UPSKILLING DOMESTIC CARE WORKERS TO ENSURE RESILIENT EMPLOYMENT PATHWAYS

Critical care skills

LEARNING OUTCOMES

01. **Knowing diseases** such as dementia and disability of physical, mental and social functions

02. Knowledge of the **principles of nutrition and fluids** that patients need based on their nutritional requirements

03. Learning how to **clean and care for wounds** and knowing the **different types of dressings**

04. Learning how to provide **mobilization and ambulation support**

05. Knowing patient **body hygiene in bathroom and in bed** in the case of a recumbent patient

1 DISEASES SUCH AS DEMENTIA AND DISABILITY OF PHYSICAL, MENTAL AND SOCIAL FUNCTION

DEMENTIA – WHAT IS IT?

Dementia is otherwise known as senile dementia, which is a chronic, progressive brain disease.

WHY PEOPLE SUFFER FROM DEMENTIA?

Factors responsible for the disease

vascular diseases

Parkinson's

Creutzfeldt-Jakob disease

drugs

Alzheimer's

meningitis

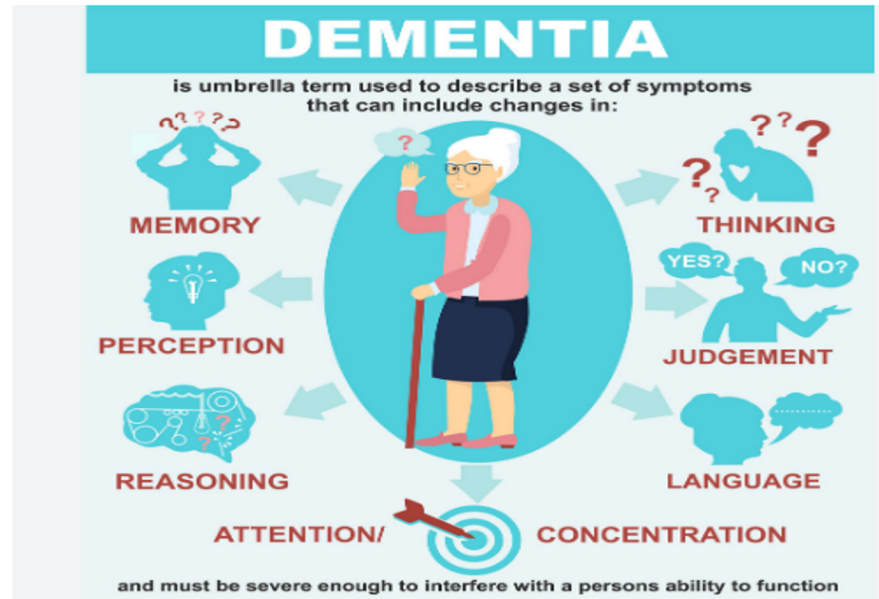mechanical brain damage

Huntington's

sclerosis

HIV infections

alcohol

legal highs

CHARACTERISTIC SYMPTOMS OF DEMENTIA

DIAGNOSING DEMENTIA

Depending on the severity of the disease, we can recognize **mild, mild-moderate** and **deep dementia**. The key to diagnosing the disease and determining its severity are those close to the patient, residing and caring for the patient on a daily basis.

DEMENTIA - TREATMENT & CARE

Dementia is an **incurable illness.** The changes taking place in the brain are irremovable.

Pharmacotherapy, lifestyle - healthy eating, adequate sleep, proper diet, regular physical activity - can alleviate the course of the disease and make the patient's daily life easier.

2 THE NUTRITION AND FLUIDS FOR PATIENT'S NEEDS
## BASED ON THEIR NUTRITIONAL REQUIREMENTS

NUTRITIONAL NEED & REQUIREMENTS

Based on nutritional status, we can assess a person's overall health. Proper diet is especially important for the elderly. Older people are particularly at risk of **undernutrition**. The effects of undernutrition in this social group are far more difficult to compensate for.

SENIOR'S NUTRITION PYRAMID

Sweets ➡️

Fats ➡️

Proteins ➡️

Complex carbohydrates ➡️

Vegetables and fruits ➡️
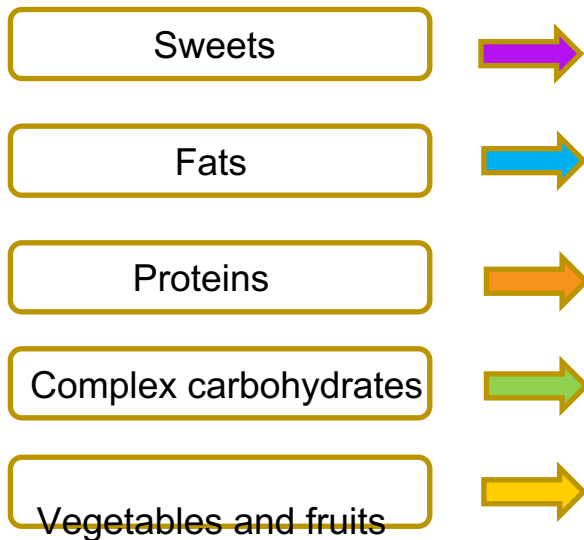
EATING DISORDERS IN DEMENTIA DISEASE

The most common eating disorder in people with dementia is **food refusal**.

The role of the domestic care worker is to show **patience** and **not to use any form of force** against the client.

ENTERAL NUTRITION

In the case of eating disorders resulting from food refusal or swallowing disorders, food is given to patients directly into the stomach, bypassing the mouth.
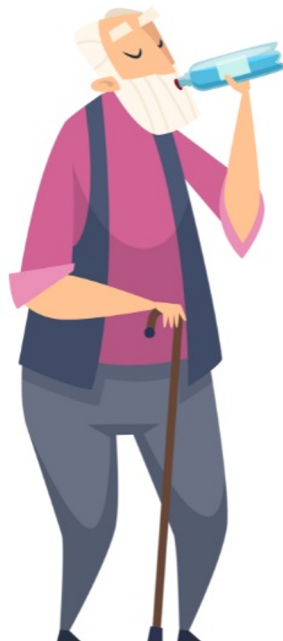

Source: Canva

FLUID REQUIREMENTS

The water content in the body of the elderly is about 45%.

Older people have a greater fluid requirements than younger people.

CHOKING PREVENTION

Choking is a condition in which a liquid (water, drink) or a small object enters to the airway. Choking is a life-threatening factor, which can lead to suffocation or induce choking pneumonia. Patients who are confused and who are eating in a reclining position are at risk of regurgitation.

FOOD - SUPPORT EQUIPMENT

3 CLEAN & CARE FOR WOUNDS
TYPES OF DRESSING

WHAT IS A WOUND ?

A wound is a break in the continuity of the skin or skin and underlying tissues caused by a damaging agent.

TYPES OF WOUNDS

simple wounds
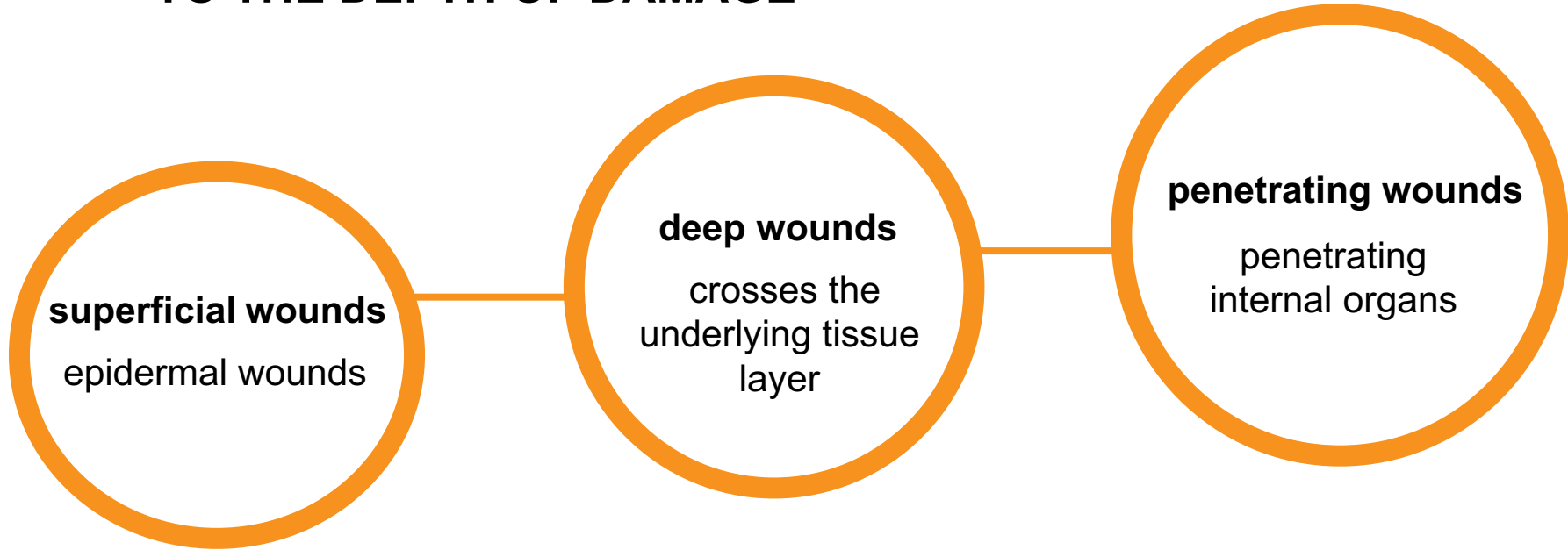
small in size, heal quickly

complex wounds

damage to blood vessels, tendons, internal organs

complicated wounds

with infection, abscess

DIVISION OF WOUNDS ACCORDING TO THE DEPTH OF DAMAGE

superficial wounds

epidermal wounds

deep wounds

crosses the underlying tissue layer

penetrating wounds
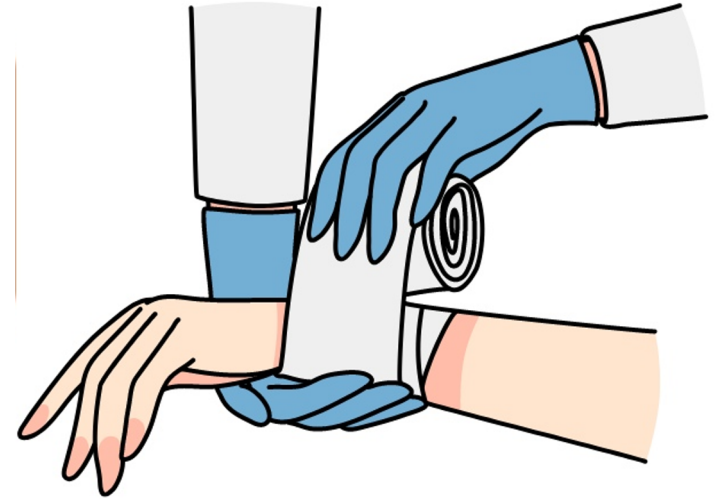
penetrating internal organs

