

UPSKILLING DOMESTIC CARE WORKERS TO ENSURE RESILIENT EMPLOYMENT PATHWAYS



eBOOK

DOC UP

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RESILIENT EMPLOYMENT PATHWAYS**



**Co-funded by
the European Union**

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Introduction

THE CONTEXT

Changing care practices within families, demographic changes, and the increase of the elderly population in need of care, together with shifting attitudes in favor of home-based care before and mainly after the COVID-19 epidemic, have rendered domestic care services increasingly important in EU countries.

Domestic work is becoming a more diverse field that includes a wide range of tasks. During the pandemic, the set of duties expected from domestic workers, particularly women, became even broader. More specifically, significant numbers of domestic carers have been asked to use technological software and applications to monitor their clients' health needs, provide clients with extensive medical care, physical and psychological therapy and even nursing.

THE DOCUP PROJECT

In this context, the DocUP project, co-funded by the European Union, wants to give domestic care workers (those who already have jobs or are looking for jobs) a mix of social care, transversal, and attitude skills to make sure they can keep their jobs and improve the regulatory environment and working conditions for domestic care (at the institutional level).

RESOURCES YOU CAN FIND WITHIN THIS PROJECT

How can DocUP be useful for you?

- A set of **six competence-areas** in the domestic care field
- A pool of **pedagogical resources** (educational instructions, learning and assessment materials)
- An **E-BOOK**
- A **Massive Open Online Course (MOOC)**: affordable and flexible way to acquire new skills, foster personal development and career advancement through informal quality educational experience

[**MOOC LINK HERE**](#)

THE DOCUP E-BOOK

This e-book offers an alternative learning approach directly related to the MOOC. It allows learners to continue their theoretical education anytime, anywhere (online and offline). The e-book can be downloaded from the [project website](#) onto mobile devices (e.g. smartphones and tablets) offering great flexibility and self-learning possibilities.

The e-book comprises the following learning units:

1. Critical care skills
2. Basic nursing skills
3. Protecting you and your clients from infections
4. Digital and administrative skills
5. Communication and relationships
6. Personal agency & well-being

THE PARTNERSHIP



Folkuniversitetet

SWEDEN (Project Coordinator)



ANS
Anziani e non solo
società cooperativa sociale

ITALY



INSTITUTO PARA
EL FOMENTO DEL
DESARROLLO Y
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SPAIN



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Humanistyczno-Ekonomiczna w Łodzi

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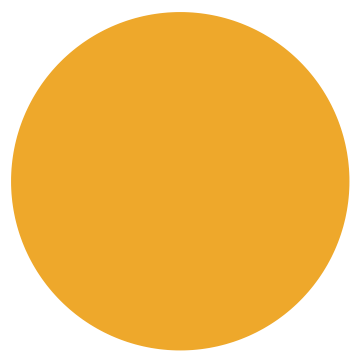
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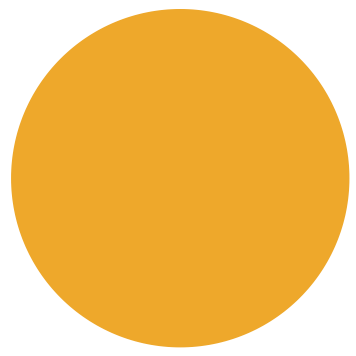
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Critical care skills

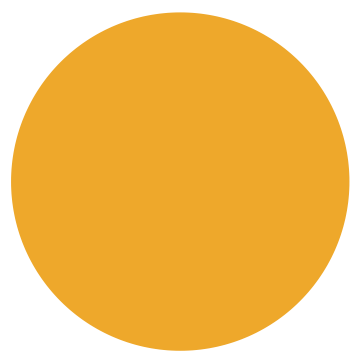
LEARNING OUTCOMES



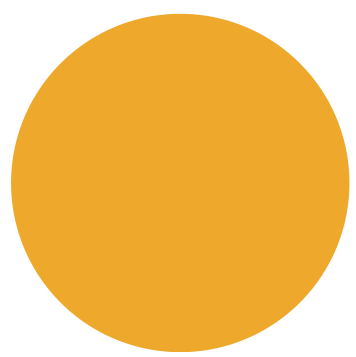
Knowing diseases such as dementia and disability of physical, mental and social functions



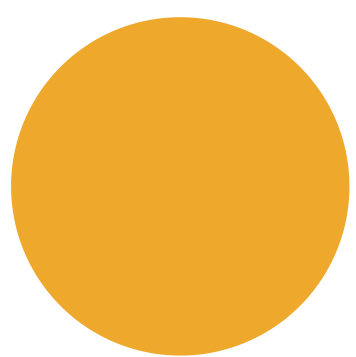
Knowledge of the **principles of nutrition and fluids** that patients need based on their nutritional requirements



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



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



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? **A chronic, progressive brain disease**

WHY PEOPLE SUFFER FROM DEMENTIA?

Responsible factors

vascular disease	Parkinson's	Creutzfeldt-Jakob disease
drugs	Alzheimer's	meningitis
mechanical brain damage	Huntington's	sclerosis
HIV infections	alcohol	legal highs

CHARACTERISTIC SYMPTOMS OF DEMENTIA

Changes in

MEMORY	PERCEPTION	REASONING
ATTENTION	CONCENTRATION	
JUDGMENT	LANGUAGE	

must be severe enough to interfere with the person's ability to function

DIAGNOSING DEMENTIA

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



The nutrition and fluids for patient's needs based on their nutritional requirements

NUTRITIONAL NEEDS & REQUIREMENTS

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



EATING DISORDERS IN DEMENTIA DISEASE

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.

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



CLEAN & CARE FOR WOUNDS

3

TYPES OF DRESSING

WHAT IS A WOUND?

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

comlicated 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**

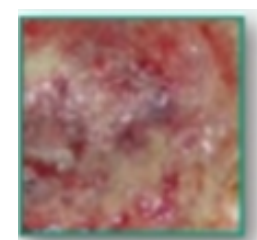
**Silver ion
dressings**

WOUND HEALING

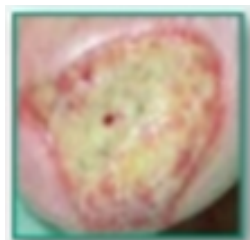
Wound with dry necrosis



Wound with exudate and separating dead tissue



Dry wound with separating dead tissue



Wound with wet granulation tissue



Epidermal wound



Healed wound



4

SUPPORT WITH MOBILIZATION AND PROVIDE AMBULATION

THE RISK OF FALLS

The risk of falls increases with age

FORMS OF IMPROVING THE PATIENT

Passive exercises

Active exercises

Breathing exercises

Tai Chi



Isometric exercises-involving tensing and relaxing of muscles

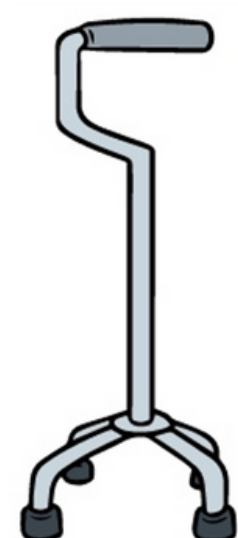
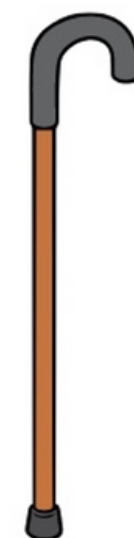
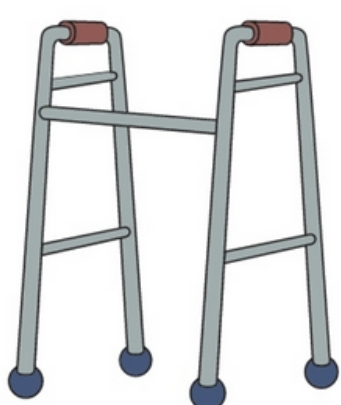
MOBILITY ASSISTANCE



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

NEED FOR CLEANLINESS

The factors shaping the need for cleanliness are:

