

# **AGAINST VIOLENCE IN ELDERLY CARE**

**Pilot verification of professional educational program**

## **Feedback from Spain**



Co-funded by the  
Erasmus+ Programme  
of the European Union

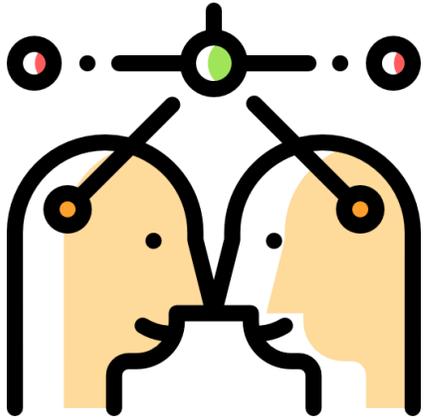
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2020-1-CZ01-KA202-078332





## A. Face to face (F2F) pilot training



**Quantitative feedback**

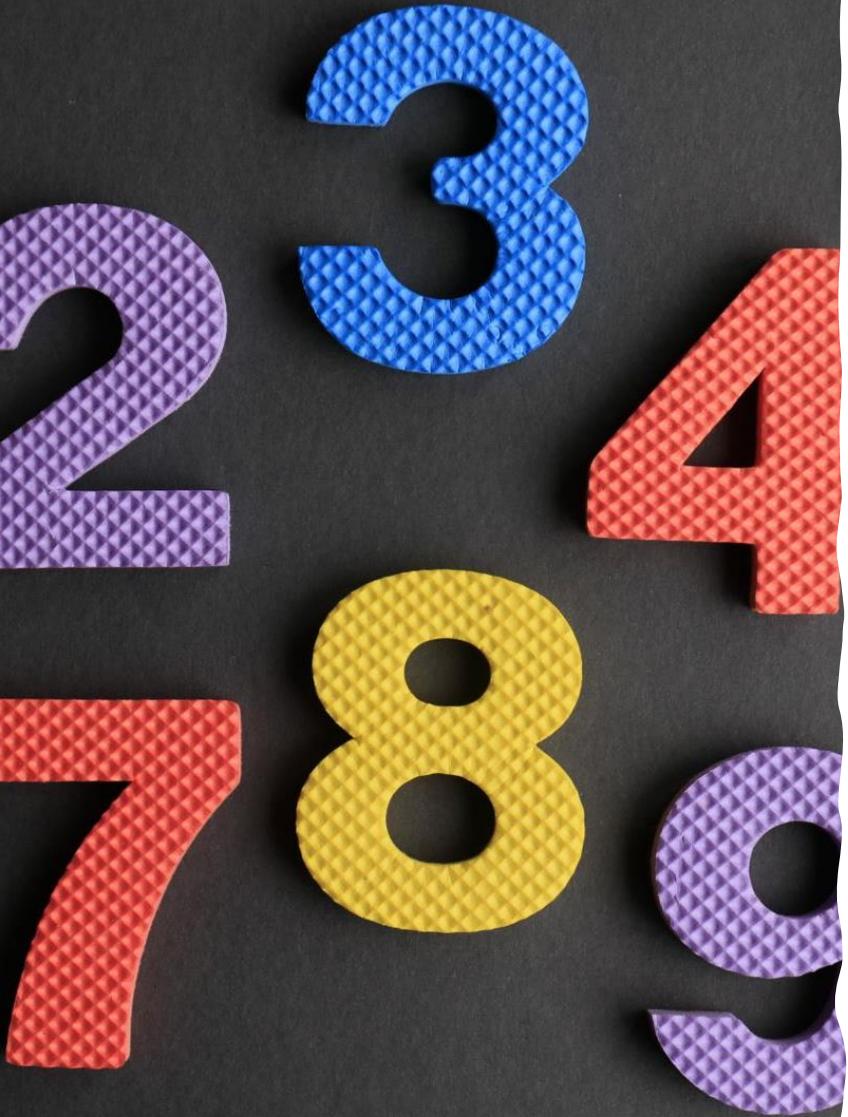
**Qualitative feedback**

## B. E-learning pilot training



# A. Face to face pilot training





**A.1.**

Face to face

Quantitative

Feedback



# A.1. F2F Quantitative Feedback



4 sessions



9h each -  
36h total

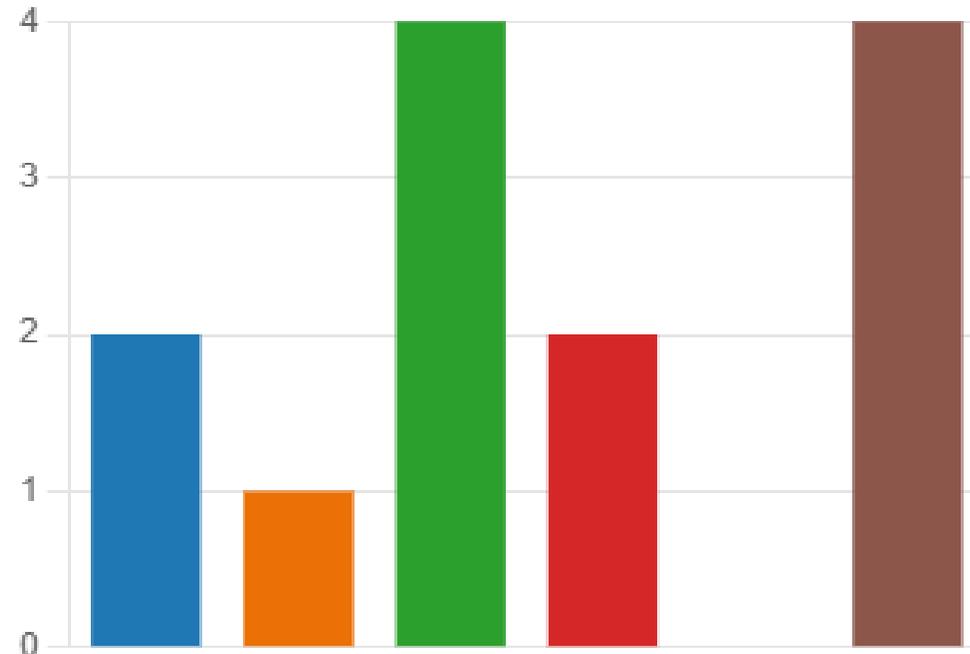


13 trainees



Trainee  
profile

-  - Care staff
-  - Care manager
-  - Care specialist
-  - Social worker
-  - Administration and economy
-  - Other positions





# Ranking Feedback per F2F session

Lares Questionnaire

## Session 1

31/01/2023

