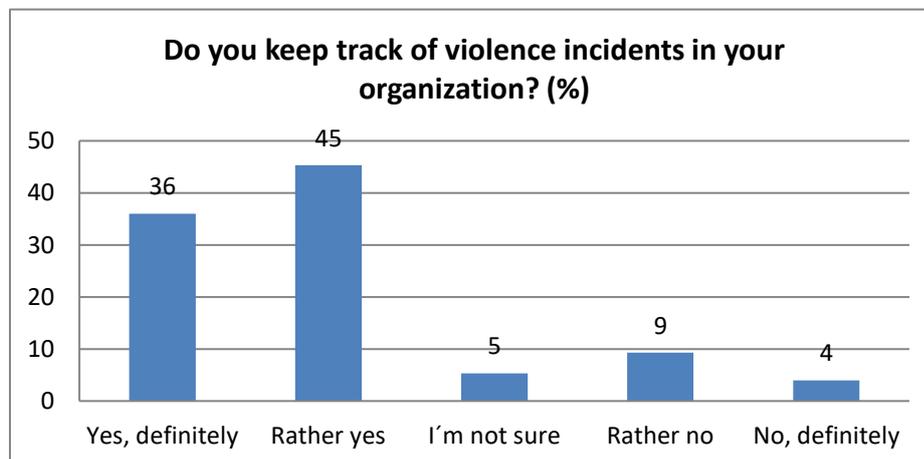
Survey tool: The questionnaire had several sections - Introduction part, the Ideal program for stuff, the ideal program for management and amount of lessons for target groups.

Sample: The sample of 75 participants was from different kinds of services. The **largest** amount of them was people from residential care. There were 50 % of them.

Introduction:

1. Keeping track

Chart 19 Do you keep track of violence incidents in your organization?

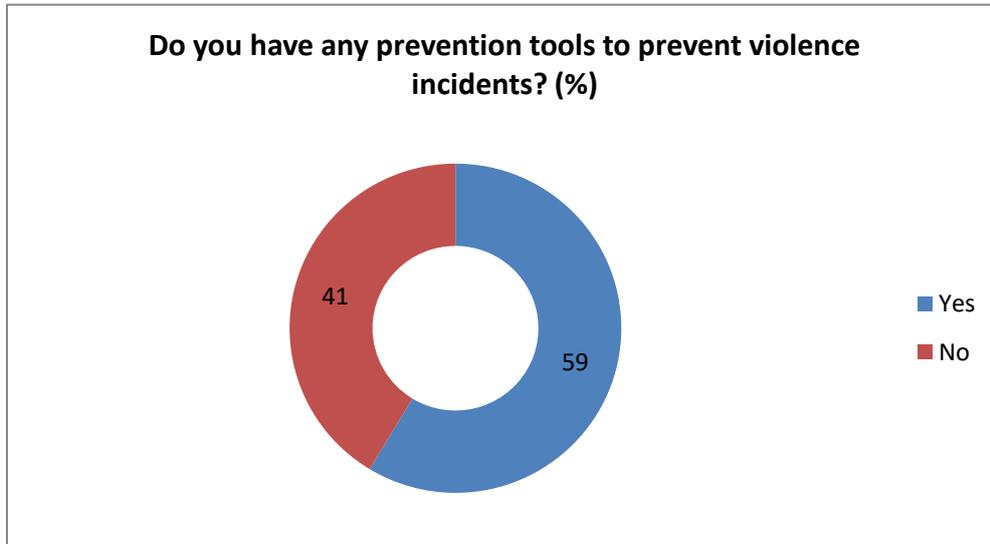


81 % of participants thought they more or less kept track of violence. But only 39 % of them were sure.