- environmental elements (family, relatives)
- parenting
- culture and tradition

HYGIENE TREATMENT

Hygiene 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

Head wash tubs



Bathtub bed and pneumatic tub

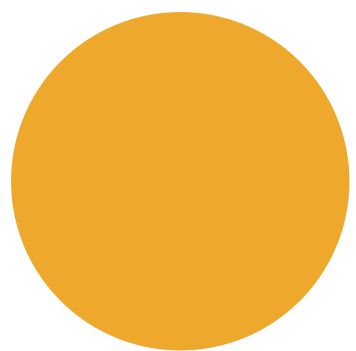


Seat

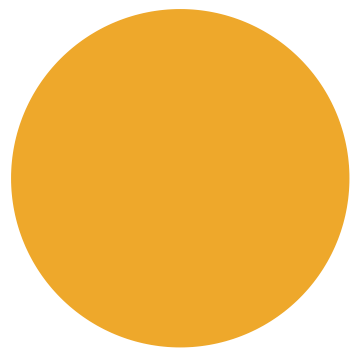


Basic nursing skills

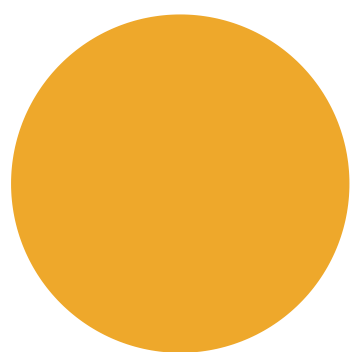
LEARNING OUTCOMES



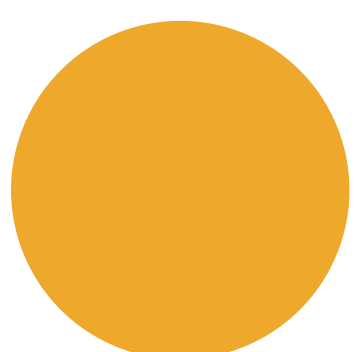
Knowing and being able to use **medical devices/equipment**



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



Learning how to **prevent pressure sores**



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

1

USE OF MEDICAL DEVICES & EQUIPMENT

MEASUREMENT OF BLOOD PRESSURE

USE OF A DIAL PRESSURE GAUGE

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

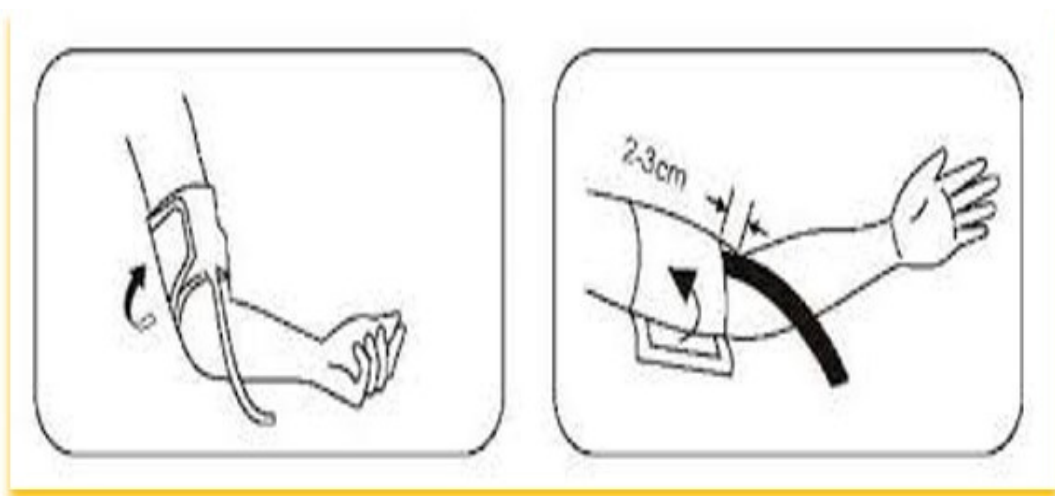
The operator should have good hearing and be familiar with the user manual before taking the first measurement.

USING AN ELECTRONIC BLOOD PRESSURE MONITOR

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

THE BLOOD PRESSURE CUFF

How to place the cuff correctly



ESC-ESH CLASSIFICATION OF BLOOD PRESSURE

Category	Systolic	Diasolic
OPTIMAL	< 120	< 80
NORMAL	120-129	80-84
HIGH NORMAL	130-139	85-89
GRADE I HYPERTENSION	140-149	90-99
GRADE II HYPERTENSION	150-159	100-109
GRADE III HYPERTENSION	160-179	≥110
ISOLATED SYSTOLIC HYPERTENSION	≥ 140	< 90

1

USE OF MEDICAL DEVICES & EQUIPMENT

USE OF THE PULSE OXIMETER

It is an electronic device that is used to measure the oxygen saturation of the blood, Another additional parameter measured by the pulse oximeter is the heartbeat rate (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. The administration of oxygen at home is only possible if the patient's condition is stable.

PROVIDING OXYGEN THERAPY AT HOME - devices

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.



2

GIVING MEDICINES

METHODS OF MEDICINES ADMINISTRATION

WHAT ARE THE WAYS OF GIVING MEDICINES?

ORAL WAY

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

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

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.

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

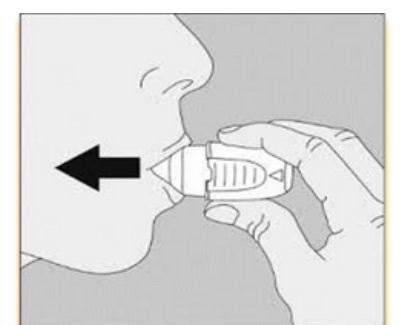
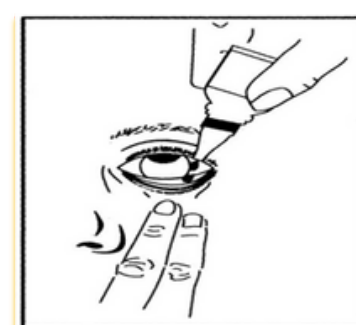
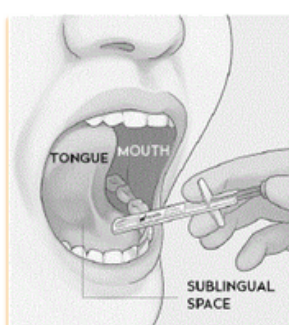
This mode of administration can be used for a variety of purposes, e.g. reduction of swelling, local pain, skin bruising.

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



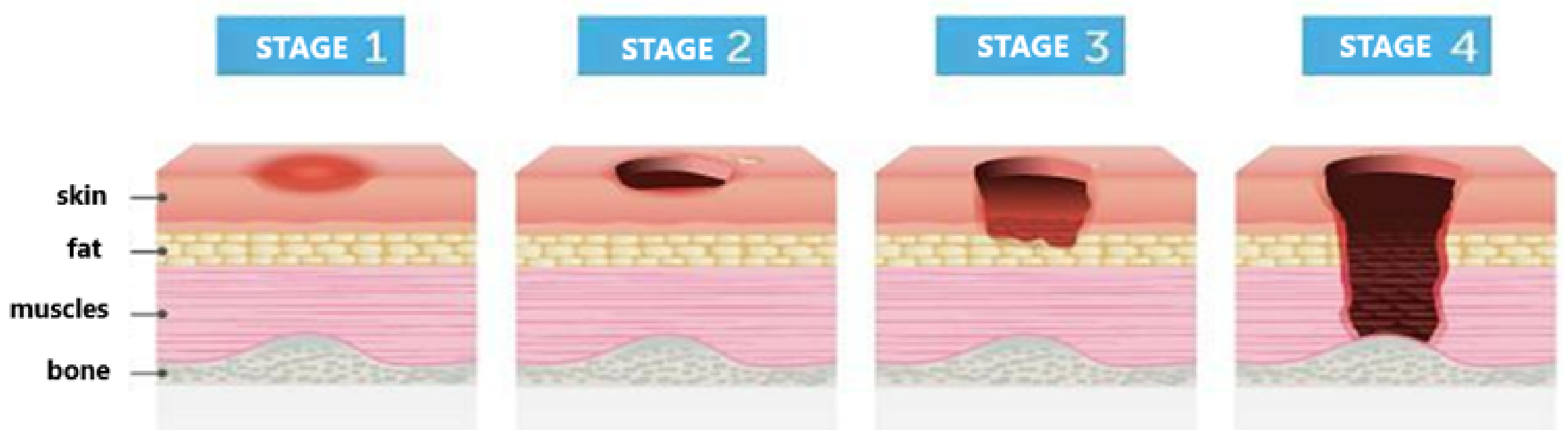
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PRESSURE SORE PREVENTION

PRESSURE SORES – WHAT IS IT?