Introduction + Module 1

**3,98/4**



## Session 2

7/02/2023

Module 1 + Module 2

**3,89/4**



## Session 3

14/02/2023

Module 2 + Module 3

**3,89/4**



## Session 4

23/02/2023

Module 2 + Module 3

**3,94/4**



# Feedback per F2F session

Variables analyzed in the questionnaire

	ADEQUATE CONTENT	METHODOLOGY	MATERIALS	TRAINER
<b>Session 1</b> 31/01/2023	<b>4/4</b> ★	<b>3,92/4</b> ★	<b>3,92/4</b> ★	<b>3,92/4</b> ★
<b>Session 2</b> 7/02/2023	<b>3,92/4</b> ★	<b>3,85/4</b> ★	<b>3,85/4</b> ★	<b>3,85/4</b> ★
<b>Session 3</b> 14/02/2023	<b>4/4</b> ★	<b>3,85/4</b> ★	<b>3,85/4</b> ★	<b>4/4</b>
<b>Session 4</b> 23/02/2023	<b>4/4</b> ★	<b>3,92/4</b> ★	<b>3,92/4</b> ★	<b>4/4</b>

# Trainees Questionnaire 1/4

## General Feedback

★ **TRAINER'S OPINIÓN**  
most useful module for staff



How much did you learn?

How likely is it that you will use the things you learnt in the future?

Tick here for the modules according to your preference of topics?