2. Preventive tools

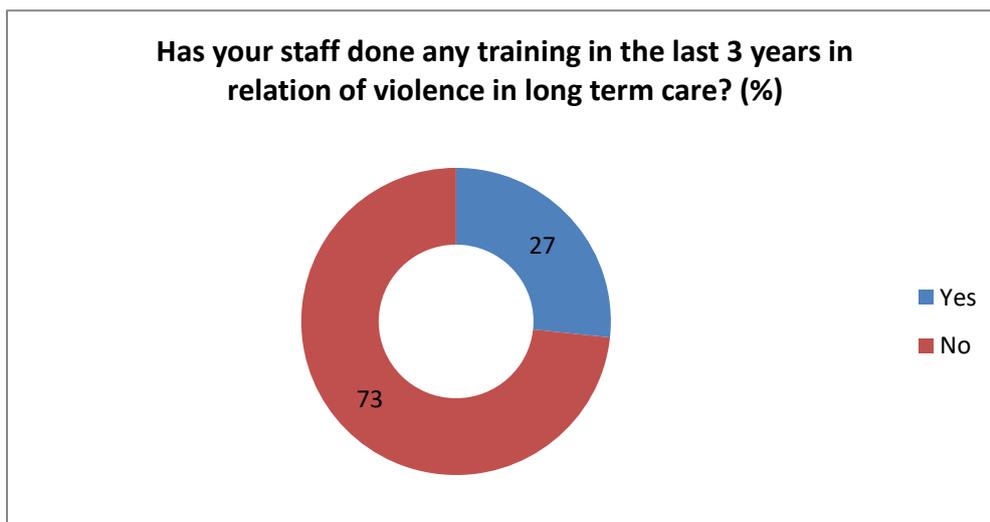
Chart 20 Do you have any prevention tools to prevent violence incidents?



41 % of participants didn't have tools to prevent violence what is a warning number.

3. Staff training last 3 years

Chart 21 Has your staff done any training in the last 3 years in relation of violence in long term care?



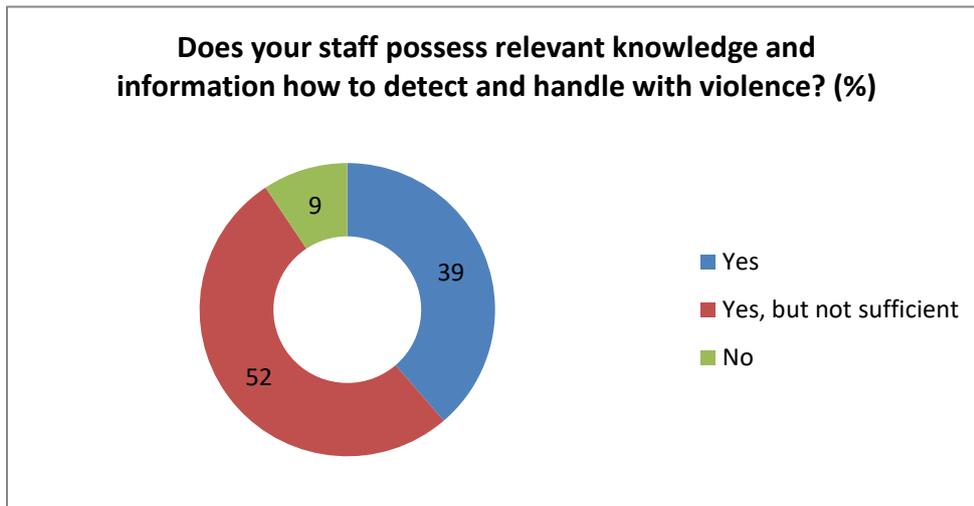
Less than third (27 %) employers claimed that their staff took part in training in relation of violence. More detailed view showed us the percentage of staff which has done training in the last 3 years in relation of violence. The 10 % median seems to be not enough. The number indicates high actual need for training.

median	10%
mean	21%



4. Relevant staff knowledge

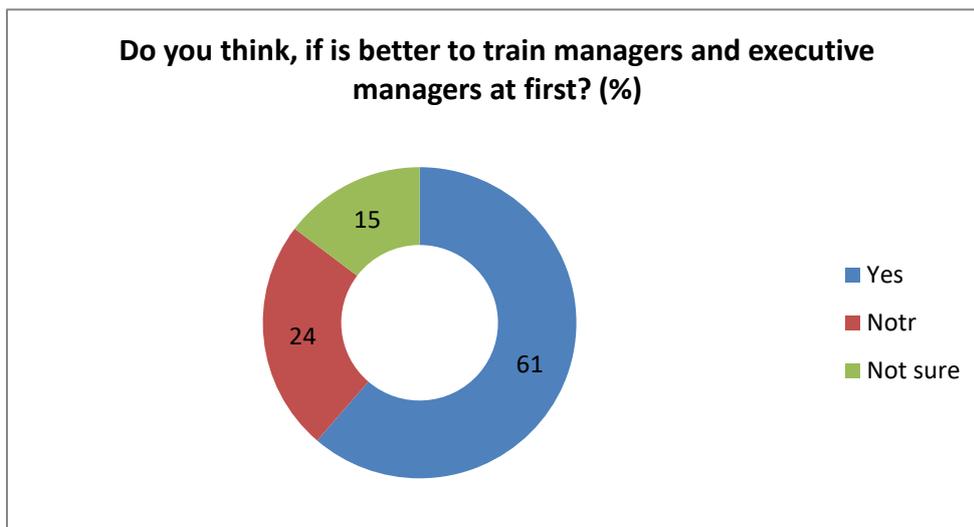
Chart 22 Does your staff possess relevant knowledge and information how to detect and handle with violence?