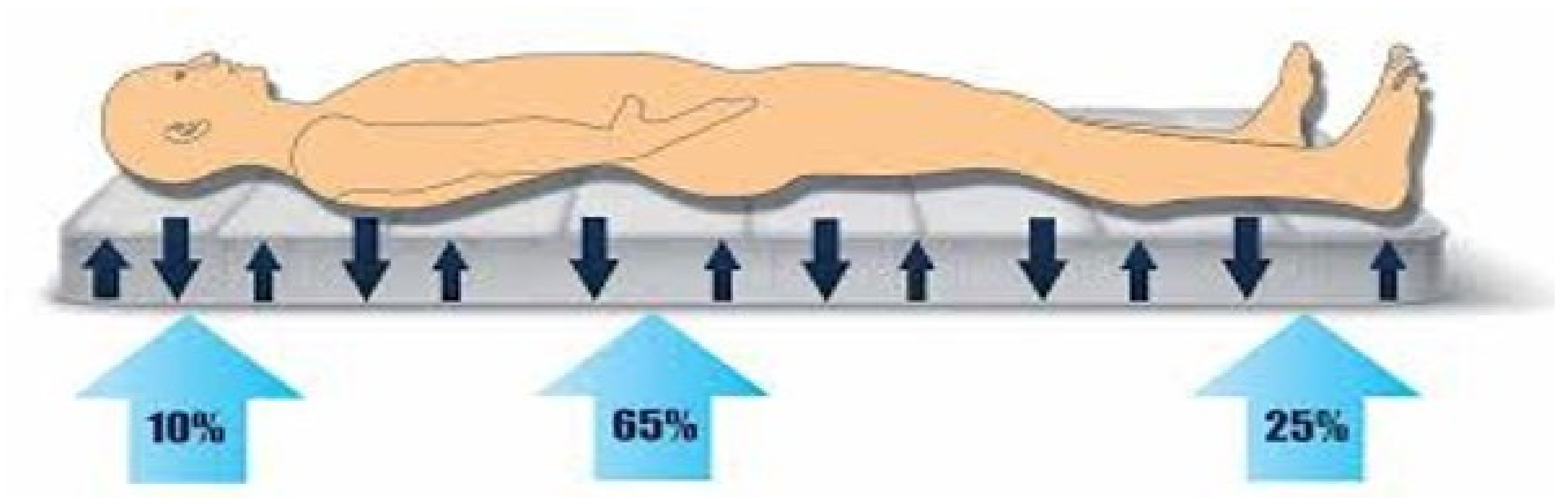
It is a damage to an area of the skin caused by constant pressure on the area for a long time.

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



PRESSURE SORES – CAUSES

Most often occur in patients who are immobile for long periods of time.



PRESSURE SORES – PREVENTION

- Changing position
- Appropriate underwear and bedding
- Proper skin care
- Use of anti-bedsore mattresses



FIRST AID TECHNIQUES

PRE-MEDICAL FIRST AID CPR

PRE-MEDICAL FIRST AID

It 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.

4. **If unresponsive:**
 - clear the airway
 - look for proper breathing



5. **If breathing is normal:**
 - Place the casualty in a recovery position.
 - While waiting for help, regularly assess breathing



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

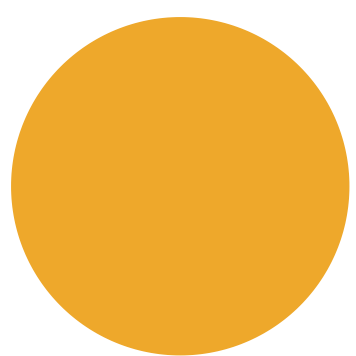


Cardiopulmonary resuscitation should be carried out until:

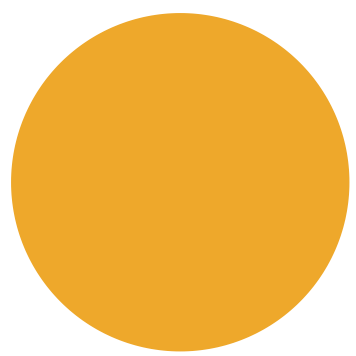
- the arrival of special services,
- return of normal breathing,
- the victim regains consciousness,
- loss of strength of the helper - the body is exhausted.

Protecting you and your clients from infections

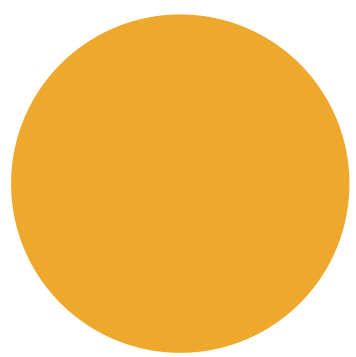
LEARNING OUTCOMES



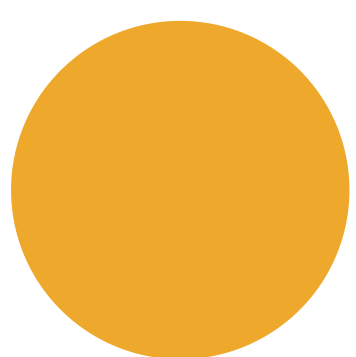
Knowing and being able to apply **infection prevention and control practices**



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



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

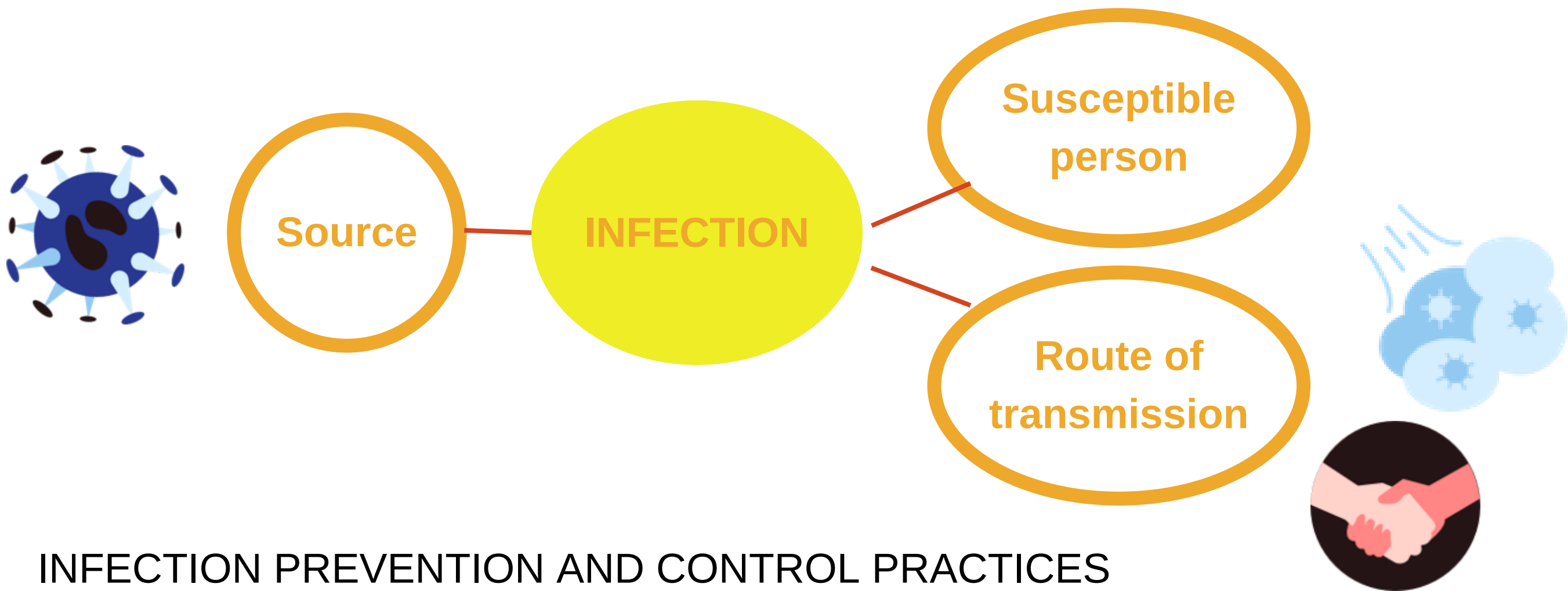
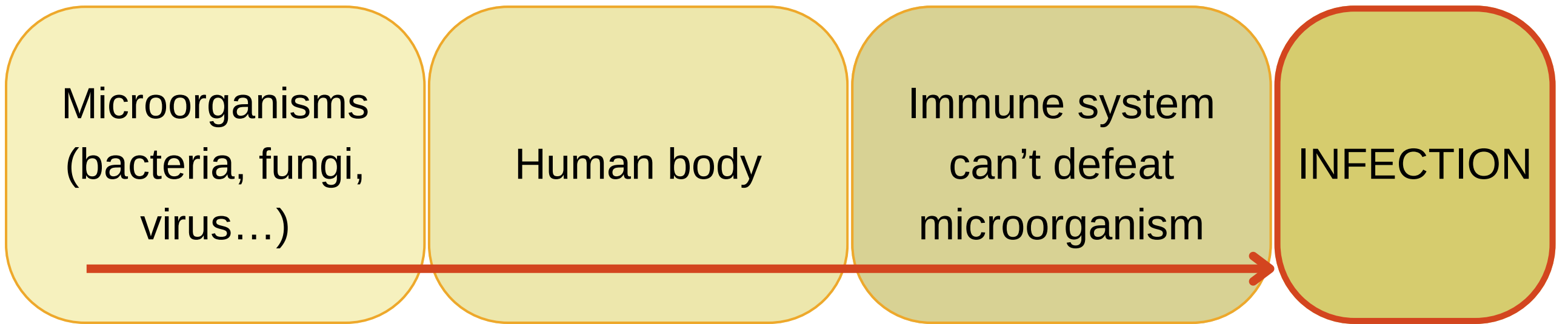