- 1 – Nothing
- 2 – Only well-known information
- 3 – Something well-known and some new knowledge
- 4 – More new knowledge than well-known information
- 5 – Only new information

- 1 – Never
- 2 – Rare
- 3 – Some time yes, some time no
- 4 – Mainly
- 5 – Every time

- Module 1
- Module 2
- Module 3 ★



# Trainees Questionnaire 2/4

## Preferred topics per module



**TRAINER'S OPINIÓN**  
most useful topics for staff



### Module 1

**Introduction to violence in social services**

- Framework conditions regarding violence against elderly people
- Basic understanding of violence in elderly care ★
- Progression of violence
- Recognising of violence
- Law



### Module 2

**Better understanding to ageing-related situation of violence and to the needs and expectations**

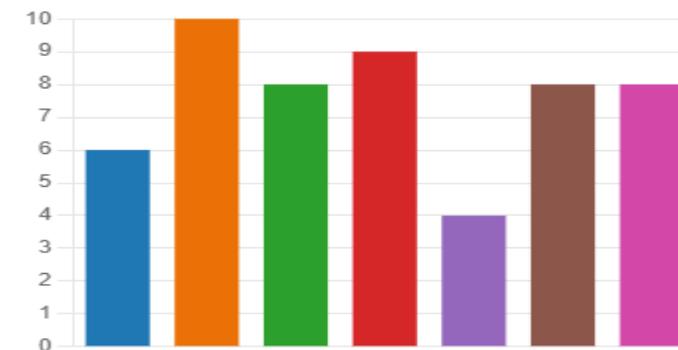
- Better understand the impact of ageing-related factors on situations of violence
- Adopt the right position in the support relationship with an elderly person in order to prevent violence ★



### Module 3

**How to react to situations of violence, abuse and micro maltreatment: sensitization and intervention**

- Introduction to behavioural problems
- Knowing how to adopt the correct position as a professional
- How to react to violent situations ★
- Emotion regulation techniques and social skills
- Ageism ★
- Malignant Social Psychology ★
- Psychological needs of people with dementia in institutions



# Trainees Questionnaire 3/4

## Analysis of the length

★ TRAINER'S OPINIÓN



How did the length of the whole training suit you? (all three modules together)	How did the length of Module 1 suit you?	How did the length of Module 2 suit you?	How did the length of Module 3 suit you?
<ul style="list-style-type: none"><li>● Appropriate/optimal</li><li>● Too short</li><li>● Too long ★</li></ul>	<ul style="list-style-type: none"><li>● Appropriate/optimal</li><li>● Too short</li><li>● Too long ★</li></ul>	<ul style="list-style-type: none"><li>● Appropriate/optimal</li><li>● Too short</li><li>● Too long ★</li></ul>	<ul style="list-style-type: none"><li>● Appropriate/optimal ★</li><li>● Too short</li><li>● Too long</li></ul>
			

# Trainees Questionnaire 4/4

## Methodology



TRAINER'S OPINIÓN



How the training was balanced with regard to the ratio of theoretical information and practice/exercises?

How do you rate the work or methodology of the trainer in Module 1?

How do you rate the work or methodology of the trainer in Module 2?

How do you rate the work or methodology of the trainer in Module 3?

- Appropriate ★
- Too much exercise
- Too less exercise



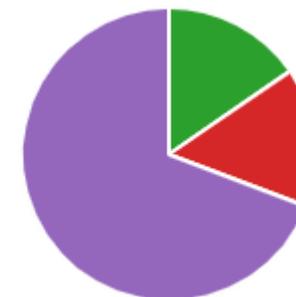
- Poor
- Bad
- Good
- Very good
- Excellent



- Poor
- Bad
- Good
- Very good
- Excellent



- Poor
- Bad
- Good
- Very good
- Excellent





# A.2.

Face to face

Qualitative

Feedback

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# Trainer's assessment

**Which are the three main problems you are facing during the lessons with staff as a trainer?**

- ✓ Low participation
- ✓ Evasive behavior
- ✓ Lack of time

**What are the three main concerns regarding handling the topic in staff's practice?**

- ✓ Anxiety
- ✓ Communication
- ✓ Participation

**Is there anything else in your opinion the training should include?**

Development of abuse protocols by professionals



# Trainer's feedback

## Module 1



### Strengths:

- The **work dynamics invite us to reflect together** in the analysis of the factors which facilitate the emergence of frameworks of violence in institutions.
- The training process helps workers in **emotional expression** and **identification** of different forms of violence.