WOUND TREATMENT – MANAGEMENT PRINCIPLES

- comply with the principles of aseptics and antisepsis
- supplying wounds in a sterile method
- keeping the correct order of wound care- clean wounds first, infected wounds later
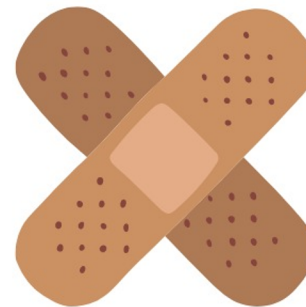
SPECIALTY DRESSINGS

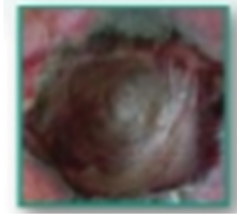Hydrogel dressings

Hydrofiber, alginate dressings

Silver ion dressings

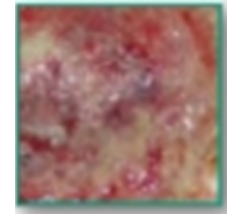# WOUND HEALING

Wound with dry necrosis

Dry wound with separating dead tissue

Epidermal wound

Wound with exudate and separating dead tissue

Wound with wet granulation tissue

Healed wound

4 SUPPORT WITH MOBILIZATION AND PROVIDE AMBULATION

THE RISK OF FALLS

The risk of falls increases with age

IMPROVING THE PATIENT

In caring for a patient with dementia, domestic care worker should focus on:

- support, efforts to keep as much motor independence as possible
- improving joint mobility, keeping proper muscle tone
- take measures to prevent the formation of movement restrictions
- minimize and prevent the risk of falling
- provide activation care
- select appropriate assistive equipment to facilitate patient movement

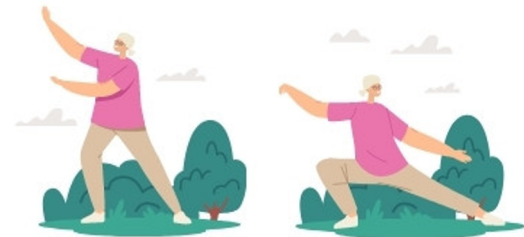# FORMS OF IMPROVING THE PATIENT

Passive exercises

Active exercises

Breathing exercises

Isometric exercises- involving
tensing and relaxing of muscles

Tai Chi

MOBILITY ASSISTANCE
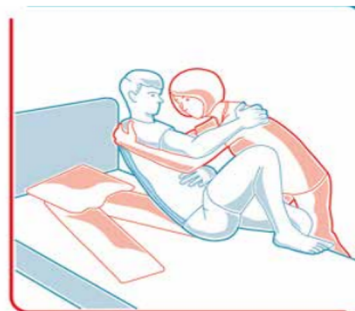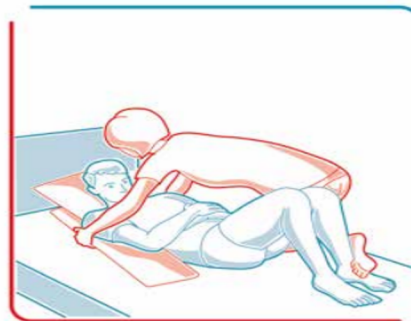
SUPPORT EQUIPMENT

The right equipment promotes health, helps maintain it, and facilitates the work of the domestic care worker

EQUIPMENT HELP
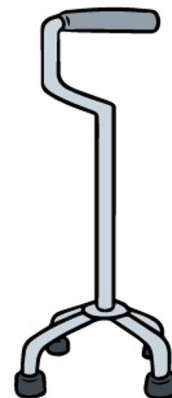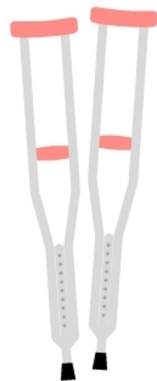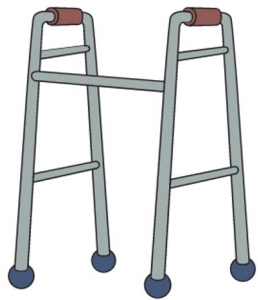
PATIENT BODY HYGIENE IN BATHROOM AND IN BED

IN THE CASE OF A RECUMBENT

5

NEED FOR CLEANLINESS

The factors shaping the need for cleanliness are:

environmental elements (family, relatives)

pareting

culture and tradition

HYGIENE TREATMENT

Hygiene in the broadest sense is about keeping the whole body clean, i.e. keeping the skin, hair, nails, feet, mouth, ears, nose, eyes and also the intimate parts clean.

Hygiene treatments also include:

making the bed

change of bed linen

changes of personal underwear

PERSONAL HYGIENE

The purpose of personal hygiene is:

keeping and maintaining health

development of patient hygiene rules and standards

maintaining and developing physical, mental and psychological human fitness

protection of the body against diseases, including infectious and parasitic

diseases

PRINCIPLES OF HYGIENE TREATMENT OF THE BEDRIDDEN, ELDERLY PATIENT

When performing hygiene activities, the domestic care worker should take care of :

respect of health and safety rules

respecting the rights of the patient, especially the right to maintain the personal integrity of the person concerned

respect the patient's right to privacy

ACCESSORIES AND AIDS WHEN BATHING A BED PATIENT

Bathtub bed and pneumatic tub

Head wash tubs

Seat

End of

CRITICAL CARE SKILLS

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Follow us for more information in our social media and check the rest of the units on our MOOC!

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UPSKILLING DOMESTIC CARE WORKERS TO ENSURE RESILIENT EMPLOYMENT PATHWAYS

Basic nursing skills

Date 14.11.2022

LEARNING OUTCOMES

01. Knowing and being able to use **medical devices/equipment**

02. Being able to **give medicines** (where allowed) and to **understand the medical prescription**

03. Learning how to **prevent pressure sores**

04. Knowing and being able to apply **first aid techniques**

DOC UP

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1 USE OF MEDICAL DEVICES & EQUIPMENT

PRESSURE GAUGE
OXIMETER
OXYGEN BOTTLE

MEASUREMENT OF BLOOD PRESSURE

USE OF A DIAL PRESSURE GAUGE

The dial pressure gauge is characterised by above-average accuracy and measurement precision, and for this reason it is often used in medical facilities and in private homes.

The person operating the device should have good hearing and be familiar with the user manual before taking the first measurement.

USING AN ELECTRONIC BLOOD PRESSURE MONITOR

USE OF AN ELECTRONIC PRESSURE GAUGE

The electronic blood pressure monitor is used for the non-invasive measurement of a person's systolic and diastolic blood pressure values.

Read the user manual before taking the first measurement.

THE BLOOD PRESSURE CUFF

HOW TO PLACE THE CUFF CORRECTLY?
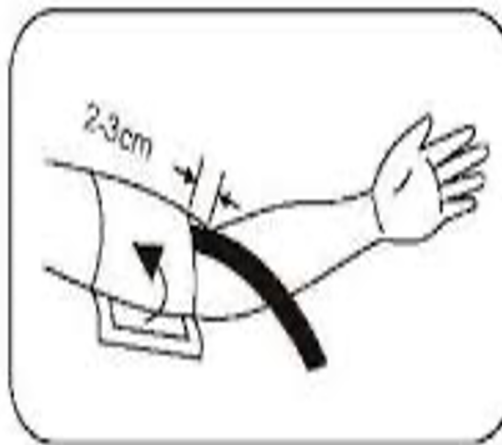
ESC-ESH CLASSIFICATION OF BLOOD PRESSURE

Category	Systolic	Diastolic
OPTIMAL	< 120	< 80
NORMAL	120-129	80-84
HIGH NORMAL	130-139	85-89
GRADE I HYPERTENSION	140-159	90-99
GRADE II HYPERTENSION	160-179	100-109
GRADE III HYPERTENSION	≥ 180	≥110
ISOLATED SYSTOLIC HYPERTENSION	≥ 140	< 90

USE OF THE PULSE OXIMETER

A **pulse oximeter** is an electronic device that is used to measure the oxygen saturation of the blood, or so-called saturation. Another additional parameter measured by the pulse oximeter is the heartbeat rate, or pulse.

Insufficient oxygen in the body can cause irreversible changes in the function of many organs and can lead to death.

A hemoglobin oxygenation level of between 95% and 99% is a normal result

PROVIDING OXYGEN THERAPY AT HOME

Home oxygen therapy is an important part of supporting patients with various chronic diseases. However, the administration of oxygen at home is only possible if the patient's condition is stable.

MEDICAL OXYGEN

PROVIDING OXYGEN THERAPY AT HOME - devices

If you want to use oxygen treatment at home, you need the right equipment. Among these, the most commonly used are:

home oxygen concentrator

oxygen bottle

PROVIDING OXYGEN THERAPY AT HOME - EQUIPMENT

The decision on how to administer oxygen therapy depends on the patient's condition.

GIVING MEDICINES

2

METHODS OF MEDICINES ADMINISTRATION

WHAT ARE THE WAYS OF GIVING MEDICINES?

There are many methods of medicines administration, but only a few are used in practice.

Not in every country a domestic care worker is allowed to give medicines to a patient.

It is important to check the rules in the country you are in.

ORAL WAY

It is **the most common and convenient** route of drug administration as it is the most natural.

SUBLINGUAL ROUTE

This is second way of giving medication by mouth.

Sublingual administration involves placing a drug under your tongue to dissolve and absorb into your blood through the tissue there.

TONGUE MOUTH

SUBLINGUAL SPACE
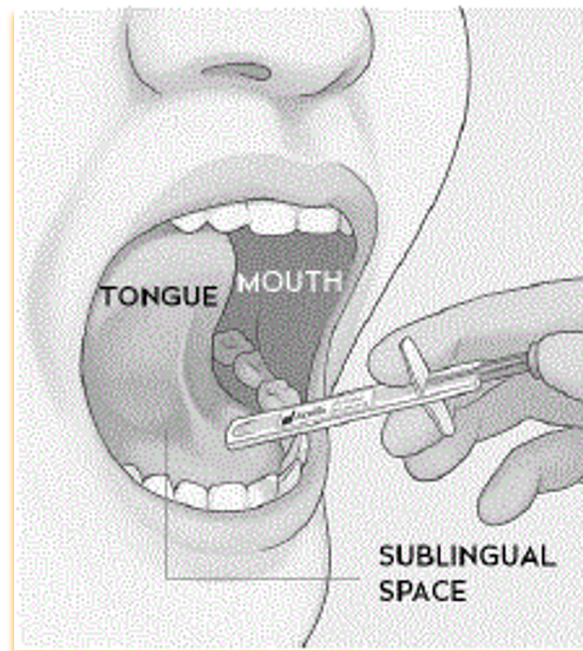
RECTAL ROUTE

Some medications need to be inserted into the rectum.
Rectal medications come in different shapes and sizes but are usually narrowed at one end.
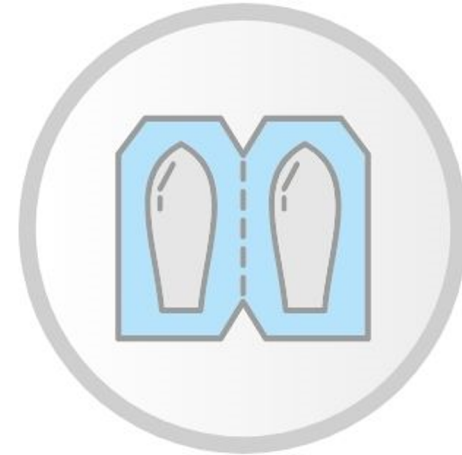
SKIN APPLICATION

This mode of administration can be used for a variety of purposes, e.g. reduction of swelling, local pain, skin bruising.