Knowing and being able to apply **green skills for cleaning and sanitizing** without harming the environment or one's own health

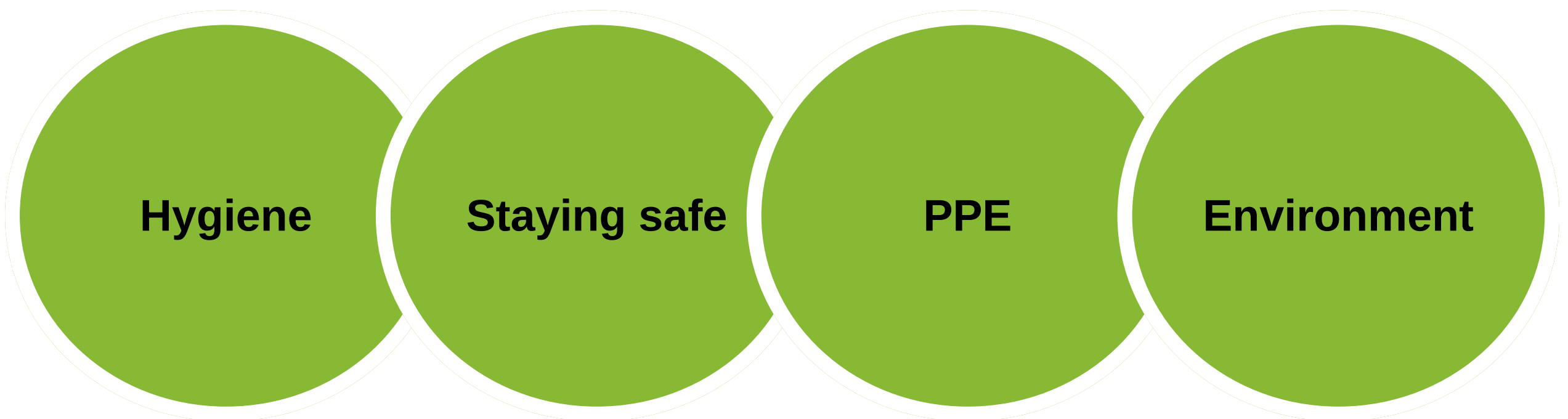


INFECTION PREVENTION & CONTROL PRACTICES

HOW INFECTIONS SPREAD



INFECTION PREVENTION AND CONTROL PRACTICES



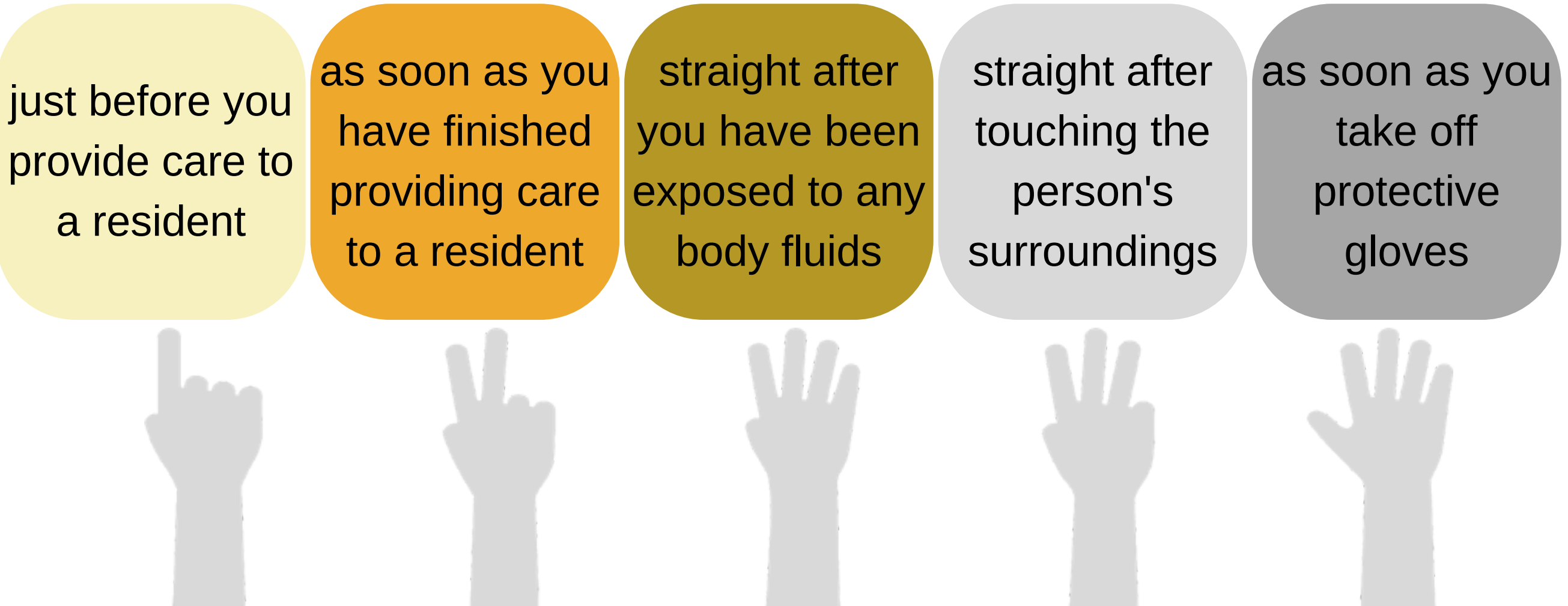
- Wellbeing of people in care
- Crucial during COVID-19
- Everyday practice



SANITIZATION ANF PESONAL HYGIENE PRACTICES

Lesson learnt from the pandemic adn good practices

WHO RECOMMENDATIONS



BEFORE

Touching your mouth, nose and eyes - Eating - 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

Attending public places - Having handled garbage - Having used money - Having touched other people or other people's objects

FIRST OF ALL

- keep your arms bare below the elbow
- remove wrist and hand jewelry before starting work
- have short, clean fingernails without nail polish or false nails
- cover cuts or grazes with a waterproof dressing



SANITIZATION ANF PESONAL HYGIENE PRACTICES

Lesson learnt from the pandemic adn good practices

HAND HYGIENE

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

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



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



3

USE OF PPE

Personal protective equipment

WHAT KIND OF PPE?

- Type of transmission
- Type of patient
- Type of contact care

- Domestic duties
- No suspected or confirmed COVID
- Social contact

- Mask
- Gloves and aprons
- Eye protection

- Mask

- Low likelihood of contact with blood or body fluids
- No suspected or confirmed COVID

- Potential contact with blood or body fluids
- No suspected or confirmed COVID

- Mask Type IIR
- Gloves (disposable)
- Eye protection
- Apron (disposable)

- Mask Type IIR
- Gloves (disposable)
- Eye protection
- Apron (disposable)

- Providing care or cleaning the room
- Suspected or confirmed COVID

3

USE OF PPE

Personal protective equipment

SAFE USE OF PPE

1. Remove and dispose PPE devices in undifferentiated garbage
2. Change gloves between activities and between different people in care
3. Do not touch your mask or eye protection when you are wearing them
4. Do not place your face mask or eye protection round your neck or on the top of your head
5. Put on and remove face masks and eye protection at least 2 meters away from the people you are caring for
6. Do not re-use PPE items unless they are clearly marked as re-usable

WHEN TO CHANGE THE MASK

suspected or confirmed COVID-19	after 4 hours of use	between different people's homes
damp, damaged or uncomfortable	at break times	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