### Areas for improvement:

- Add an **introduction to the subject**, including an approach to the principles of Good Treatment from **the Person-centered Care perspective**, so that trainer can address the topics **in a more friendly way**. Putting values such as empathy, unconditional acceptance or work in active listening to improve the conditions of treatment towards the elderly.
- Improve the decalogue of the **rights of older people** as a basis for respect for their decision-making and their power of personal autonomy from a more practical perspective and with the inclusion of exercises, so that participants can work on these aspects.

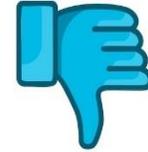
# Trainer's feedback

## Module 2



### Strengths:

- The **group dynamics** that **invite reflection** on the different situations of aggression experienced by workers and help identify aggressive behaviors by their colleagues towards the elderly.
- The **material is simple and facilitates** the understanding of the contents.
- **Good description of the changes in aging** that favor contact and enables the understanding of the difficulties of the elderly, facilitating empathy



### Areas for improvement:

- **Include more information about the different types of dementia.** It is important that workers know (to a greater or lesser extent) to identify characteristic symptoms of lewy body dementia, frontotemporal, vascular and Alzheimer's as the four major types of dementia.
- **Include more experiential exercises about how an older person feels.** In the contents appears "The suit of old age". It would include role-play exercises on how people with sensory deficits feel.
- About the different types of **abuse**, support with **explanatory videos** and enhance the aspects related to the observers of the abuse, its prevention (intervention protocols) and identify the profiles of abusers

# Trainer's feedback

## Module 3



### Strengths:

- **Extensive information** on the different aspects related to mediation and intervention in problem-solving.
- The way of acting and intervening by workers based on the **Kitwood model** help to identify aggressive behaviors on the part of their colleagues towards the elderly.



### Areas for improvement:

- **Include** some **dynamics** that facilitate interaction with students.

# Qualitative Feedback

## Other aspects

### Materials adapted to teaching hours

*“The training hours seem excessive to me; it is difficult to combine them with work activities in the workplace. If this number of hours is maintained, it would be necessary to generate other materials about dementia, types of abuse, rights of the elderly and an introductory part on ACP”.*

### Lack of cultural adaptation of some concepts due to the international character of training

*“Some terms or ways of interacting in the dynamic of the training, as they were established, were difficult to apply with workers in Spain, even though we try to adapt them. Nevertheless, everything went well and the course went smoothly”.*

# Qualitative Feedback

## Other aspects

### Ideal profiles for training / How to create the training group

*“Because direct care staff workers have very hard work conditions, it is difficult to ask them on top of that to attend such an extensive training, with such an extensive duration out of their working hours. Ideally, this training should be carried out with workers from the same workplace, so it will be possible to deepen in concrete and individual aspects relating to the training and the specific workday routine”.*

### Topics for other trainings and which could complement AVEC training

- Good practices
- Emotional management
- Prevention of burnout
- Compassion fatigue course
- Management of grief processes
- Comprehensive Care Centered on the person
- Functional analysis of conduct disorders

B.

# E-learning pilot training

The screenshot displays a web application interface for an e-learning course. The browser address bar shows a URL with a course ID. The main content area is titled "Parte 1 - Introducción" and features a 3:30 timer icon. Below the title are two buttons: "Sigüiente lección" and "Reinicia lección". A "Enfocarse" button with a magnifying glass icon is also present. A progress bar at the bottom indicates 100% completion with the message "¡Buen trabajo! La lección se ha completado." The left sidebar contains a navigation menu for "AVEC - Módulo 1" with a "Lecciones" section. The menu items are "Parte 1 - Introducción" (3:30), "1ª Evaluación" (3:00), and "Parte 2 - Definición" (3:30), each with a checkmark icon. Above the menu is a "Certificado de finalización" button and a progress indicator showing 100% completion with the message "¡Bien hecho! Has superado este curso."