OCULAR ROUTE

This method is used to treat eye diseases with ophthalmic drops.
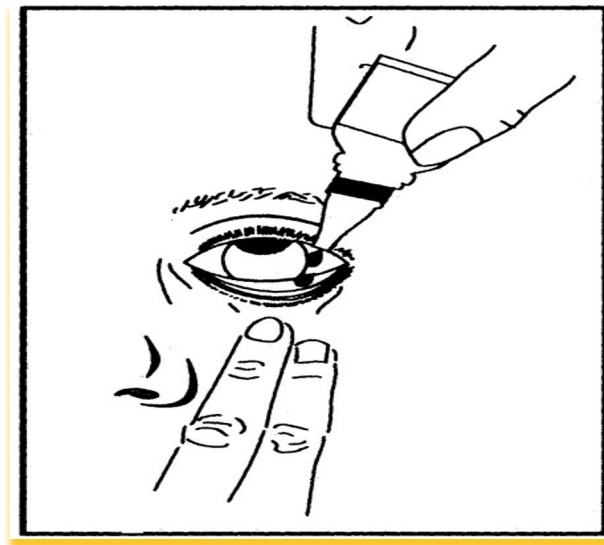
INHALATION WAY

Inhalation method It is used to administer drugs in **aerosol** form
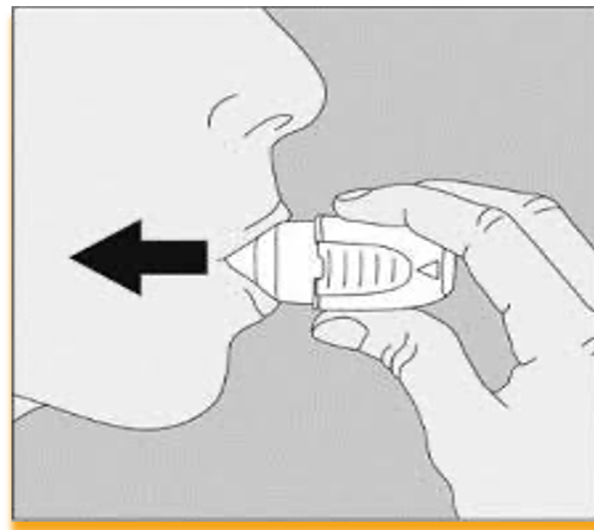
3 PRESSURE SORE PREVENTION

DEFINITION
CAUSES

PREVENTION

PRESSURE SORES – WHAT IS IT?

It is a damage to an area of the skin caused by constant pressure on the area for a long time.

Pressure injuries are classified into four stages, where stage indicates the degree of tissue damage:

STAGE 1 STAGE 2 STAGE 3 STAGE 4

skin
fat
muscles
bone

https://www.md-athome.com/blog/staging-pressure-injuries
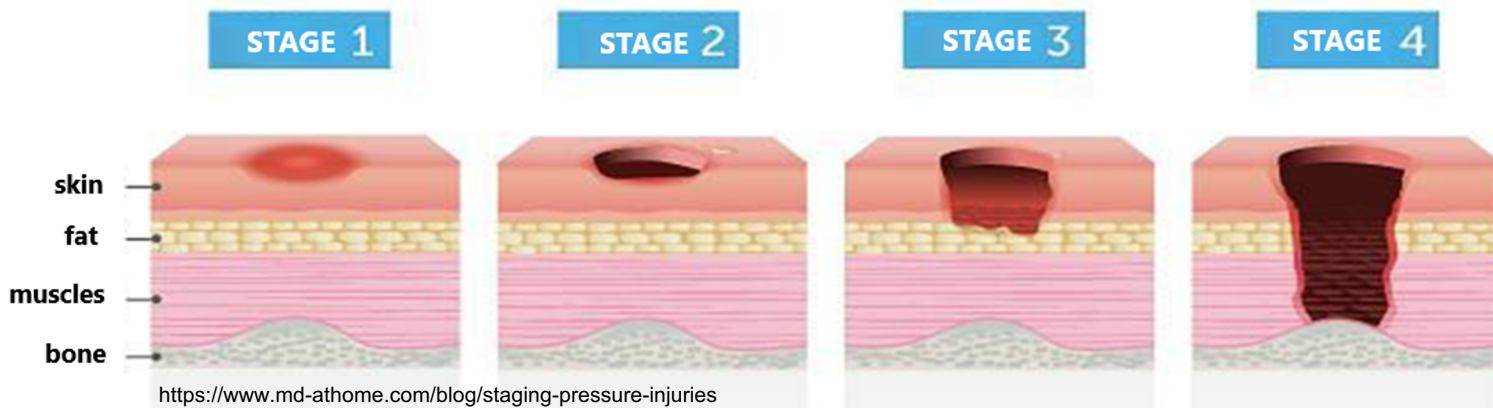
PRESSURE SORES – CAUSES

Pressure sores most often occur in patients who are immobile for long periods of time.
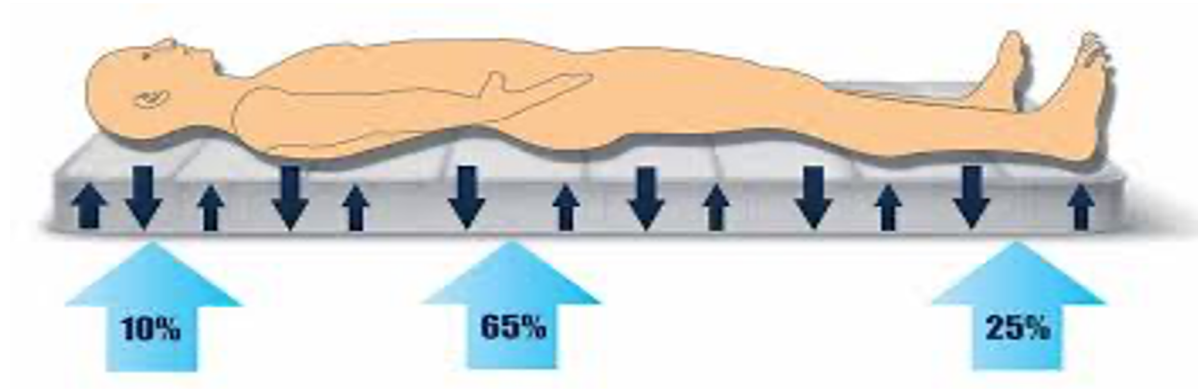
PRESSURE SORES – PREVENTION

Changing position

PRESSURE SORES – PREVENTION

Appropriate underwear and bedding

PRESSURE SORES – PREVENTION

Proper skin care

PRESSURE SORES – PREVENTION

Use of anti-bedsore mattresses

4 FIRST AID TECHNIQUES

PRE-MEDICAL FIRST AID
CPR

PRE-MEDICAL FIRST AID

Pre-medical first aid is a set of actions aimed at saving the life of a victim in a medical emergency until the arrival of qualified medical services. These actions are taken by people on the spot.

The main principle of first aid is 'do no harm'.

◉ FIRST AID STEP BY STEP

1. Make sure you are safe....
2. Assess the injured person's response - shake them gently by the shoulders and ask: "What happened? , Are you OK?",
3. **If responsive:**
   ○ Assess the condition of the casualty and obtain information as to their ailments,
   ○ Call for medical assistance if necessary.

◉ FIRST AID STEP BY STEP

4. if unresponsive:

clear the airway

look for proper breathing

FIRST AID STEP BY STEP

5. If breathing is normal:

Place the casualty in a recovery position.

While waiting for help, regularly assess breathing
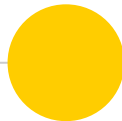
FIRST AID STEP BY STEP

6. If the patient is not breathing, start cardiopulmonary resuscitation (CPR)

Before starting resuscitation:
• get help
• call or instruct a witness to call for help,
• get another person to go and get an AED or portable defibrillator
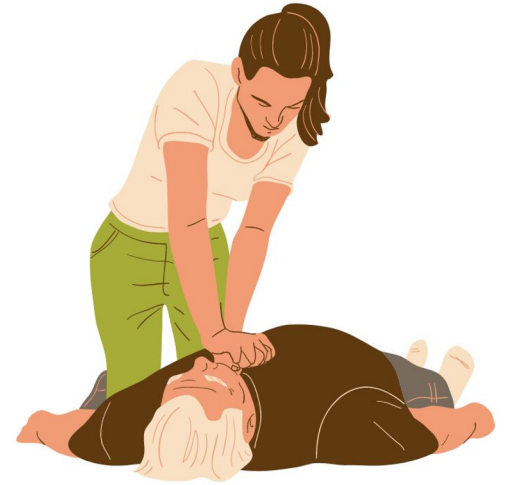
FIRST AID STEP BY STEP

Cardiopulmonary resuscitation should be carried out until:

the arrival of special services,
return of normal breathing,
the victim regains consciousness,
loss of strength of the helper - the
body is exhausted.
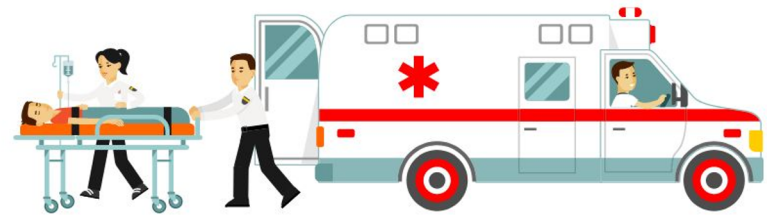
End of

BASIC NURSING SKILLS

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UPSKILLING DOMESTIC CARE WORKERS TO ENSURE RESILIENT EMPLOYMENT PATHWAYS

U3 – Protecting you and your clients from infections

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LEARNING OUTCOMES

01. Knowing and being able to apply **infection prevention and control practices**

02. Apply **sanitation & personal hygiene** practices used during the COVID-19 epidemic for increased protection

03. Knowing the **correct use of PPE** (Personal protective equipment)

04. Knowing and being able to apply **green skills for cleaning and sanitizing** without harming the environment or one's own health.