The significant number is probably 52 % people who had (only) some relevant knowledge how to detect and handle violence. More than half of staff didn't have sufficient information.

5. Better to train firstly managers

Chart 23 Do you think, if is better to train managers and executive managers at first?

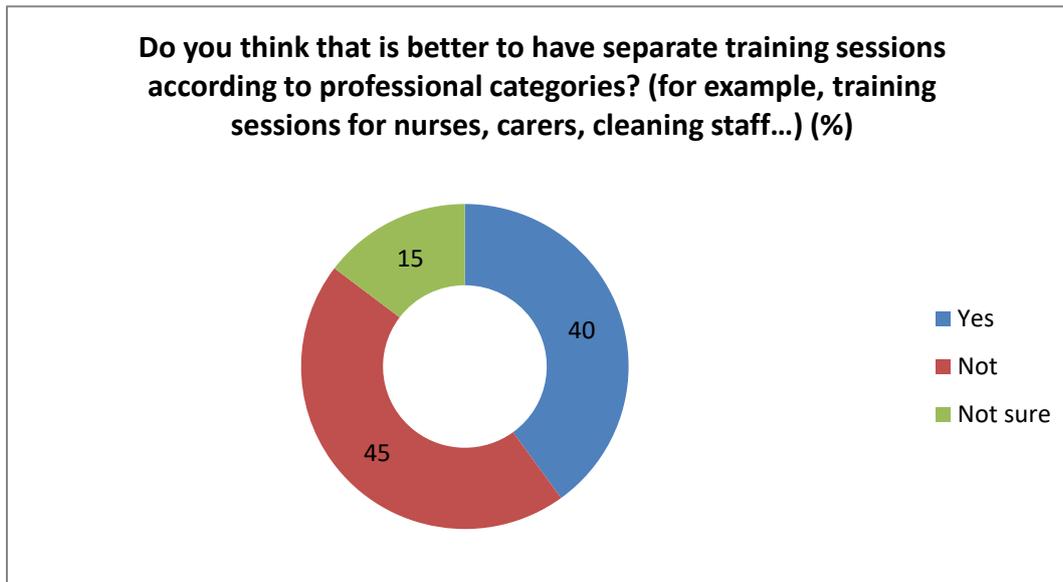


Most of participant wished to be trained first.



6. Better to train separate professional categories

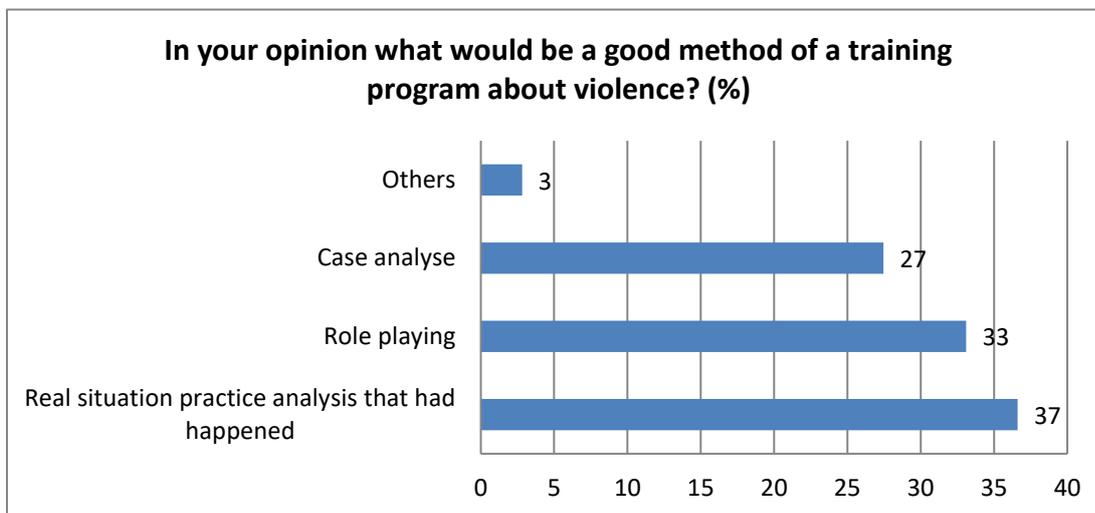
Chart 24 Do you think that is better to have separate training sessions according to professional categories?