FREEN SKILLS FOR CLEANING AND SANITIZING

without harming the environment or one's own health

GREEN HEALTH AND CARE SECTOR

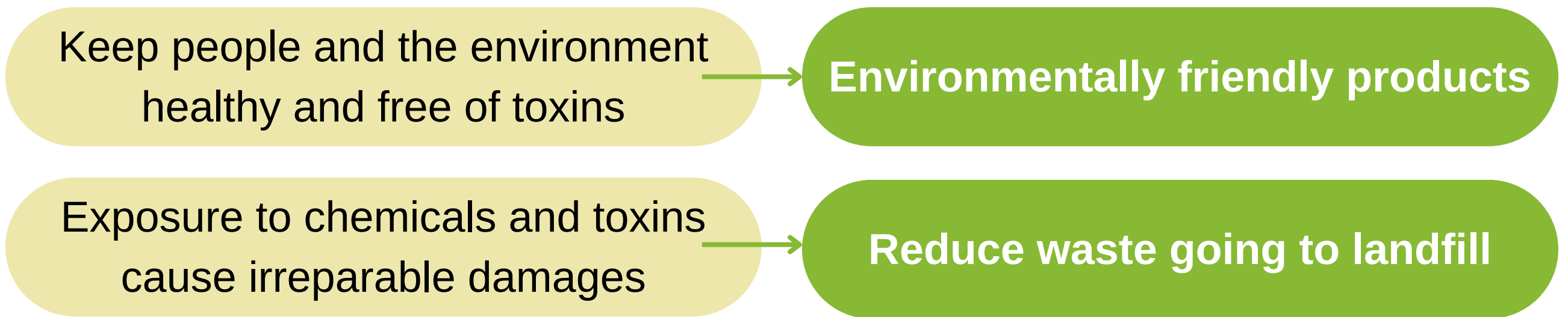
- Reduce waste and operational costs
- Increase value of healthcare facilities
- Improve consumer awareness

GREEN SKILLS

- Develop a green mindset and adopt behaviours
- Awareness in the use of materials
- Assessment of the impact and management of materials
- Monitoring in use and disposal



GREEN SKILLS FOR CLEANING



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	• Time optimization	• Differentiate products for use in different environments
	• Reduce the risk of bacterial contamination	

GREEN SKILLS FOR SANITIZING

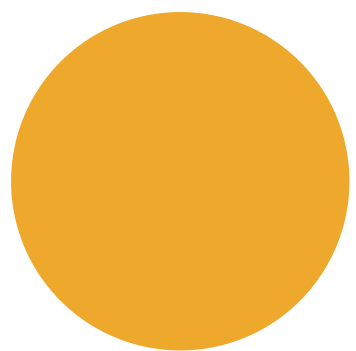
Steam cleaners can sanitize any type of surface in the home without releasing residual chemical traces

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

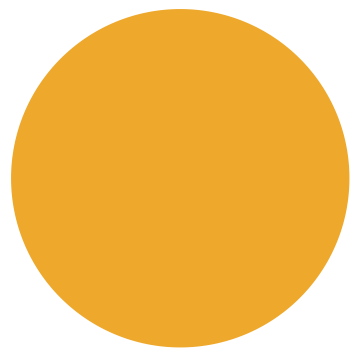


Digital and administrative skills

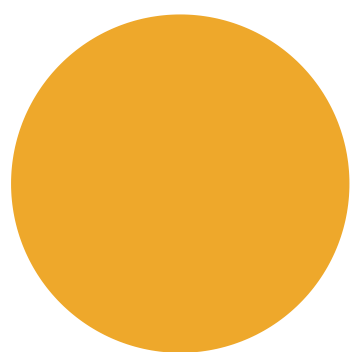
LEARNING OUTCOMES



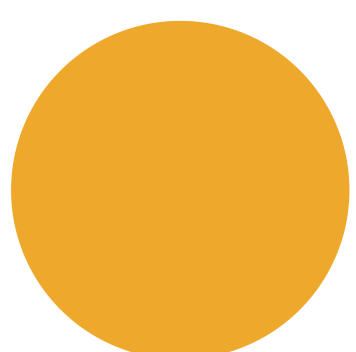
Learn how to make a **report, filling out care plans and digital records**



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



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



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

1

REPORTING, FILLING IN CARE PLANS DIGITAL RECORDS

LET'S TALK ABOUT DIGITAL SKILLS

Why are digital skills important for domestic care workers?

- Sharing data
- Learning and development
- Use digital skills in direct care
- Managing information



WHAT'S 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**
- **what care** and support will be delivered to the person, how, when and by whom
- expected and aimed for outcomes

Benefits

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

For **formal carers**

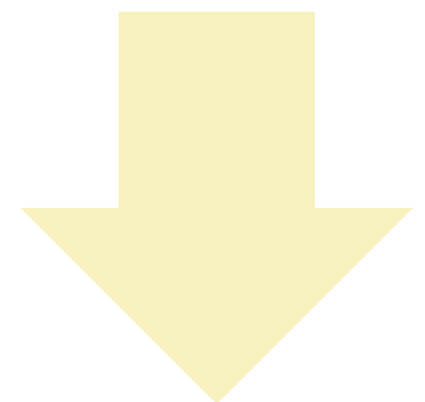
For **domestic care workers**

For **families and friends**

DOMESTIC CARE WORKERS AND DIGITAL CARE PLAN

Digital skills

- 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



LOG MY CARE:
APPLICATION FOR
DIGITAL CERA PLANS



- ★ saves time
- ★ communication of information
- ★ organization of all care documents
- ★ planning of the day's care activities

- Free electronic care planning and management system for domestic care work
- Keep up to date and update the assisted person's health status

2

TECHNICAL SKILLS ON EMAILS AND SHARING DATA

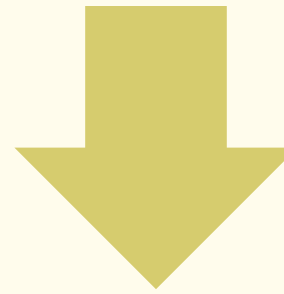
- WHAT IS AN EMAIL?
- A cost-effective and efficient way to communicate.
 - An information stored on a computer and exchanged between two or more users via telecommunications.
 - It may contain text, files, images or other attachments.

EMAIL ACCOUNT & 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



a free web-based email service

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



EMAIL & 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 & DOMESTIC CARE WORKERS



Being e-mailcompetent can be useful for domestic care workers

E.g. to: formally contact the specialists create the digital identity

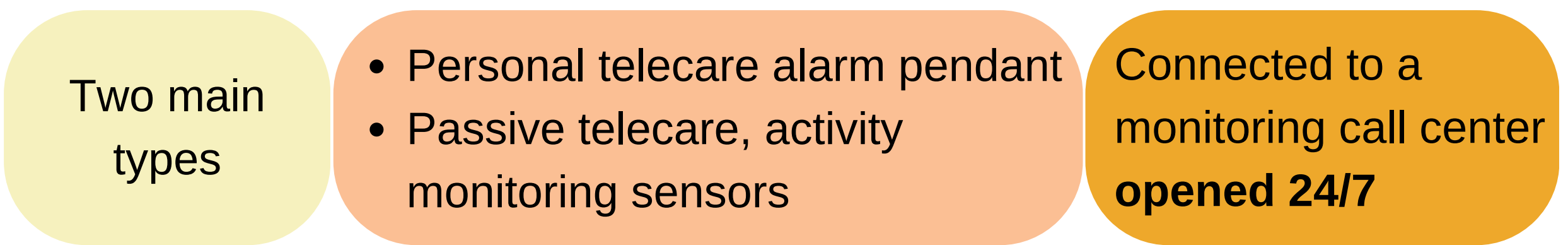
3

USE TELECARE SYSTEM

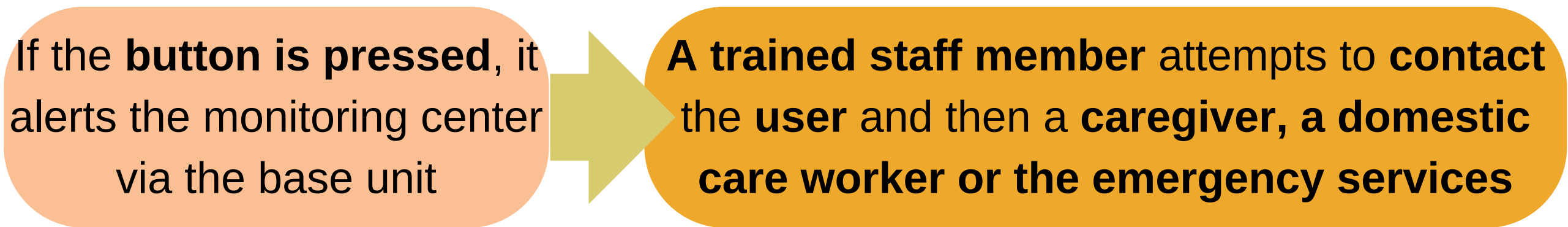
WHAT IS TELECARE? **It is care delivered at a distance through the use of technology**