# B.1. E-learning Quantitative Feedback



3h total

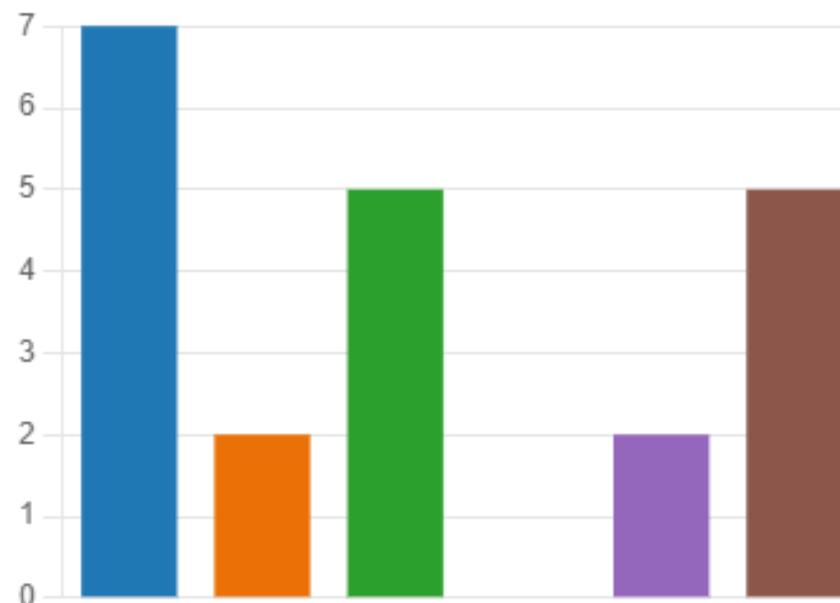


21 trainees



Trainee  
profile

-  Care staff
-  Care manager
-  Care specialist
-  Social worker
-  Administration and economy
-  Other positions



# Trainees Questionnaire 1/4

## General Feedback on e-learning

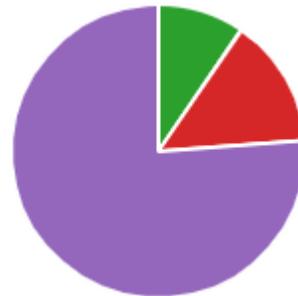
How much did you learn?

- Nothing
- Only well-known information
- Something well-known and some new knowledge
- More new knowledge than well-known information
- Only new information



How likely is it that you will use the things you learnt in the future?

- Never
- Rare
- Some time yes, some time no
- Mainly
- Every time



Tick here for the modules according to your preference of topics?

- Module 1
- Module 2
- Module 3



# Trainees Questionnaire 2/4

## Preferred topics per e-learning modules

### Module 1 - Introduction to violence in social services

- Framework conditions regarding violence against elderly people
- Basic understanding of violence in elderly care
- Progression of violence
- Recognising of violence
- Law



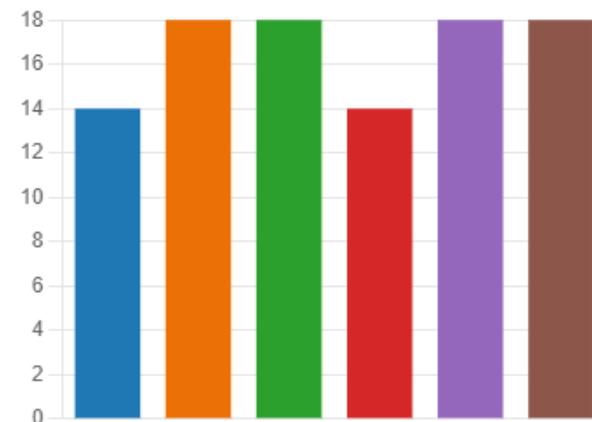
### Module 2 - Better understanding to ageing-related situation of violence and to the needs and expectations

- Behavioural disorders
- Ageing changes
- Personal centred approach
- Communication



### Module 3 - How to react to situations of violence, abuse and micro maltreatment: sensitization and intervention

- Introduction to behavioural problems
- Adopting the correct position as a professional
- How to react to violent situations
- Emotion regulation techniques and social skills
- Psychological needs of institutionalised people
- Raising awareness of abuse



# Trainees Questionnaire 3/4

## Analysis of the e-learning training length

How did the length of the whole training suit you? (all three modules together)

How did the length of the Module 1 suit you?