The result of this question is ambivalent. Slightly more people thought that it wouldn't be better to train categories separately.

7. Good method of training

Chart 25 In your opinion what would be a good method of a training program about violence?

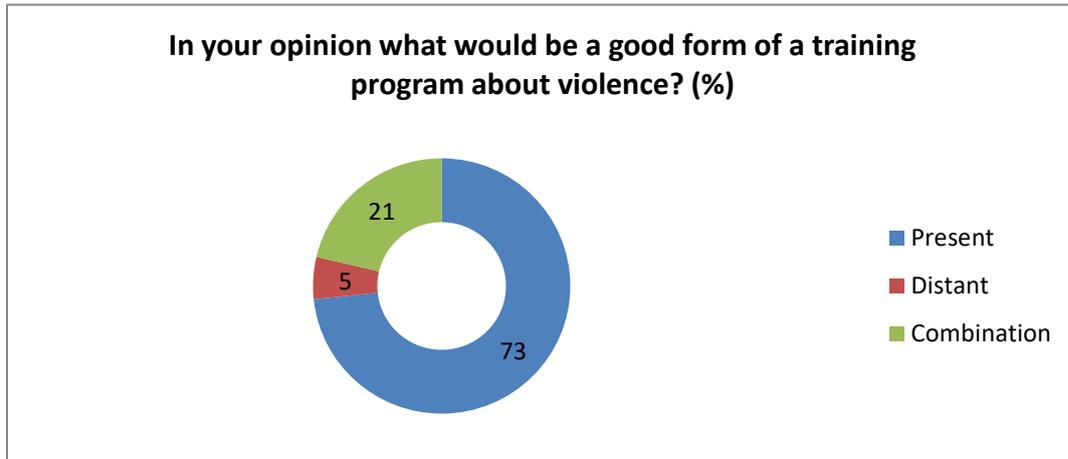


It seems that there was not a clear prevailing training method requirement. Slightly more participants wanted the real situation practice analysis but other two are required also.



8. Good form of training program

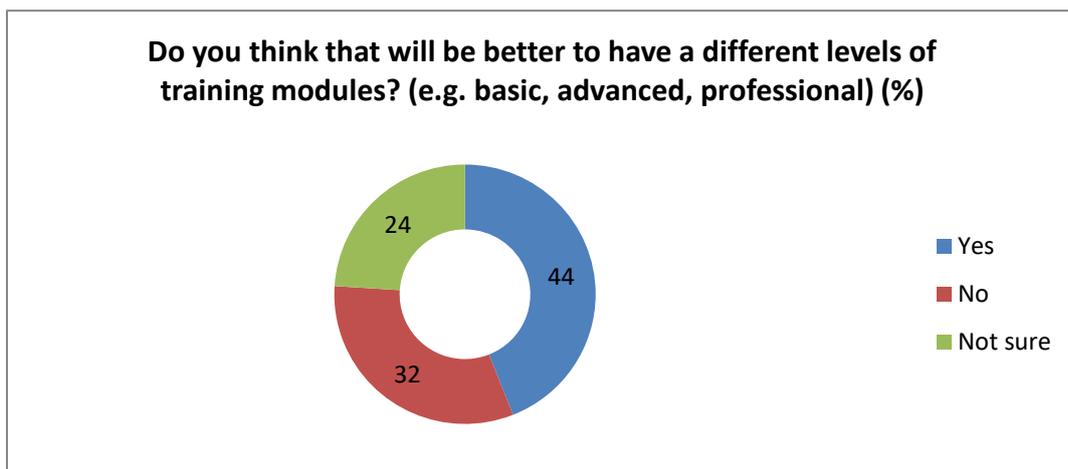
Chart 26 In your opinion what would be a good form of a training program about violence?



Clear majority of participants (73 %) wanted the present form of training program.

9. Different levels of training

Chart 27 Do you think that will be better to have a different levels of training modules?