HOW INFECTIONS SPREAD

Microorganisms (bacteria, fungi, virus…) → Human body → Immune system can't defeat microorganism → INFECTION
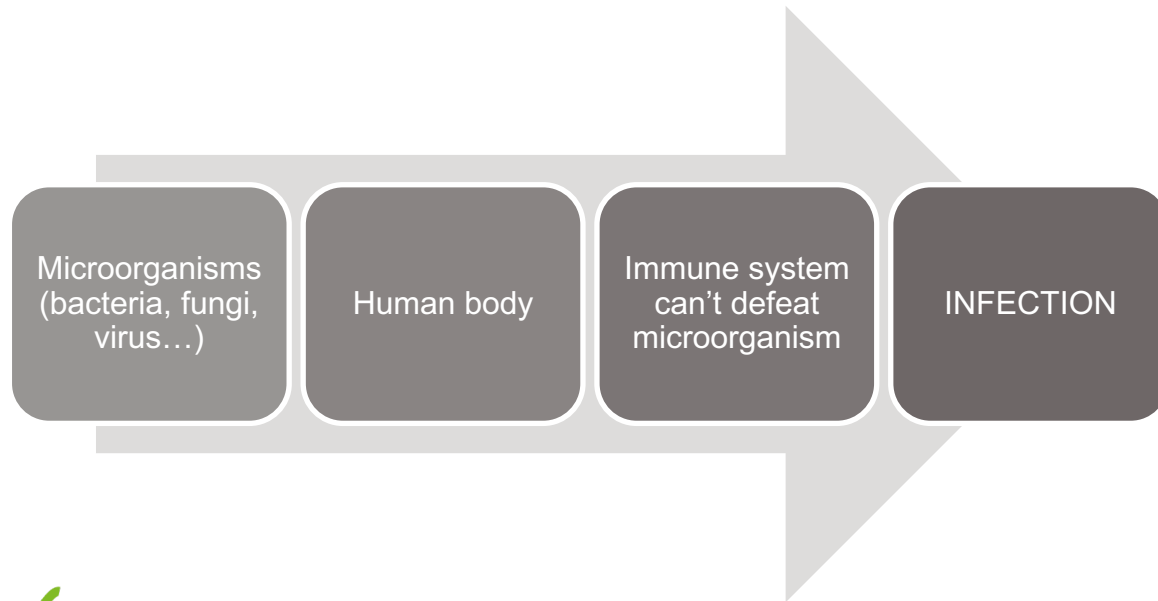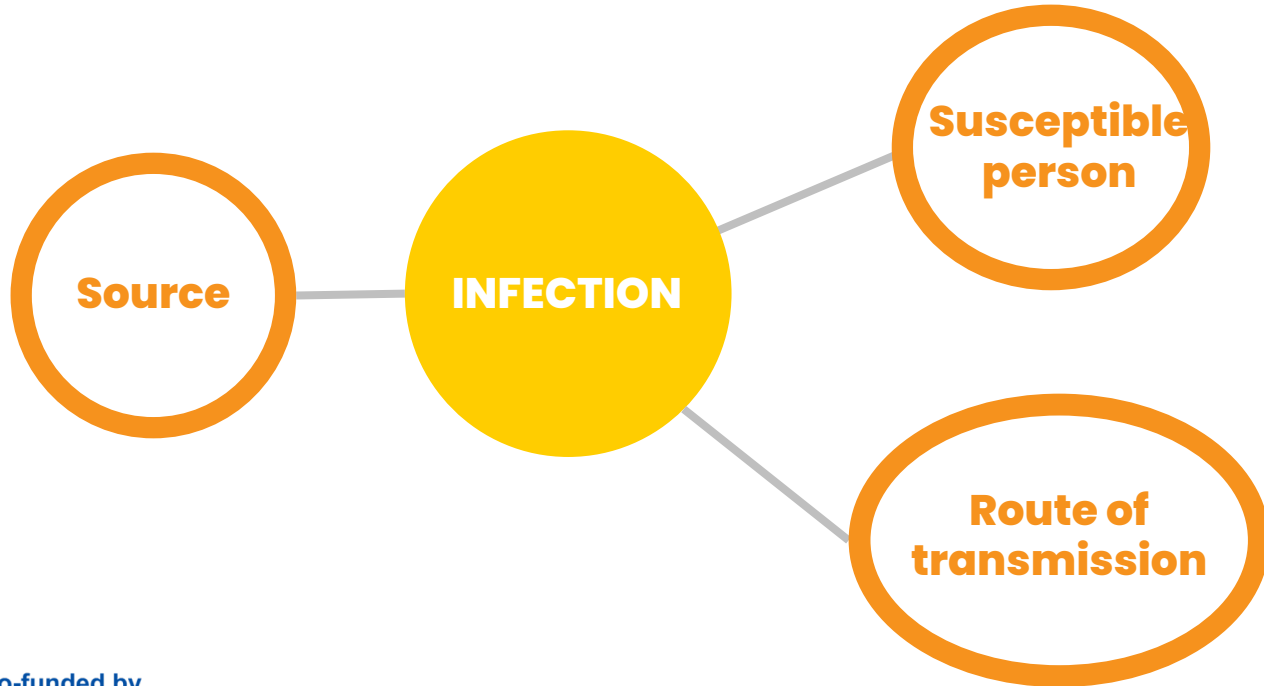
INFECTION PREVENTION AND CONTROL PRACTICES

Wellbeing of people in care

Crucial during COVID-19

Everyday practice

INFECTION PREVENTION AND CONTROL PRACTICES

Hygiene

Staying safe

PPE

Environment
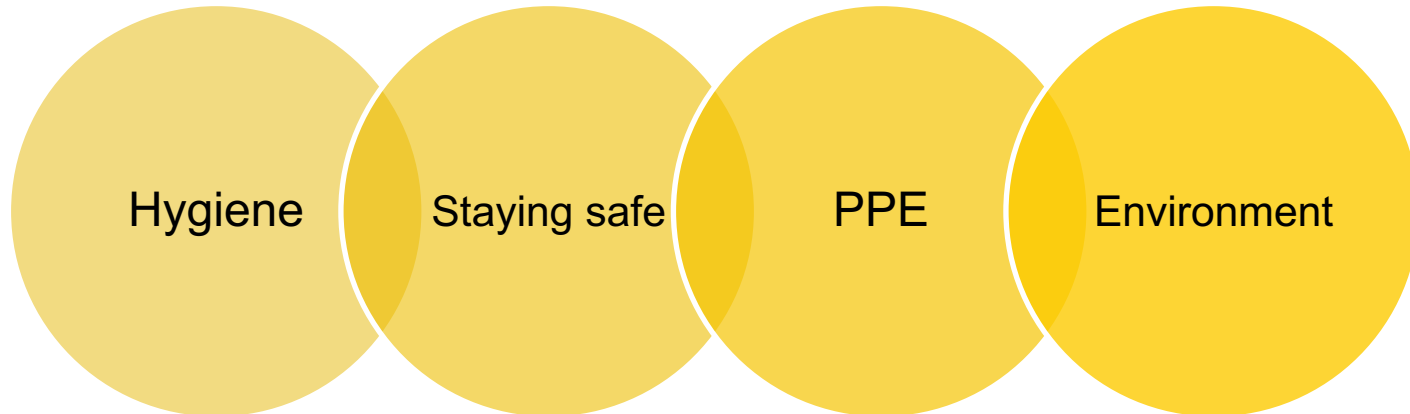
Sanitation and personal hygiene practices

2

WHO RECOMMENDATIONS

just before you provide care to a resident

as soon as you have finished providing care to a resident

straight after you have been exposed to any body fluids

straight after touching the person's surroundings

as soon as you take off protective gloves

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BEFORE

1 Touching your mouth, nose and eyes

2 Eating

3 Taking and administering medications

BEFORE AND AFTER

Food handling

The use of restrooms

The dressing of a wound

The changing of a diaper

Contact with a sick person

AFTER

3   **Having used money**

Having handled garbage   **2**

4   **Having touched other people or other people's objects**

Attending public places   **1**
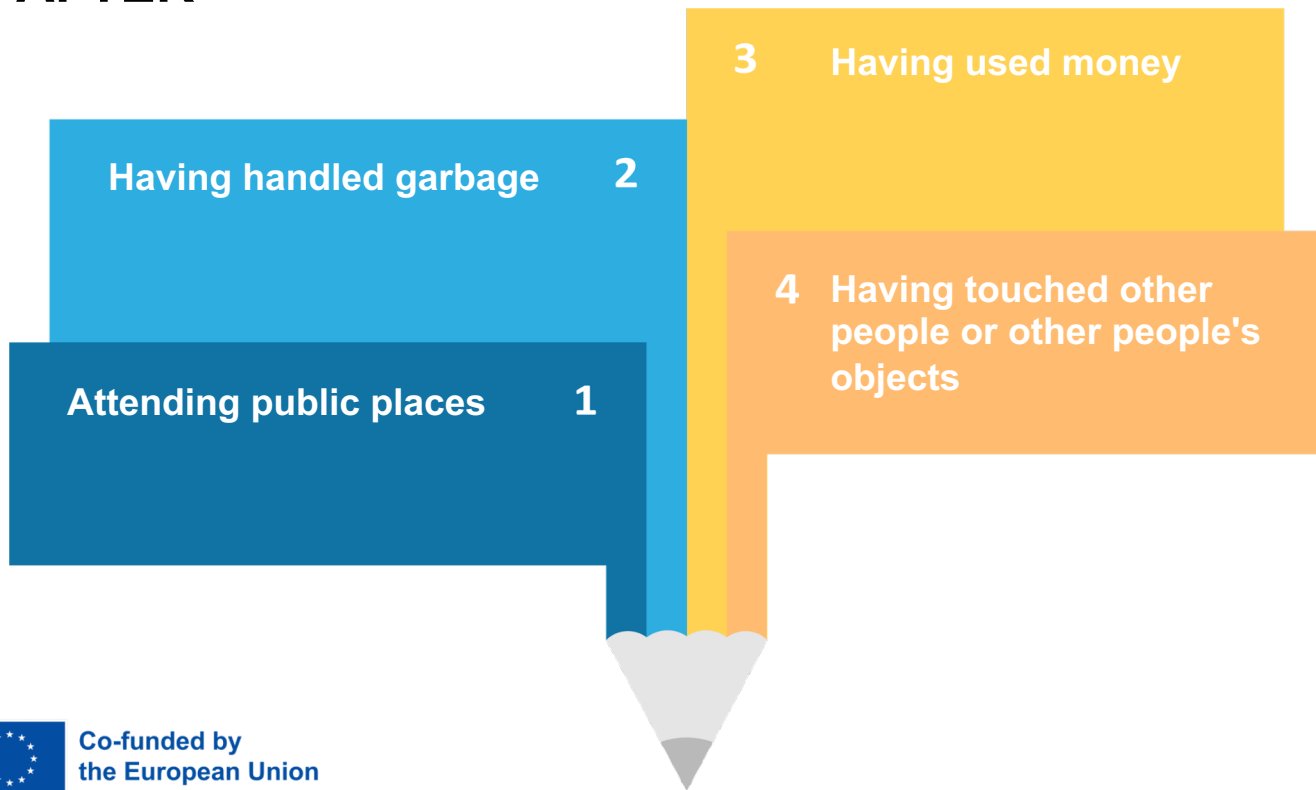
FIRST OF ALL

keep your arms bare below the elbow

have short, clean fingernails without nail polish or false nails

remove wrist and hand jewelry before starting work

cover cuts or grazes with a waterproof dressing

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1. Wet your hands with water