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

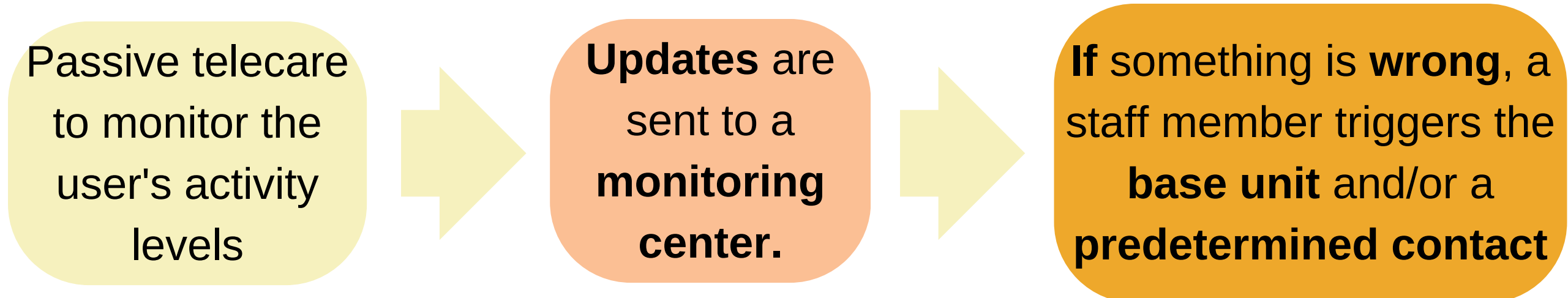
HOW TELECARE WORKS



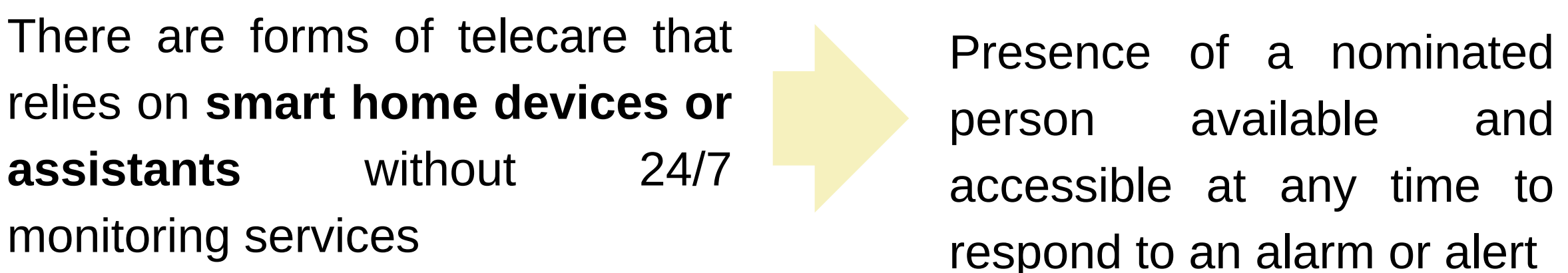
PERSONAL TELECARE ALARM PENDANT



ACTIVITY MONITORING SENIORS



TELECARE AND DOMESTIC CARE WORKERS



For domestic care workers it is valuable to **digital skills to increase the safety** of the assisted persons





ICT SKILLS TO SUPPORT WITH E-HEALTH DEVICES

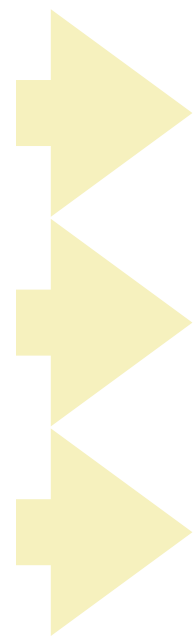
WHAT IS E-HEALTH? **Healthcare practice supported by electronic processes and communication**

ICT - SKILLS

Information and Communication Technology skills (ICT) includes **“the ability to use various technologies to transmit, store, create, share or exchange information in normal activities of daily living”**

ICT SKILLS. E-HEALTH DEVICES & DOMESTIC CARE WORKERS

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

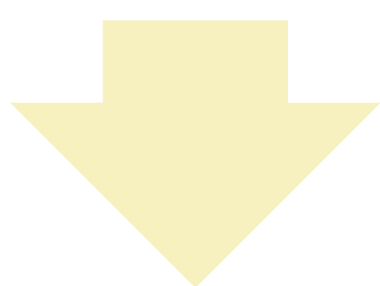


- Facilitate all **remote assistance** services, such as medical teleconsultations or ECG telemonitoring
- Use mobile **wireless technologies** to log into health information and services
- Log in to the **Electronic health records (EHRs)**

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**.

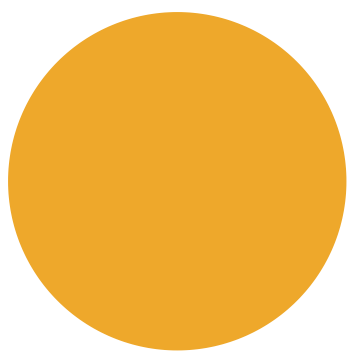
It could be used independently by the user directly at home, with the help of domestic care workers ICT skilled.



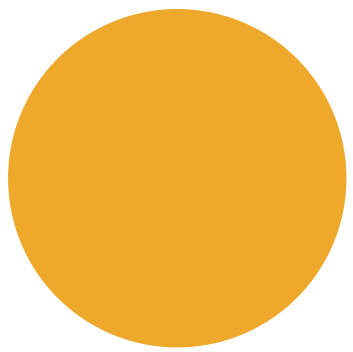
Collected data are recorded and sent to Comarch platform.
Medical personnel can view and analyze the parameters and assess the patient's health status **remotely**.

Communication and relationships

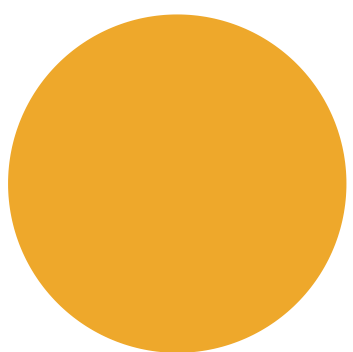
LEARNING OUTCOMES



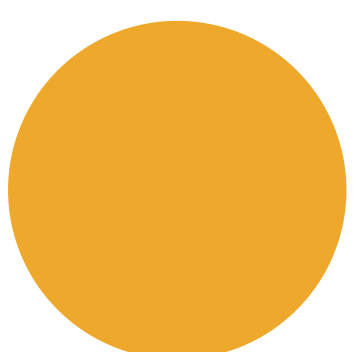
Learning **cultural awareness & expression**



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



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



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



CULTURAL AWARENESS AND EXPRESSION

Culture sensitivity and person-centered approach

THE CONCEPT OF 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 & 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

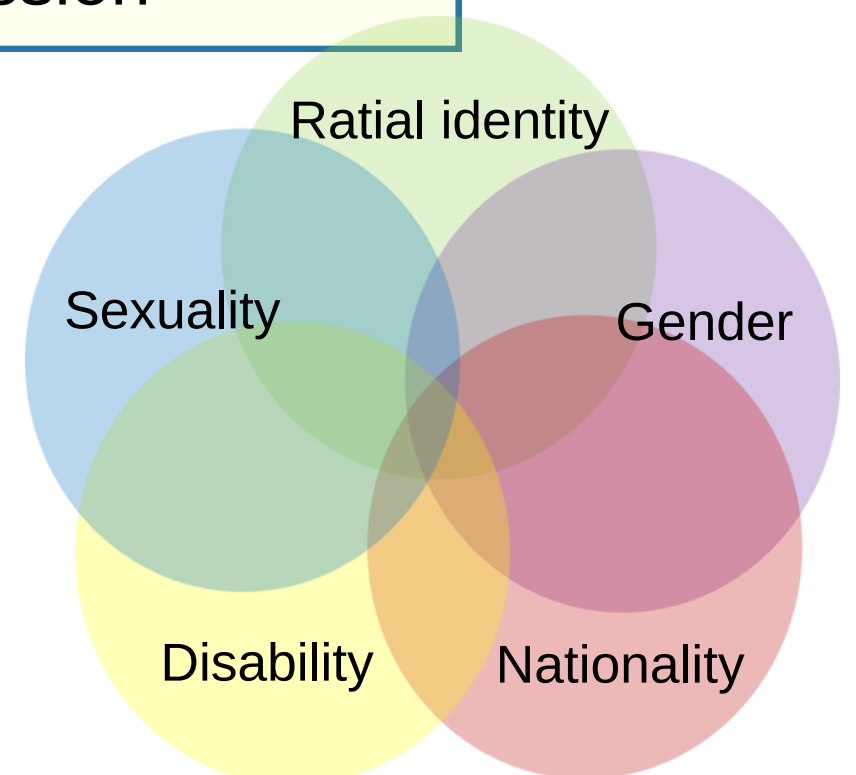
Groups are diverse. People are many different identities that exist at the same time
Everyone has their own unique experiences of discrimination and oppression

UNIVERSAL EXPRESSIONS & 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

With focus on attention to detail and punctuality

ORGANIZATIONAL SKILLS



Involve maintaining an orderly workspace, meeting deadlines and communicating well with your team.