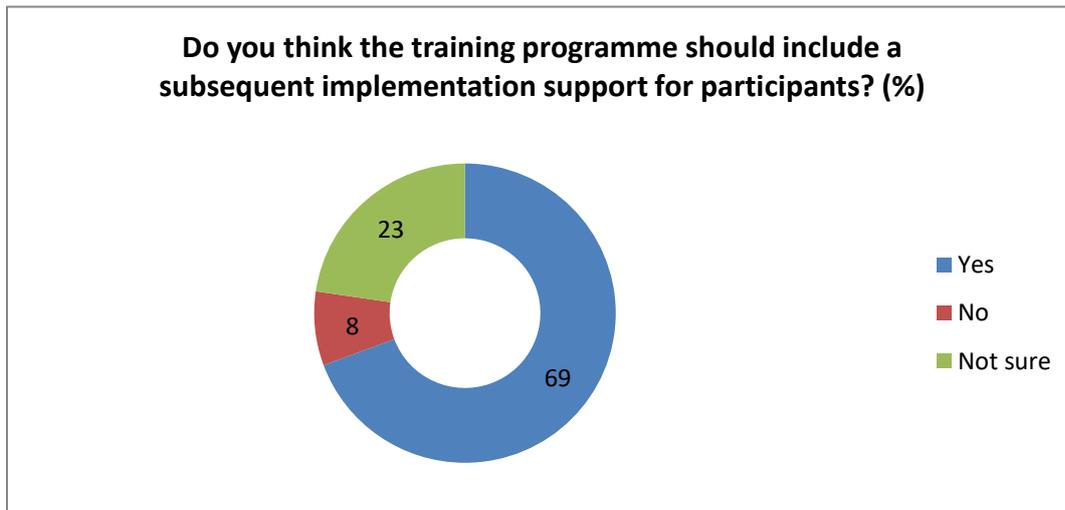


Prevailing amount of participant (44 %) thought that better were different levels of training modules.



10. Subsequent implementation support

Chart 28 Do you think the training programme should include a subsequent implementation support for participants?



More than two third (69 %) wanted subsequent support.

11. Training sensitization about violence for clients

Chart 29 Would it be useful to propose training sensitization about violence for clients?

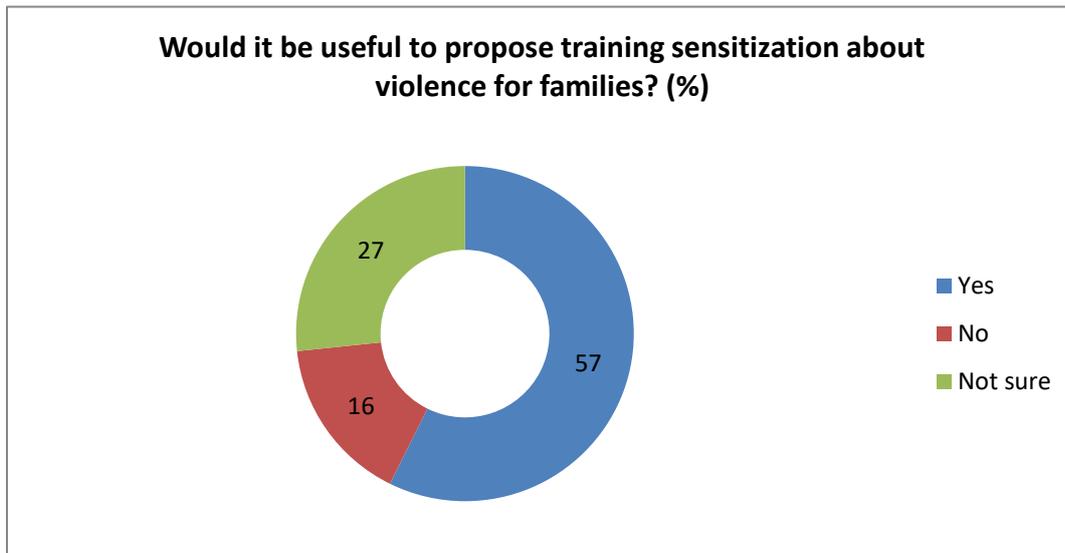


More than half of participants (57 %) considered useful training sensitizing about violence for clients.