2. Apply enough soap to cover all hand surfaces

3. Rub your hands palm to palm

4. Right palm over left dorsum with interlaced fingers and vice versa

5. Palm to palm with fingers interlaced

6. Back of fingers to opposing palms with fingers interlocked

7. Rotational rubbing of left thumb clasped in right palm and vice versa

8. Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa

9. Rinse hands with water

10. Dry hands thoroughly with a single use towel

11. Use towel to turn off faucet

12. Your hands are now safe

HAND HYGIENE

From https://www.shutterstock.com/it/

RESPIRATORY HYGIENE

> Cough or sneeze in the bend of the elbow or cover your nose and mouth with a single use tissue

> Throw the tissue immediately after use in undifferentiated waste

> Do hand hygiene with soap and water or with alcoholic hand solution

ENVIRONMENTAL RESPIRATORY HYGIENE

01	02	03	04
Maintain the distance of at least 1 meter between people	Ensure good natural ventilation of all areas (opening windows) or mechanical ventilation	Ensure that soiled or frequently touched surfaces are regularly sanitised	Ensure that tissues, surgical masks and alcohol solution are present in the area

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Use of PPE

Personal protective equipment

PERSONAL PROTECTIVE EQUIPMENT

INJURY

INFECTION

ILLNESS

WHAT KIND OF PPE?

TYPE OF TRANSMISSION → **TYPE OF PATIENT** → **TYPE OF CARE CONTACT**
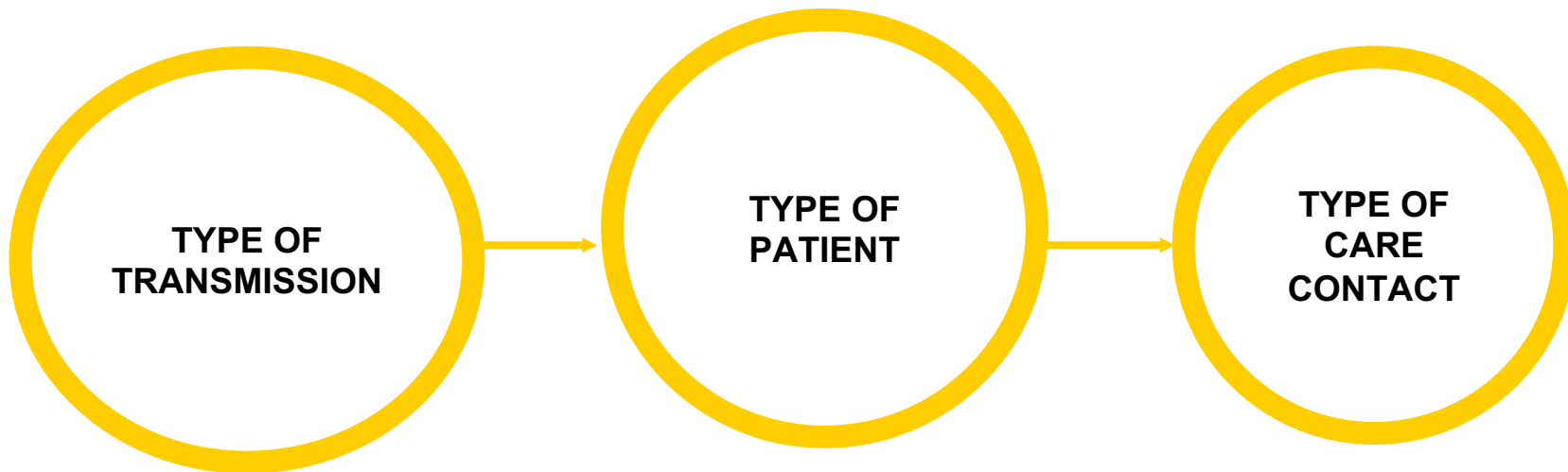
WHAT KIND OF PPE?

Domestic duties

No suspected or confirmed COVID

Social contact

Mask

Gloves and aprons

Eye protection

Image from Sora Shimazaki - Pexels

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WHAT KIND OF PPE?

Mask

Low likelihood of contact with blood or body fluids

No suspected or confirmed COVID

Image from Laura James - Pexels

WHAT KIND OF PPE?

Potential contact with blood or body fluids

No suspected or confirmed COVID

Image from Pavel Danilyuk - Pexels

Mask Type IIR

Gloves (disposable)

Eye protection

Apron (disposable)

WHAT KIND OF PPE?

Mask Type IIR

Gloves (disposable)

Eye protection

Apron (disposable)

Image from Evg
Kowalievska - Pexels

Providing care or cleaning the room

Suspected or confirmed COVID

![DOC UP logo] ![Co-funded by the European Union]

SAFE USE OF PPE

01 Remove and dispose of all PPE devices in undifferentiated garbage

02 Change gloves between one type of activity and another and between different people in care

03 Do not touch your mask or eye protection when you are wearing them

04 Do not dangle your face mask or eye protection round your neck or place on the top of your head

05 Put on and remove face masks and eye protection at least 2 meters away from the people you are caring for

06 Do not re-use PPE items unless they are clearly marked as re-usable

WHEN TO CHANGE THE MASK

Suspected or confirmed COVID-19

damp, damaged or uncomfortable

after 4 hours of use

at break times

between different people's homes

If dirty or contaminated

RECOMMENDATIONS

Hand and respiratory hygiene

Disposed of in an appropriate waste container

Masks and gloves cannot be reused

Proper use of the mask

Green skills for cleaning and sanitizing

4

without harming the environment or one's own health.

GREEN HEALTH AND CARE SECTOR

Reduce waste and operational costs

Increase value of healthcare facilities

Improve consumer awareness

WHAT ABOUT DOMESTIC CARE WORKERS?
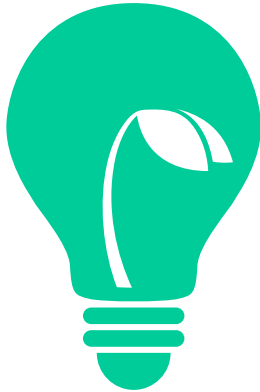
More effective care setting

Improve quality of life of the person cared for

Decrease the probability of infections

GREEN SKILLS FOR CLEANING

Keep people and the environment healthy and free of toxins

Exposure to chemicals and toxins cause irreparable damages

Environmentally friendly products

Reduce waste going to landfill

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THE COLOUR-BASED SYSTEM
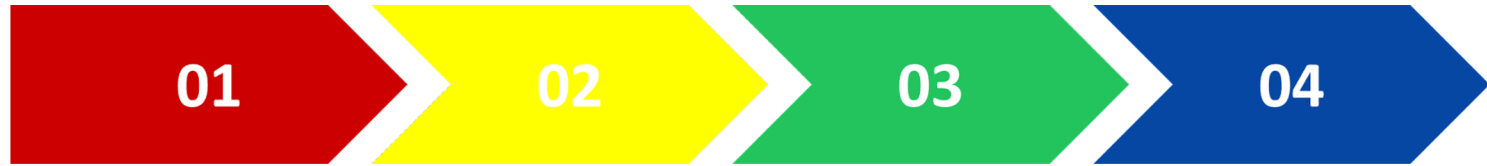
01 — Areas with a higher risk of contamination

02 — Cautious approach

03 — Food prep and consumption surfaces

04 — All-purpose

Advantages of the colour-based system

Time optimization

Reduce the risk of bacterial contamination

Differentiate products for use in different environments

Reduce the risk of accidents

GREEN SKILLS FOR SANITIZING

Steam cleaners can sanitize any type of surface in the home without releasing residual chemical traces

UV sanitization changes the genetic makeup of viruses, bacteria and germs, which lose their viral load, becoming harmless and unable to reproduce.

End of

PROTECTING YOU AND YOUR CLIENTS FROM INFECTIONS

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UPSKILLING DOMESTIC CARE WORKERS TO ENSURE RESILIENT EMPLOYMENT PATHWAYS

DIGITAL AND ADMINISTRATIVE SKILLS

LEARNING OUTCOMES

01. Learn how to make a **report, filling out care plans and digital records**

02. Develop **technical skills on e-mail and data sharing**

03. Knowing and being able to **use telecare system**

04. Develop **ICT skills for support with e-health devices**

Why are digital skills important for domestic care workers?

Sharing data

Use digital skills in direct care

Learning and development

Managing information

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REPORTING, FILLING IN CARE PLANS DIGITAL RECORDS

1

Upon the end of this subunit, the learner will know **the role of the digital skills in the domestic care work**. In particular, the learner will be introduced to the main digital skills useful **in setting, monitoring and updating digital care plans**.

What is a Digital Care Plan?

A **team-handed digital version of conventional paper care plan.**

It **details**:
- **why** a person is receiving **care**
- the **medical history**
- **personal details**
- **expected** and **aimed** for **outcomes**
- **what care** and **support** will be **delivered** to the person, **how, when and by whom**

Benefits of Digital Care Plans

For **formal carers**

For **domestic care workers**

For **families** and **friends**

+ Consulted and updated via a **mobile app**
+ **Communication** and **collaboration** care team
+ **Integrated, flexible, personalized** and **efficient care process**

112

Domestic care workers and Digital Care Plans

Domestic care workers → **Central role** in **digital planning**

Digital planning

🕐 **saves time**

+ **communication** of information

+ **organization** of all care documents

+ **planning** of the day's care activities

Digital skills and domestic care workers filling in digitized care plans

Access the digital care plan via an electronic device

Monitor the health parameters of the person being cared for

Keep the care plan updated and monitored

Recognize if there are **technical problems** with the application or the software

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An application for digital care plans: Log my Care

Freemium **electronic care planning** and management system for **domestic care work**

⬇
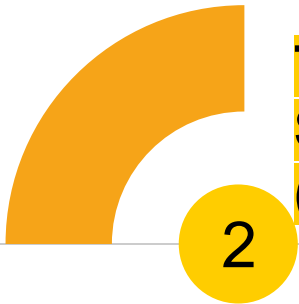
App for **domestic care workers**

⬇

Keep **up to date and update** the assisted person's health status

TECHNICAL SKILLS ON EMAILS AND SHARING DATA (E.G. OUTLOOK, GMAIL, YAHOO)

2

Upon the end of this subunit, the learner will know **the role of the digital skills in the domestic care work**. In particular, the learner will be introduced to the **technical skills on e-mails and sharing data**.