How did the length of the Module 2 suit you?

How did the length of the Module 3 suit you?

- Appropriate/optimal
- Too short
- Too long



# Trainees Questionnaire 4/4

## E-learning Methodology

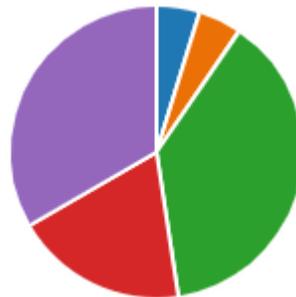
How the training was balanced with regard to the ratio of theoretical information and practice/exercises?

- Appropriate
- Too much exercise
- Too less exercise



How the topics were explained?

- Hard to understand
- Less comprehensible
- Quite understandably
- Mostly understandably
- Very understandable



What were the tests like?

- Too easy
- Quite easy
- Balanced
- Quite difficult
- Too difficult



## B.2. E-learning Qualitative Feedback 1/3

### GENERAL

- ✓ Lack of **introduction** to the course, information on how it works, the authors, and lack of **supporting materials** and readings.
- ✓ Several trainees pointed out that the **content** of the training was a bit **scrambled**. A clear structure was missing, or that we could have been told at the beginning the structure of the formation.
- ✓ The **content** is too **extensive** to be acquired in only 3 hours.
- ✓ The essential parts of the modules need to be strengthened.
- ✓ **Not attractive materials:** more videos, images, infographics are needed... Lots of text on slides.

# B.2. E-learning Qualitative Feedback

2/3

## CONTENT

- ✓ The “**Law**” **section** speaks about regulations that do not apply to Spain, so it would have to be adapted. It would be good to include the international legislative framework, and the particular one of Spain.
- ✓ It is necessary to review the **translation**, because there are some terms that are not understood, or phrases whose structure is confusing. There are even several sections in which part of the text appears directly in English (e.g. module 2, part 4; and module 3, evaluation 5).
- ✓ Some **acronyms** are used without explanation of what they stand for.
- ✓ There are some **tables** and **infographics** that are **confusing**. In some cases, they are too schematic, or the text is not clear. It would be nice to review them.
- ✓ There is a lack of other information about **containment**. It is a topic that generates a lot of interest in Spain, and it would be worth mentioning, since they can constitute forms of violence.
- ✓ There is a **section in module 2 on person-centered approach**, which has generated some conflicts at the theoretical level among students.

## B.2. E-learning Qualitative Feedback 3/3

### EVALUATIONS

- ✓ There have been many **problems with evaluations**. Sometimes it was hard to understand what it was asked. On other occasions, the questions were too specific or asked about irrelevant data which do not affect the essence of the learning content.
- ✓ There were parts in the evaluations that had not been translated from English. Just like slightly weird expressions.

### FINAL

- ✓ About the **certificate**, the platform only issues a few PDF certifying that you have completed each of the 3 modules (separately), without even specifying the title of the training, and without having a final certificate indicating that you have completed the entire course. An automatic final certificate would be fine for those who completed the training.
- ✓ As the training is planned, it does not fit the profile of geriatricians, only the one of technicians.



Certificado de finalización

Este certificado reconoce que **Tasou Michalopoulou** ha cumplido con éxito los requisitos del curso **AVEC - Modulo 3** en **Dec 09, 2022**.

✓ Part 1 - Introducción de problema...	✓ 1ª Evaluación
✓ Parte 2 - Adoptar una posición cor...	✓ 2ª Evaluación
✓ Parte 3 - Cómo reaccionar ante sit...	✓ 3ª Evaluación
✓ Parte 4 - Técnicas de regulación e...	✓ 4ª Evaluación
✓ Parte 5 - Concienciación del maltra...	✓ 5ª Evaluación
✓ Parte 6 - Necesidades psicológicas...	✓ 6ª Evaluación

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# Thank you!



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