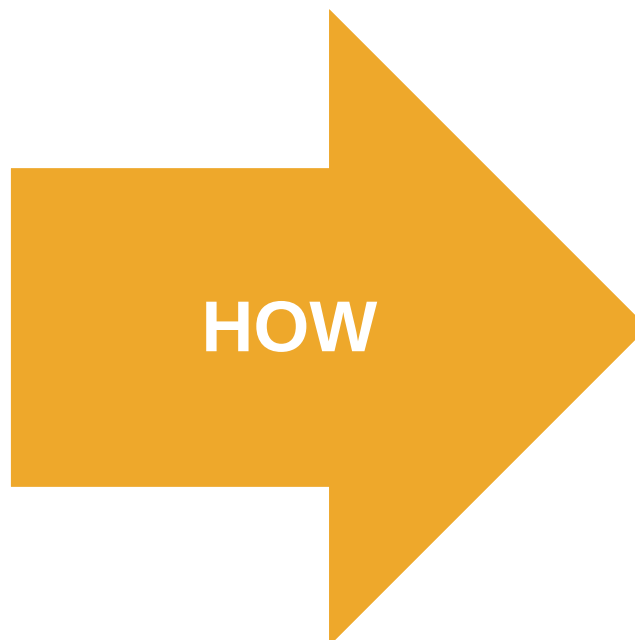
Ability to use your physical space, mental capacity and energy effectively and efficiently to reach the desired outcome



ATTENTION TO DETAIL & PUNCTUALITY



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



Get organized
Create lists
Set three to five tasks for each day

TIPS

- Be present and minimize distraction
- Take small breaks
- Focus on one task at a time
- Play focus-enhancing games
- Learn to meditate
- Download an app for organising yourself

3

ACTING IN SITUATION OF CONFLICT AND RESOLVING

Conflicts and constructive conflict management

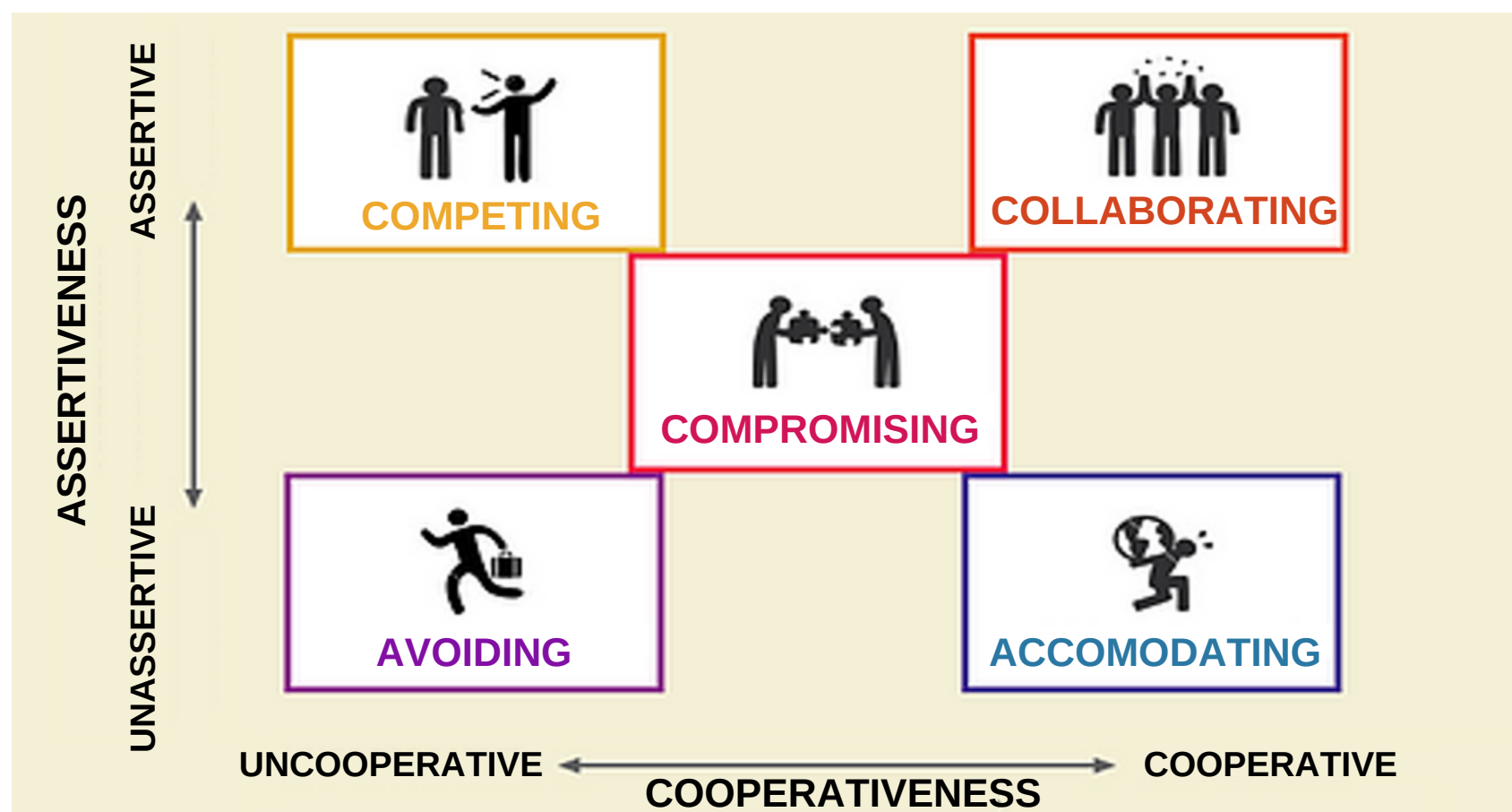
MEANING OF CONFLICT

- 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

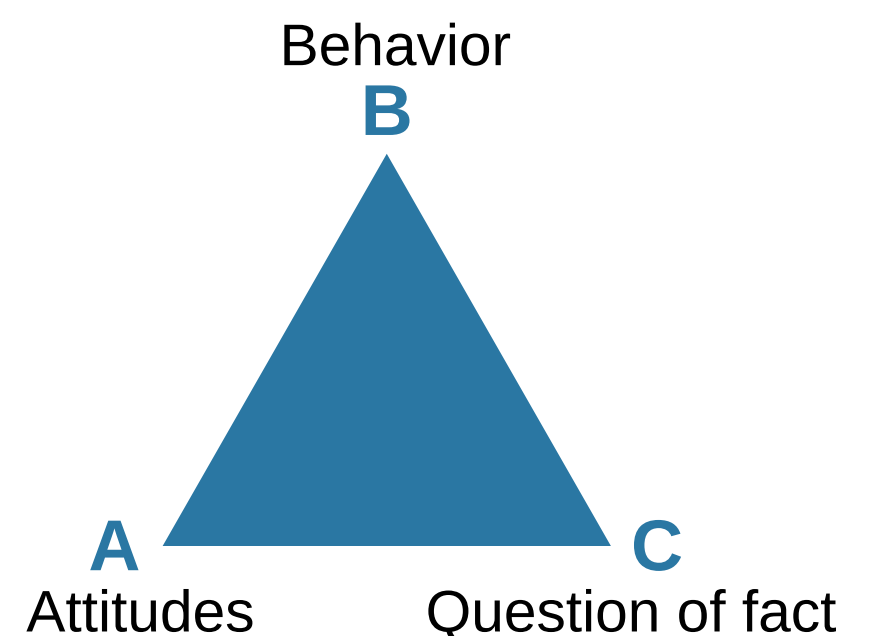
5 CONFLICT MANAGERMENTS STYLES



THE ABC MODEL

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

<p>CHOOSE PLACE AND INTEGRITY</p>	<p>LISTEN WITH ALL YOUR SENSES</p>	<p>CONCLUDE AND VALIDATE THE FEELINGS</p>
<p>It takes time and space to give emotional support, choose a place with integrity and not too many distractions</p> <p>Take time to create a good conversation and don't forget to adjust your tone in your voice to the situation</p>	<p>Keep eye-contact Listen properly Don't interrupt</p>	<p>Listen first and avoid giving your opinion too quickly</p> <p>Conclude what the other person told you</p> <p>Validate her/his feelings</p>