12. Training sensitization about violence for families

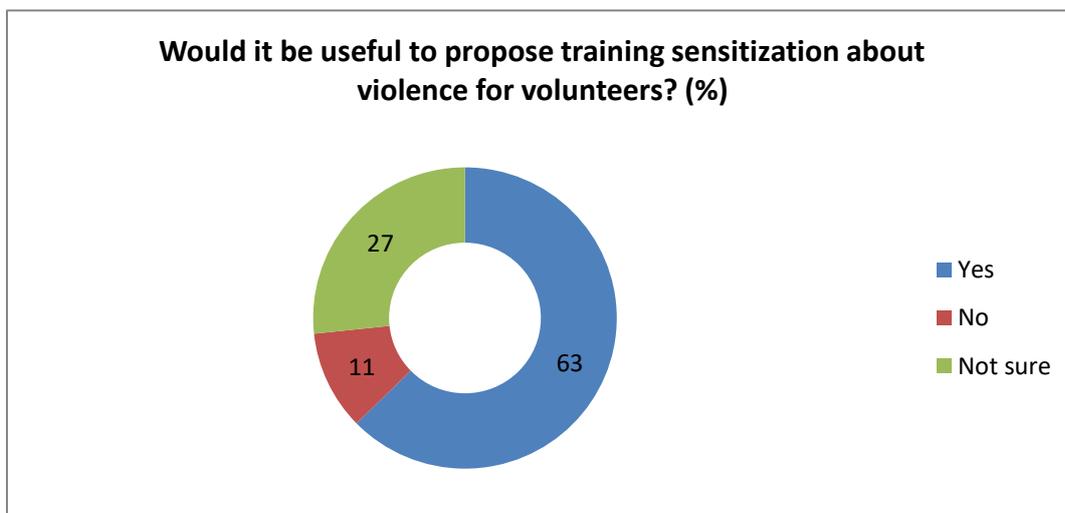
Chart 30 Would it be useful to propose training sensitization about violence for families?



More than half of participants (57 %) considered useful training sensitizing about violence for families.

13. Training sensitization about violence for volunteers

Chart 31 Would it be useful to propose training sensitization about violence for volunteers?

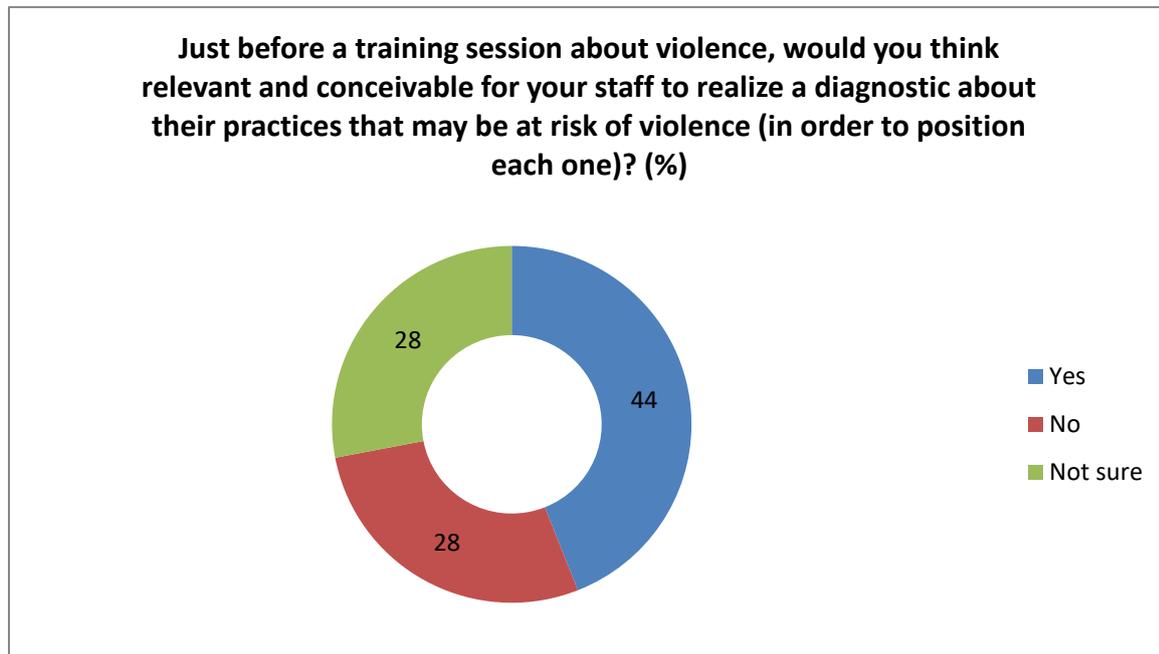


More than half of participants considered useful training sensitizing about violence for volunteers.



14. Preliminary diagnostic about staff practices that may be at risk of violence

Chart 32 Just before a training session about violence, would you think relevant and conceivable for your staff to realize a diagnostic about their practices that may be at risk of violence (in order to position each one)?