What is Email?

- A **cost-effective** and **efficient way** to communicate.

- An **information stored on a computer exchanged** between two or more users via telecommunications.

- It may contain **text, files, images or other attachments**.

Email account and email address

To **receive emails** you need an **email account** and an **email address.**

To **send emails** to others you **need** to have **their email addresses.**

Standard format of Email addresses includes:

- a **user name** to identify oneself

- the **@** (at) symbol

- the **email** or **webmail provider's domain**

Webmail providers

Webmail is a **free web-based email service.**

Webmail providers allow you to **access your email account from anywhere** with an **Internet connection.**

Top three webmail providers:

Email and sharing data

E-mail can also have attachments, such as a **picture, PDF, word processor document, movie, program, or any file stored on your computer.**

Because of some **security issues**, it may not be possible to send certain types of files without **additional steps**.
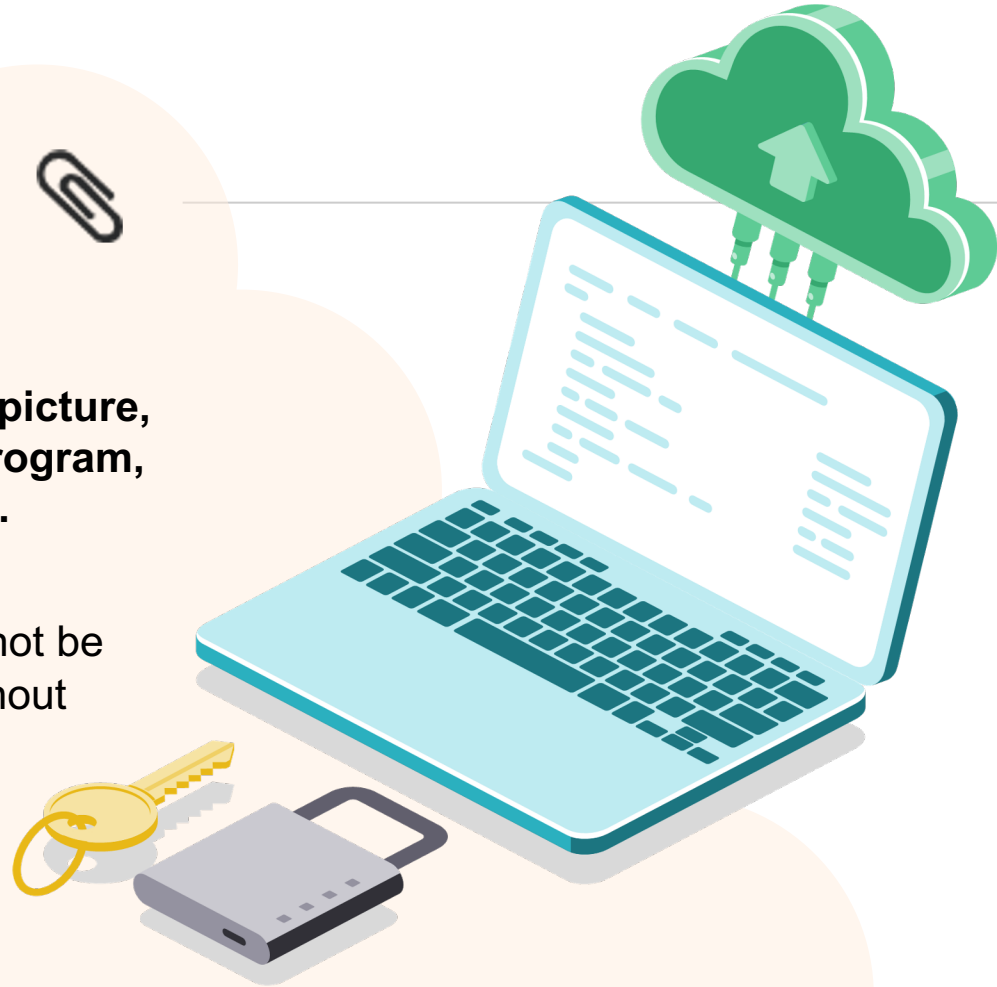
Email, sharing data and domestic care workers

Being e-mail competent can be useful for domestic care workers.

E.g. TO:
- formally contact the specialists
- create the digital identity

...

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3 USE TELECARE SYSTEM

Upon the end of this subunit, the learner will know **the role of the digital skills in the domestic care work**. In particular, the learner will be introduced to the **telecare system**.

What is Telecare?

Telecare is care **delivered at** a **distance through** the use of **technology.**

It enables elderly or disabled people to **stay living safely** and **independently in their home** for as long as possible.

How Telecare works

There are **two main types** of telecare:

- **Personal telecare alarm pendant**
- **Passive telecare, activity monitoring sensors**

They are **connected** to a **monitoring call center** opened **24/7.**
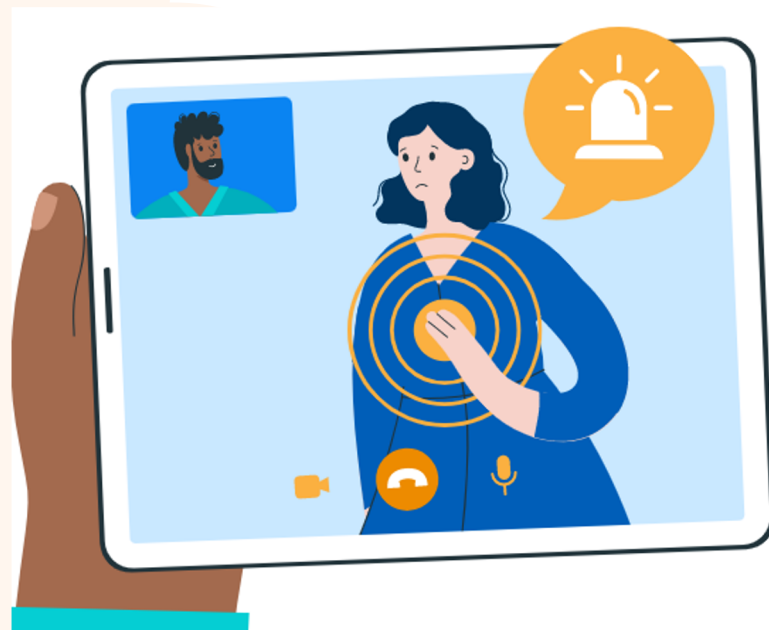
Personal Telecare alarm pendant
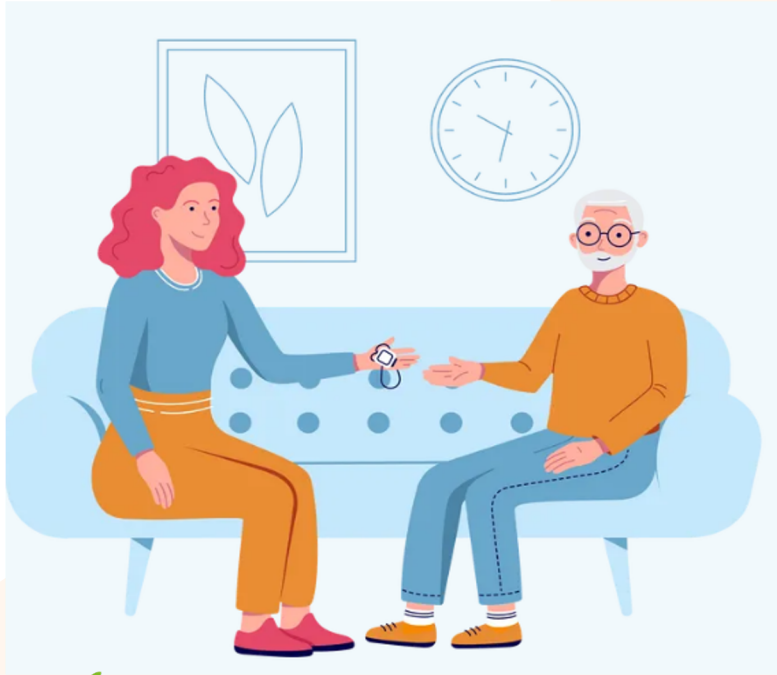
A pendant, a personal alarm with a **single button.**

If the button is pressed, it alerts the **monitoring center via the base unit.**

A trained staff member attempts to **contact** the **user** and then a **caregiver, a domestic care worker or the emergency services.**

Activity monitoring sensors

Forms of **passive telecare to monitor the user's activity levels.**

Updates are sent to a **monitoring center.**

If something is **wrong**, a staff member triggers the **base unit** and/or a **predetermined contact.**

Telecare and domestic care workers

Form of **telecare** that relies on smart home devices or assistants **without 24/7 monitoring services.**

Presence of a **nominated person available** and **accessible** at **any time** to **respond to an alarm or alert.**

Domestic care workers   Improving digital skills to **increase** the **safety** of the **assisted persons.**

Image by pch.vector on Freepik

ICT SKILLS TO SUPPORT WITH E-HEALTH DEVICES

4

Upon the end of this subunit, the learner will know **the role of the digital skills in the domestic care work**. In particular, the learner will be introduced to the **ICT skills** to **support with e-health devices**.

What is E-Health?

Healthcare practice supported by **electronic processes** and **communication.**

ICT skills

Information and communication technology skills (ICT)

"the ability to use various technologies to transmit, store, create, share or exchange information in normal activities of daily living"

Common goal in Europe: using **ICT**-based tools and resources to **support** and **promote the e-Health.**

Image by pch.vector on Freepik

ICT skills, E-Health devices and domestic care workers

Facilitate all **remote assistance services**, such as medical teleconsultations or ECG telemonitoring

In the **e-Health**, **ICT domestic care workers skills are useful to**

Use **mobile wireless technologies** to log into health information and services

Log in to the **Electronic health records** (EHRs)

An example: COMARCH HOMEHEALTH

It is a **telemedicine system** consisting of a **tablet application** connected to **medical devices** for **measuring vital parameters** directly **at home**.
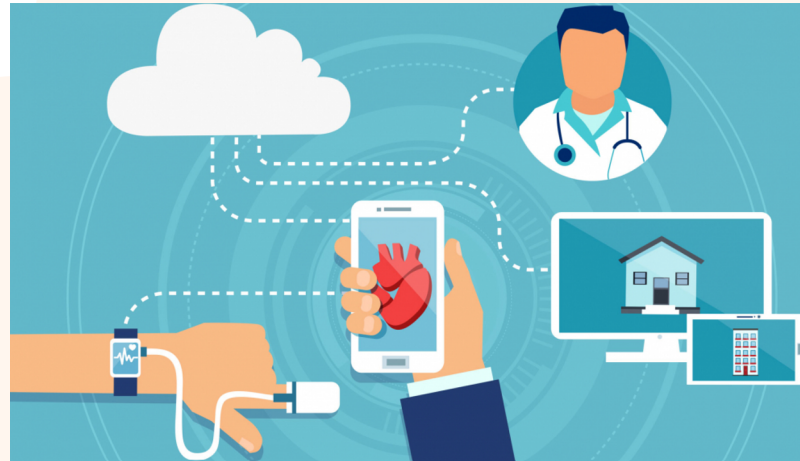
An example: COMARCH HOMEHEALTH

It could be used independently by the user directly at home, **with the help of domestic care workers ICT skilled.**

The **collected data** are recorded and sent to the **Comarch e-Care cloud-based telemedicine platform**. From there, medical personnel can view and analyze the parameters and assess the patient's health status remotely.