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

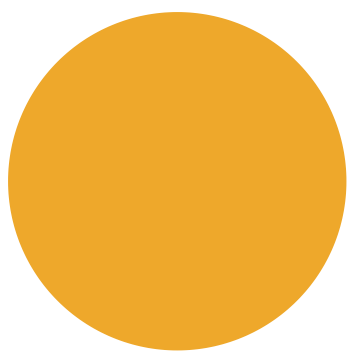
A smile, a hug or a look, can sometimes be the best support



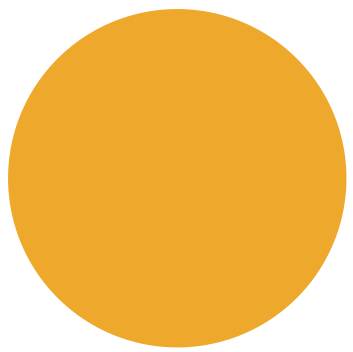
“Empathy is the ability to put ourselves in other people’s shoes. Based on the understanding of their situation, we can understand how they feel, how they think and why they behave in a certain way”

Personal agency & well-being

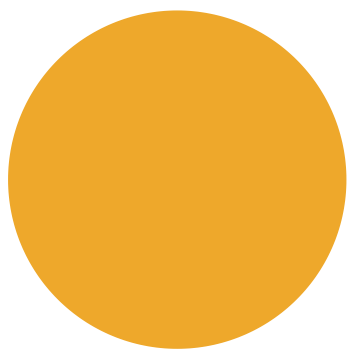
LEARNING OUTCOMES



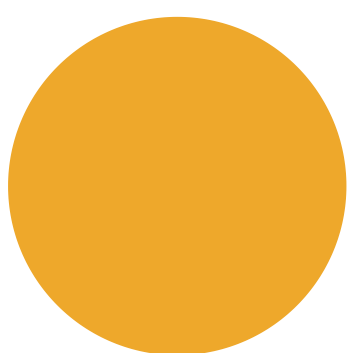
Learning how to **manage stress**



Learning how to **manage time properly**



Learning how to **prioritize the workload**



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

1

STRESS MANAGEMENT

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

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

Other suggestions

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
- Assertiveness
- Socialisation
- Self-care

But... Is stress our enemy?



Haven't we convince you? Check this [Ted Talk](#), subtitles available on the YouTube, which explains how to make stress your friend!

2

TIME MANAGEMENT

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

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



stress is closely related to lack of time

How to win the clock back? The GTD technique

Check the following [video](#) to know more about the Getting Things Done technique (GTD)

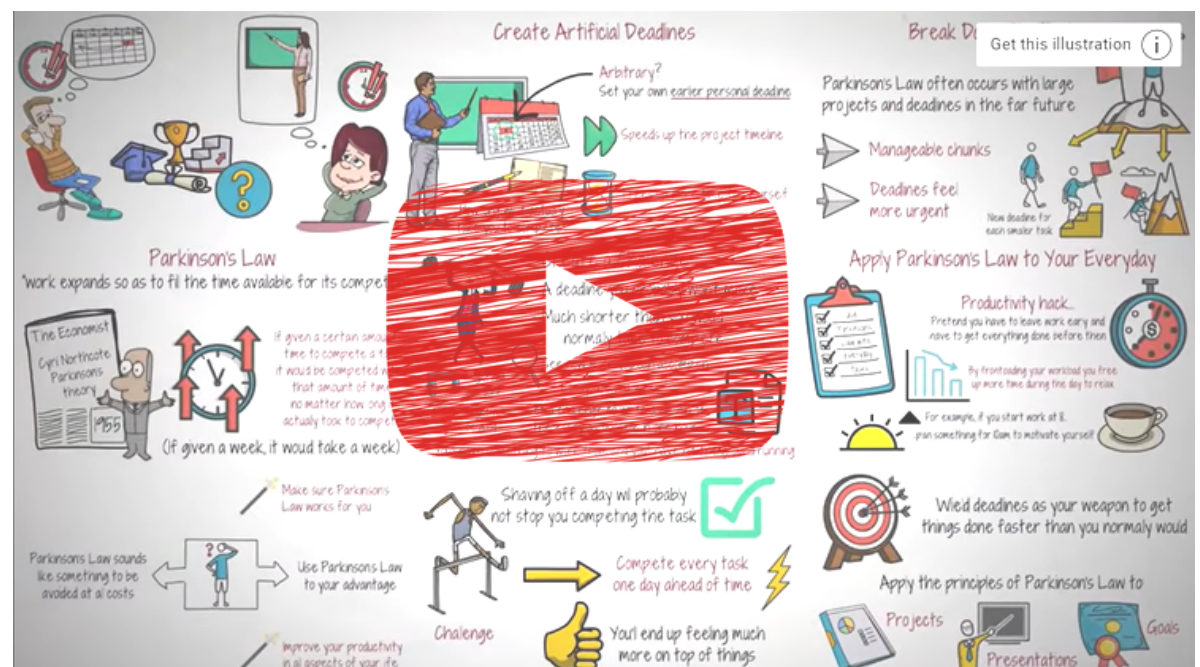


How to win the clock back? Pomodoro for all!

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?

- interruptions
- using your mobile phone
- Procrastinating

PRIORITIZING THE WOTKLOAD

Time vs yourself

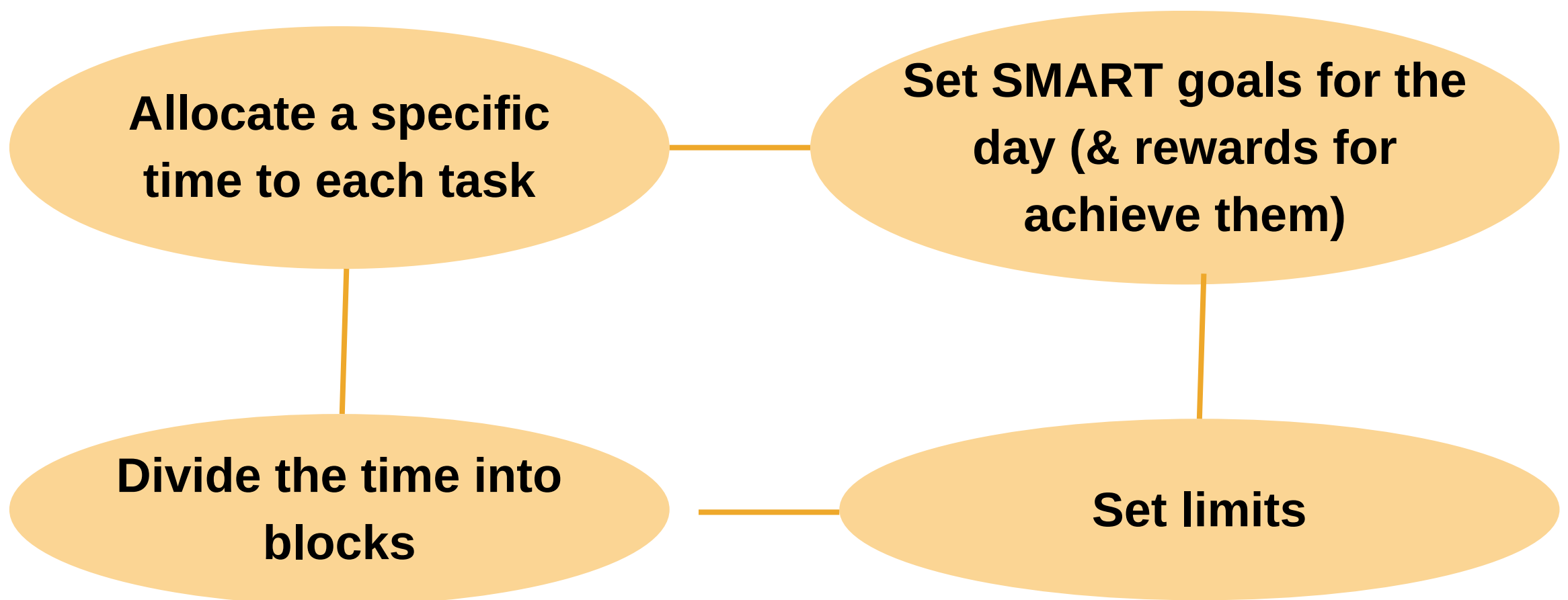
How to manage our workload? First, let's watch this [Ted Talk](#) with keys to handle organisation from a self-propose perspective!

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?



But... All of this for what?

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



EMPOWERMENT

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 [website in English](#) or watch this [video](#)

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 claim 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



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
- Be active in your learning as practicing a broad range of internal, external, mental, emotional and physical abilities
- Refrain claiming incapability to escape responsibility

End of

Basic nursing skills

Critical care skills

Protecting you and your clients from infections

Digital and administrative skills

Communication and relationships

Personal agency & well-being

**Want to learn more about
the DoCuP project?**

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