Most of participants thought the diagnostic about practice that may be at risk of violence would be relevant (44 %).

Training program for management

Table 2 Educational needs of employers (management)

Topic/ importance	M
Recognize violence behaviour and identifying risky situations	4,53
Recommendations of the best practice	4,44
Methods for early detection of risk patterns of job seekers' behaviour. How to recognize an unsuitable job seeker	4,43
Prevention tools	4,36
Correct professional approach and behaviour	4,36
Measures and techniques for setting the right practice in terms of violence: rules, procedures, event's analyses and debriefing the best practice etc.	4,35
What is correct professional approach in terms of violence	4,33
Legal consequences of violent behaviour. Legal responsibility of the aggressor, employees and organizations	4,31
Referring about violence, rules for staff and management	4,27
Situation and communication factors and violence	4,24
Role of working stress and burnout, methods of prevention	4,24
Violence in family	4,08



How age and health status of clients affects his/her behaviour	3,97
Character of violence in the care of elderly, definition, types, prevalence	3,93
Violence in terms of values and ethics	3,83

The items are ordered by their means. The means are generally high what can be interpreted that participants considered all items as important. Five highest ones are highlight by the red letters.

Training program for staff

Table 3 Educational needs of employees according to opinion of their employers

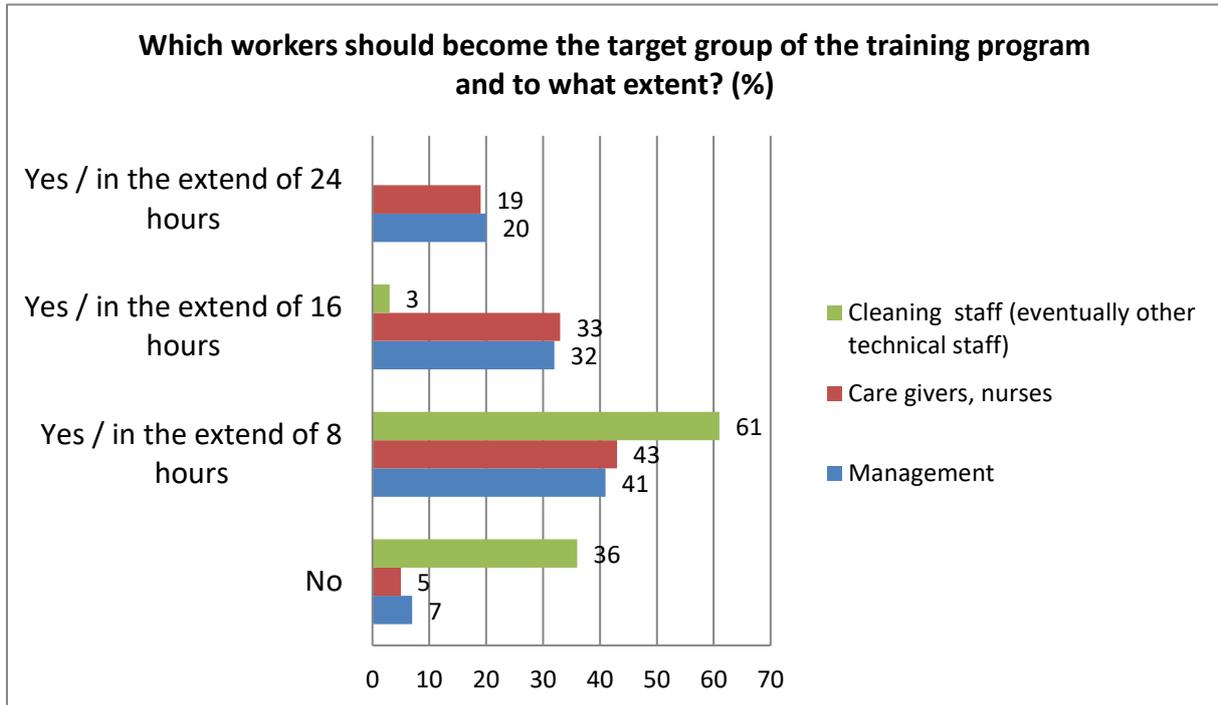
Topic/ importancy	M
Violence behaviour of employee towards clients	4,67
Violence behaviour of client towards client	4,59
Violence behaviour of client towards employee	4,53
Violence behaviour of family member towards client and/or employee	4,49
Physical and mental violence	4,43
Knowledge and competencies how to prevent violence incidents	4,25
Knowledge and competencies how to detect violence behaviour	4,17
Knowledge and competencies how to handle violence incidents	4,16
Self-defence techniques to protect staff from physical violence	4,16
Legal consequences of violent behaviour. Legal responsibility of the aggressor, employees and organizations	4,07

The items are ordered by their means. The means are generally high what can be interpreted that participants considered all items as important. Five highest ones are highlight by the red letters.