End of

DIGITAL AND
ADMINISTRATIVE
SKILLS

Want to learn more about the DoCuP project:

Follow us for more information in our social media and check the rest of the units on our MOOC!

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UPSKILLING DOMESTIC CARE WORKERS TO ENSURE RESILIENT EMPLOYMENT PATHWAYS

Communication and relationships

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LEARNING OUTCOMES

01. Learning **cultural awareness & expression**

02. Develop **organizational skills, attention to detail and punctuality**

03. Learning how to act in **situations of conflict and resolving**

04. Learning how to provide **emotional support in difficult circumstances**

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Cultural awareness and expression

Culture sensitivity and person-centered approach

The concept of culture and cultural awareness

Culture can be described as the ideas, customs, and social behaviour of a particular people or society.

Culturally specific codes shape people's understandings, behaviors and emotional responses.

Relationship culture

I am part of the group

I identify myself in relation to the group

My individual needs are often put aside for the will of the group

Relations in the group are guiding

Children are expected to take care of their parents

Accomplishment-culture

Individual-centered

I identify myself from the self

Independency

Self-sufficiency

Laws and rules of society guides relationships

The institutions takes care of our parents
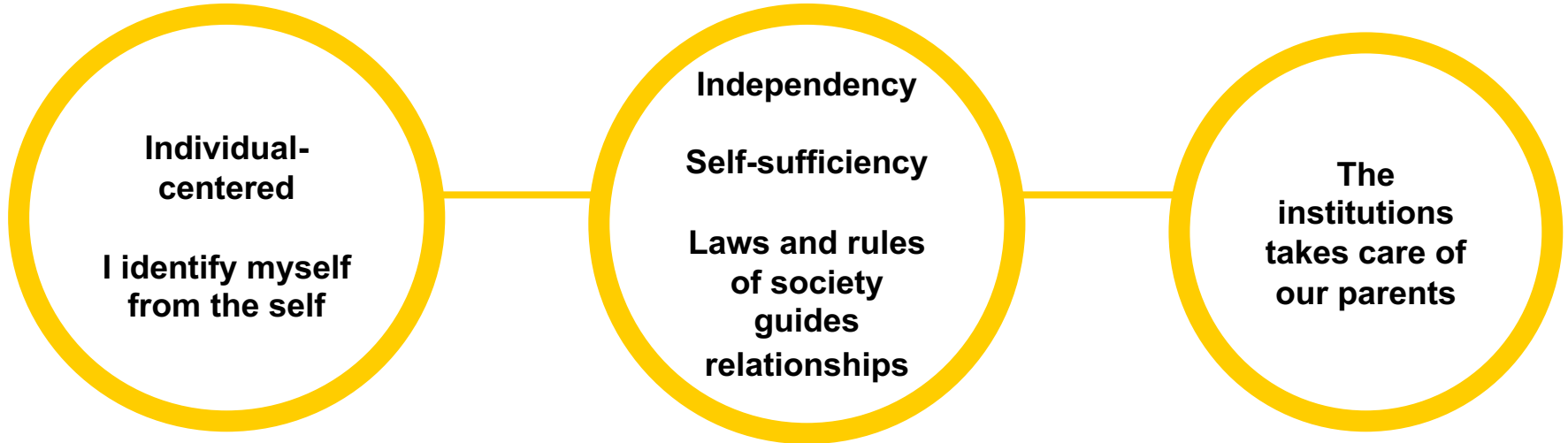
Person-centered approach and intersectionality

- In meeting people from other cultures, you need to take the time and ask "I don't understand, how do you mean?"

- We have to meet every individual as a person and don't get blinded of what we call culture

Adobe Stock | #502319919

Intersectionality

Racial identity

Sexuality

Gender

Disability

Nationality
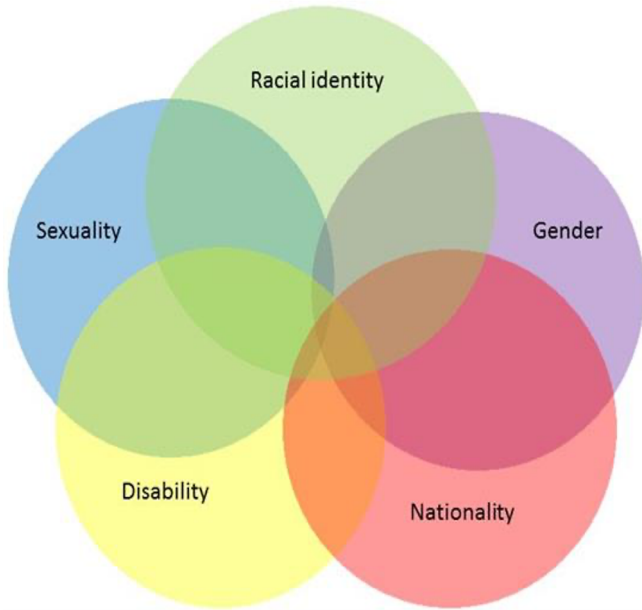
Groups are diverse. People are many different identities that exist at the same time

Everyone has their own unique experiences of discrimination and oppression

Universal expressions and non-verbal communication

- There are common factors and universal expressions such as empathy and respect

- Non-verbal communication is very important and to practice continuous reflection

- Adjust to cultures as long as is it possible

Organizational skills

2

With focus on attention to detail and punctuality

Organizational skills

Organizational skills include your ability to use your physical space, mental capacity and energy effectively and efficiently to reach the desired outcome.

Organizational skills

Organizational skills can take different forms, but they typically involve maintaining an orderly workspace, meeting deadlines and communicating well with your team.

Attention to detail and punctuality

Developing strong attention to detail makes you more effective in the workplace, increasing your productivity and reducing the likelihood of error. It is a skill that is desirable for companies

Attention to detail and punctuality

➜ Get organized

➜ Create lists

➜ Set three to five tasks for each day

Attention to detail and punctuality

★ Play focus-enhancing games

★ Learn to meditate

★ Download an app for organising yourself

How to maintain strong attention to detail

Be present and minimize distraction

Take small breaks

Focus on one task at a time

Acting in situations of conflict and resolving

3

Conflicts and constructive conflict management

Meaning of conflict

· Conflicts are a part of human relationships

· They can be a positive power of change for both the individual and the group

· Conflicts arise because blockage of requests and needs leads to frustration

Human needs that leads to frustration when blocked

Fairness	Confidence	Respect
Confirmation	Intelligibility	Stimulation
Reasonable workload	Solidarity	Autonomy

5 conflict management styles

Different conflict management styles
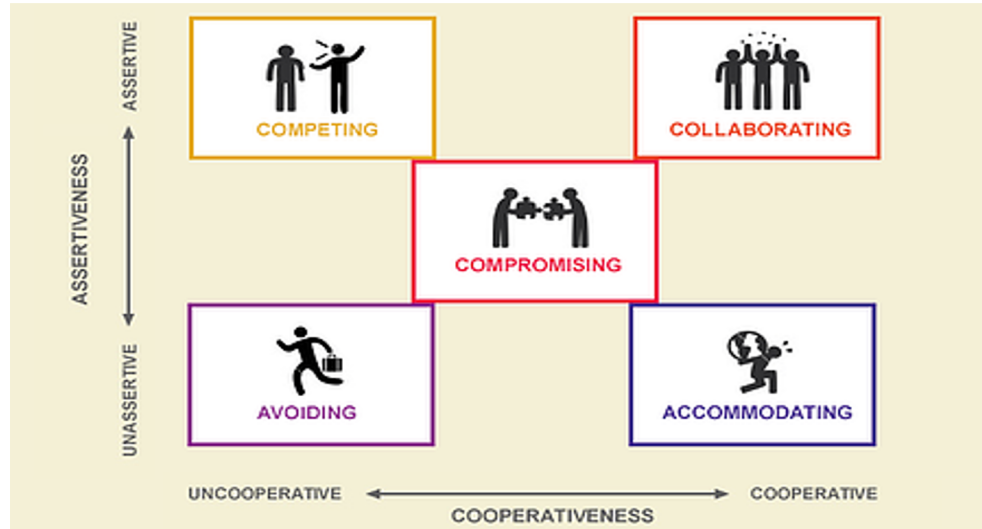
The ABC model

The ABC model

- ⦿ **Corner A:** Attitudes, emotions and thoughts

- ⦿ **Corner B:** Behaviours

- ⦿ **Corner C:** The question of fact
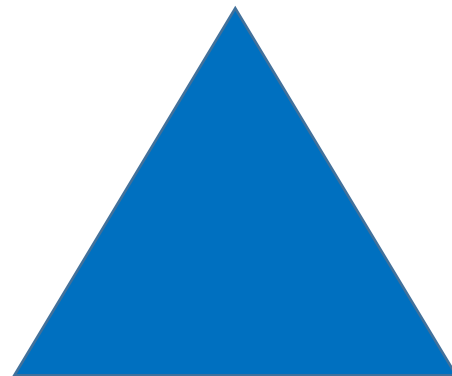
How to act in case of conflict

- If the conflict regards corner A, then the parties must process their attitude towards each other

- If the conflict concerns corner B, then the first step should be to minimise and stop destructive behaviours

If neither behaviours nor emotions have stepped up and escalated, there is a good opportunity to start with the question of fact (Corner C)

The most important thing in order to stop and prevent escalation is to communicate with each other. Listen with the goal to understand each other. Accept that you might have different views.

Providing emotional support

4

Emotional support in difficult circumstances

Choose place and integrity

·   It takes time and space to give emotional support, choose a place
    with integrity and not too many distractions

·   Take time to create a good conversation and don't forget to adjust
    your tone in your voice to the situation

Listen with all your senses

Keep eye-contact

Listen properly

Don't interrupt

Conclude and validate the feelings

Listen first and avoid giving your opinion too quickly

Conclude what the other person told you

Validate her/his feelings.

