



## **REPORT**

# **“The methodology of testing and validation of the training model, in light of its integration in the accreditation system of home-care work”**

**HUNGARY**

**PRO-DOMO PROJECT  
REF. N.: LLP-LDV/TOI/09/IT/0456**



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## 1. VALIDATION OF THE TRAINING MODEL

### From training model to training curriculum

The ProDomo project aims to transfer the innovative aspects of the home care service accreditation system in the European countries involved in the project so to link them on the issue of the elderly. The research developed in Hungary revealed that home care services use registered caregivers, but families employ caregivers, who are not trained, not registered, they are informal caregivers. With the help of the ProDomo project it is designed that these informal caregivers will learn basic skills and knowledge, through which they will be able to assist the clients in a better and a more qualified way. The validation of the training model is part of WP 5, "Testing and transferability of the ProDomo accreditation system."

To implement this, special evaluation groups have been established. Evaluation groups include experts in vocational training, social and health facilities, members of local authorities, representatives of local service companies, representatives of voluntary associations whose targets are the elderly, disabled people and others who need home-care assistance.

The aim is to spread the model which has been developed and to validate it. A training curriculum has been designed for the identified target groups, which aims to meet the needs of those informal caregivers, who work in the home care services labour market and who need professional qualifications and mentoring.

## 2. EVALUATION GROUPS

After the meeting in Granada(Spain), where we defined the European training model, we decided to:

- work out the national curriculum for the target group in Hungary
- validate and integrate the European training model with the suggestions received from stakeholders

The meetings are opportunities to spread knowledge about the ProDomo project. We organized face to face meetings with the representatives of home care services.

The stakeholders groups are the following:

- home care services
- NGOs
- Local Red Cross Association
- Job Centres
- Local Government Social Services

Stakeholders have been involved through:

- telephone calls
- emails
- sending documentations
- showing PPT presentation of the ProDomo project
- the stakeholders questionnaire (MOD 17)

The stakeholder questionnaire is specifically designed for collecting suggestions and comments from stakeholders, with respect to the European training model and the training activities to be organized for informal caregivers.

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## 2.1 STAKEHOLDERS

	Organization
1.	Holistic Plusz Eü. Kft.
2.	Home care service
3.	Szatmári Betegápoló Kft.
4.	Home care service
5.	Demeter és Társa Bt.
6.	Home care service
7.	Felsőszabolcsi Betegápoló Kft.
8.	Sana Szolg. Bt.
9.	City Red Cross Association
10.	Job centre
11.	NGOs
12.	Local Government Social Service

## 3. OBSERVATIONS

### 3.1 THE ISSUE OF EDUCATION AND TRAINING IN THE FIELD OF INFORMAL CARE WORK

Do you think education and training is an important issue in the field of informal care work?
<p>The training is very important for the informal caregivers in order to provide high quality service. Our aim is that lay people should obtain higher knowledge in patient care, because they should be trained/skilled workers.</p> <p>Here are some of the most significant answers:</p> <p>Lay people do not have any professional practice for the assistance of the client/patient, with this training they will be able to learn the manual practical activities.</p>

### 3.2 TRAINING NEEDS

What do you think are the educational and training needs in the field of informal care work?
<p>The Hungarian language is not needed because this country does not have any immigrants, who would appear in the labour market.</p> <p>According to the stakeholders opinion the training program should involve:</p> <ul style="list-style-type: none"> <li>- moving/mobilization</li> <li>- feeding/nutrition</li> <li>- hygiene needs</li> <li>- emergency and safety environment issues</li> <li>- psychological and ethical issues</li> <li>- communication skills</li> </ul>

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### 3.3 DIFFICULTIES IN CARRYING OUT EDUCATION AND TRAINING ACTIVITIES

**What are the main difficulties to be faced in carrying out education and training activities and what suggestions do you have to address them (related for example to the methodology used, costs, time etc)?**

Our target groups members are family members and voluntary helpers who will learn the basic skills (basic nursing implementation skills) during the training and with this knowledge they will be able to help/support the clients/patients.

The target members do not want to pay any money for the training, because they are mainly unemployed people without any income. Our plan is the training will be free for the participants.

It will be very difficult to detect these lay people because they are not registered and even if they work, they do it illegally.

### 3.4 METHODOLOGY

**What do you think are the most successful methods in carrying out education and training activities in the field of informal care work?**

- Training courses tailored to carers' specific needs and best practices exchange
- Classroom training with group activities focusing on direct experience done in a simple and understandable way which takes into consideration the various education levels of informal home care givers.
- Distance learning (DVD, CD) along with classroom training with tutor/teachers working in nursing/health school.
- To show the movie from the home care. To show the movie from the old people help in his/her home.
- To combine the theoretical and practical training.
- Expert mentoring
- The basic nursing implementations should be shown and practiced in the demonstrational room

### 3.5 MOST APPROPRIATE TOOLS

**What do you think are the most appropriate tools in the performance of education and training activities in the field of informal care work?**

Older generations are not familiar with social networks. The most suggested tool is the DVD (with interactive movies) or the CD as they allow to balance life with time for work and training.

Computers will be available in the school for the participants.

**Do you think the use of social networks is important to deliver distance training in the field of informal care work?**

This training course widens the target group members' information/knowledge of the social networks  
The social network is important to get in contact with the informal care givers.

**Would you be willing to promote and publicize education and training activities in the field of informal care work?**

The stakeholders suggested the following ways to promote training activities:

- involving a large number of stakeholders
- using different means of the dissemination
- through public announcement
- promotional materials such as posters, brochures, emails
- by words of mouth
- through the voluntary associations working in similar areas
- by organizing meetings, conferences
- by publicizing the education/training in the family doctors' waiting room

### 3.6 COMMENTS AND SUGGESTIONS

**Comments and suggestions**

The involvement of families is important to make them feel supported and help them understand the importance of education/training for the informal caregivers and encourage them to participate in the training g activities.

Families need:

- training and information
- free support to family members
- financial support
- help desk and caregivers register

Our aim/plan with this training program is to bring the demands closer to the home care services supply.

### 4. FURTHER OBSERVATIONS

On the basis of data collected, the project working group has decided to include meetings for the informal caregivers in order to compare and exchange experiences.

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