Target groups/ lessons

Chart 33 Which workers should become the target group of the training program and to what extent?



What is relation between targets groups and programme duration?

- 36 % of participants doubted about usefulness of a program for technical staff. 5 % even refused it. 5 % declined usefulness for caregivers and 7 % for management. From that perspective more than 90 % of participants considered training program about violence for caregivers and management as useful.
- Preferred duration for technical staff was **8 hours** (61 %) and as well as for caregivers (43 %) and management (41 %).
- Slightly less preferences (minus 10 %) were expressed for **16 hours** duration for caregivers and management. 33 % participants considered this appropriate length 16 lessons for caregivers and 32 % for management. Only 3 % participants thought that 16 hours would be good for technical staff.
- What's more, plausible amount of participants thought that also **24 hours** program would be appropriate. 20 % considered it enough for management and 19 % for caregivers.

Main conclusions- questionnaire for employees

Experience: The participants had experience with all the usual types of violence. They most often reported client violence against employees (28 %), which was almost twice as common as employee violence against clients. There is a hypothesis of higher tolerance, or less sensitivity to this type of violence. The most common origin of violence was seen in client dementia problems (25 %) and communication problems (16 %). Violence occurred most often during the situations of care (33 %). The most common origin of violence was seen in client dementia problems (25 %) and communication problems (16 %). Violence occurred most often during care (33 %).



Attitudes: Only 34 % would refer to superiors immediately in case of suspicion that one of his colleagues had behaved violently towards client, 64 % would postpone the reference about his suspicion for some reasons, and only 2 % would do nothing. The vast majority (82 %) think that it is right to provide assistance to victims of violence.

Rules: Only a slight majority of respondents (56 %) were sure that there were rules in their organization on how to behave if an employee witnessed or participated in a conflict. Only a slight majority of respondents (56 %) were sure that there were rules in their organization on how to behave if an employee witnessed or participated in a conflict. The certainty that there exist rules how to deal with a conflict had happened referred only 46 % participants. Team discussion about the all violence conflicts referred only 46 % participants. These results point to an educational need in this area.

Culture: Only 62 % of the participants were sure of their colleagues' support in case they became victims of violence, and even less (58 %) were sure of their support of their superiors. The numbers indicate a relatively low level of organizational culture.

Recommendations: The training program should aim to increase the ability to identify situations of violence originating from workers, focus on rapid and timely information on these conflicts and support victims. It should also aim to establish effective rules in this area and increase certainty of employees that, if they become victims, they will be supported by working groups and superiors. The survey identified a wide range of educational needs. Any choice of educational topics should respect the preference indicated in the table.

Main conclusions - questionnaire for employers

Introduction part: Only 36 % participants were sure about keeping track of violence in their facility. And warning number of them (41 %) didn't have any prevent tools against violence. A relatively small number of employees have been trained in the given topic in the last three years (median 10 %) and more than half of stuff didn't have sufficient information. The predominance of managers wanted to be trained first (61 %). Respondents did not have a predominant opinion on whether to train professional categories separately. When it comes to the opinion on good training methods, the prevailing opinion was that such a method is the analysis of real situations (37 %), which had already happened, namely the presence form of training (73 %). The vast majority that the training should have different levels (44 %) and that after completing the program, the facility would receive support in the implementation of measures (69 %). More than half (56 %) think that a program to increase the sensitivity to violence of clients and families and volunteers (63 %) would also be useful. It would be good to diagnose the risky behaviour of employees before starting the training.

Recommendations: The offer preliminary diagnostics of risky behaviour of staff. The survey indicates a high need for a training program. The program should focus on the system of recording and reporting on violence in the facility, and on the prevention of violence. Managers should be trained first. The basis of training methods should be case analysis. The program could be divided into several levels. The program should involve ex post help with implementation of measures. A program to increase the sensitivity of clients, families and volunteers would also be useful. Technical staff should be included in the training program. The minimum range of training is 8 to 16 hours, but even 24 hours of the program would be acceptable for many participants. The survey identified a wide range of educational needs of both groups. Any choice of educational topics should respect the preference indicated in the tables.



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