Feelings

If you experienced something similar, try to explain how you felt and how you went through it

To see the situation from another point of view can help

Body language

Body language is important, avoid for example to pick up your phone

A smile, a hug or a look, can sometimes be the best support

"Empathy is the ability to put ourselves in other people's shoes. Based on the understanding of their situation, we can understand how they feel, how they think and why they behave in a certain way"

End of

COMMUNICATION AND RELATIONSHIP

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DOC VUP

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UPSKILLING DOMESTIC CARE WORKERS TO ENSURE RESILIENT EMPLOYMENT PATHWAYS

Personal agency & well-being

LEARNING OUTCOMES

01. Learning how to **manage stress**

02. Learning how to **manage time** properly

03. Learning how to **prioritize the workload**

04. **Empowerment**: which are the **relevant rights** and how to **strengthen personal agency**

Stress management

1

Upon the end of this subunit, the learner will know how to practice techniques of stress management (such as relaxation, mediation and mindfulness techniques)

Let's learn about stress

- **Stress** is the **body's response to any kind of demand or threat** (real or imagined) → **"Fight-or-flight"** reaction, a body automatic process **that protects you**.

- The **stress** response, when working properly, can **help you to stay focused, energetic and alert**.

- **Beyond a certain point** → stress **causes damage** → What makes a big difference to your overall well-being is the way you cope with stress.

- Three types of stress: **Acute, episodic acute and chronic.**

Coping strategies to deal with «bad stress»

- **Action-oriented**

- **Emotion-oriented**

- **Acceptance-oriented**

Image by pch.vector on Freepik

Tackling stress through...
relaxation

When stressed, the body response is to release hormones that increase your blood pressure and raise your heart rate.

⬇

Deep breathing exercise

Image retrieved from iStock by Getty Images

Tackling stress through...
Meditation

Follow this video with autogenerated captions to know more about meditation and start your path on the meditation world!

## Tackling stress through... mindfulness

Mindfulness is the basic human ability to be fully present, aware of where we are and what we're doing, and not overly reactive or overwhelmed by what's going on around us.

Tips to cultivate it:
○ Sitting, walking, standing and moving meditation, laying down;
○ Take short pauses in everyday life;
○ Practicing yoga or sports.

Image by storyset on Freepik
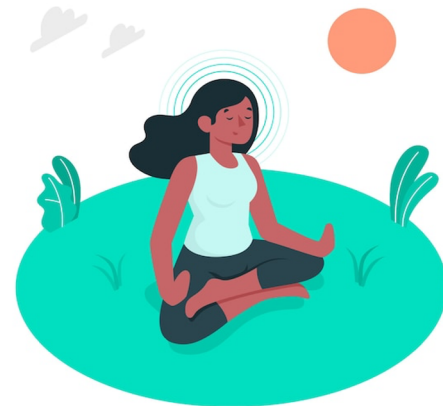
Other suggestions...
to tackle stress

Finding the formula that suits you to tackle stress is a decision that will require time and some trial / error process but what about relying on…

- ○ Physical activity
- ○ Socialisation
- ○ Assertiveness
- ○ Self-care

Image by gstudioimagen1 on Freepik

But... Is stress our enemy?

Haven't we convince you? Check this <u>Ted Talk</u>, subtitles available on the YouTube, which explains how to make stress your friend!

TIME MANAGEMENT

At the end of the subunit, the learner will know how to practice techniques of time management

Time vs Stress

Image by marta1995k on Freepik

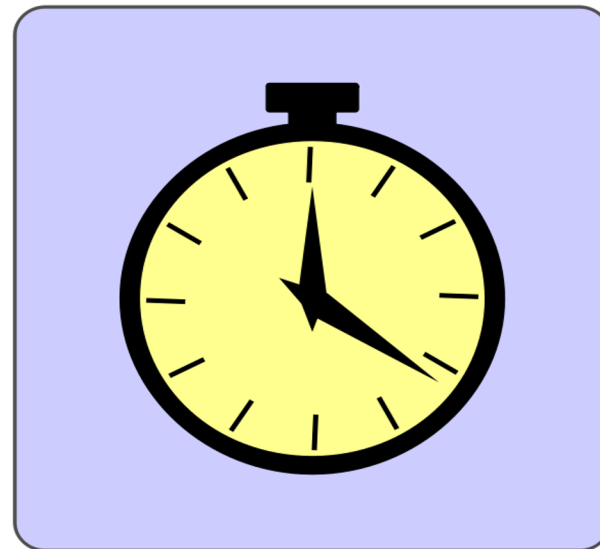In our time, stress is closely related to lack of time.

How we get our time back?

Time management

The **problem is not that there is not enough time, it is more a mistake in our time planning.**

Time management

Efficient time management translates into greater productivity and quality of life.

Pocket watch icon image retrieved from freesvg

How to win the clock back? The GTD technique

Technique to **declutter your brain noise?**
Check the following video to know more about the **Getting Things Done technique** (GTD)

How to win the clock back?
Pomodoro for all!

"All work and no play makes Jack a dull boy,

All play and no work makes Jack a mere toy."

(Maria Edgeworth, 1825)

The key is on the balance, so why not trying the **Pomodoro technique**?

How to win the clock back? Parkinson's' law

The more time we have, the more time will take to complete a task… or it will allow us a sensation to keep procrastinating! Watch the video to break with this phenomena!

What to avoid?

We have proposed things to do but… What shouldn't you be doing?

o   Avoid interruptions

o   Avoid using your mobile phone

o   Procrastinating

PRIORITISING THE WORKLOAD

3

At the end of the subunit, the learner will know how to improve one's own health

Time vs yourself

How to manage our workload? First, let's watch this Ted Talk with keys to handle organisation from a self-propose perspective!

Prioritizing like a pro

The Eisenhower matrix

	Urgent	Non urgent
Important	Do – Do it now	Decide – When would you do this task?
Not important	Delegate – Who can support you on this task or do it on their own?	Eliminate – This task shouldn't even be on your mind

What to do on the daily day?

- Allocate a specific time to each task
- Set SMART goals for the day (& rewards for achieve them)
- Divide the time into blocks
- Set limits
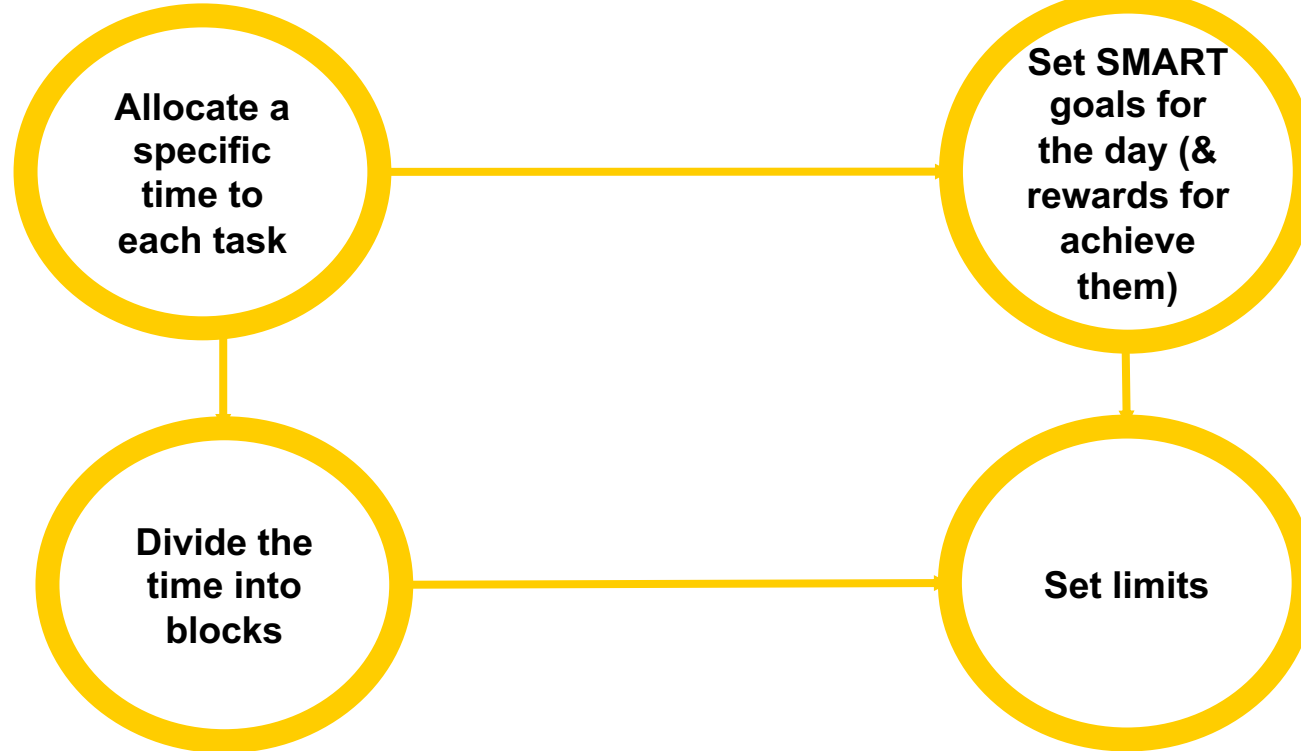
But... All of this for what?

Image by rawpixel.com on Freepik

Time management skills

- Getting more done

- Feeling more in control of your life and of what you want to achieve

- Identifying what's important to you, finding achievable goals and starting to accomplish them with clear, prioritised tasks.

- Knowing when to say no, taking a break

But.. when it's me time?

Image by freepik on Freepik

On a world that moves fast, relying on "the show must go on" always lead into burn out…

How are you going to be on care duty if you don't care about yourself?

Explore methods and techniques and find what suits you

EMPOWERMENT

4

At the end of the subunit, the learner will know which are the relevant workers' rights and how to strengthen personal agency and well being of care recipients and care workers.

Framework for all

The **European Union** acts a supranational agent that encourages countries to fulfil the **rights** that protects the **employees**.

If you are not aware of them, check them <u>here.</u>

Image by pch.vector retrieved from Freepik

A priority for all

Independently on which EU country you are, your employers should align with the **European Pillar of Social Rights** which in **20 principles** guide us towards a strong social Europe that is fair, inclusive and full of opportunity.

Check the website <u>here.</u>

The European Pillar of Social Rights retrieved from the European Commission.

What is personal agency?

"Having a sense of personal agency and ownership: The belief or experience that ''I'' (agency) am the cause of ''my own'' (ownership) thoughts and actions."

(Module in Neuroscience and Biobehavioral Psychology, 2019)

The ability to make decisions and play a role in the direction of one's own life.

Want to know more? Follow this link to this <u>website in English</u> or watch <u>this video</u>

▶ Claim your own personal agency

Ready to make the ball roll? Watch this video to encourage you not to give up and learn more about how to calm your personal agency.

Strengthening the personal agency as care worker

In order to boost the personal agency as a care worker, we recommend you to:

○ Avoid infantilising your dependent

○ Keep learning to develop and evolve

○ Don't be afraid to fail

Image by pch.vector on Freepik

Strengthening the personal agency as care receiver

In order to boost the personal agency as a care receiver, we recommend you to:

○ Avoid being taken away responsibility

○ Refrain claiming incapability to escape responsibility

○ Be active in your learning as practicing a broad range of internal, external, mental, emotional and physical abilities

Image by macrovector on Freepik

End of

PERSONAL AGENCY & WELL-BEING

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DOC UP

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