

EXPLORING THE ROLE OF SOCIAL WORK IN UPHOLDING THE HUMAN RIGHTS OF OLDER PEOPLE IN CARE HOMES

**COVID 19 as a catalyst for change?
- Romanian Case -**

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ROMANIAN AGEING CONTEXT

Population

19,523,621 residents (2018);

Ageing

65+ 18.2%

ARE PEOPLE 50+ AGEING WELL?

SUBJECTIVE HEALTH STATUS (EUROSTAT 2018)

| Subjective health status | Austria | Germany | Italy | Slovenia | Finland | România |
|--------------------------|---------------|---------------|---------------|---------------|---------------|---------------|
| Excelent | 5,90% | 3,73% | 7,40% | 4,42% | 6,32% | 3,17% |
| Very good | 20,57% | 12,91% | 15,31% | 11,14% | 13,29% | 10,46% |
| Good | 35,25% | 40,50% | 33,61% | 41,77% | 40,02% | 37,07% |
| Good Enough | 28,23% | 32,14% | 34,01% | 28,46% | 33,10% | 24,67% |
| Weak | 10,05% | 10,71% | 9,67% | 14,21% | 7,27% | 24,62% |

LONG-TERM CARE (LTC)

- a complex field, defined and approached differently in the legislation in the field of **health**, **insurance** and **social care**.
- Long-term care - "care with a duration of more than 60 days" (law 292 / 2011)
- LTC is provided **at home, in residential centres, in day centres, at the home** of the person for whom the service is provided and **in the community**.

HOW LTC IS PROVIDED ?

ROMANIAN ELECTRONIC REGISTER FOR SOCIAL SERVICES

| | |
|---|--------------|
| Care Homes for the elderly | 691 |
| Respite center / crisis center | 4 |
| Sheltered housing | 12 |
| Day care and recovery centers | 41 |
| Day centers for socializing and leisure | 110 |
| Home care units | 288 |
| Social canteens | 139 |
| Community support services | 183 |
| Medical-social Residential Center | 70 |
| Palliative care Residential Center | 8 |
| Other Social services intended for other categories of vulnerable persons | 430 |
| Total Social services in 27 sept 21 (mmuncii.ro) | 1,976 |

SOCIAL SERVICES LICENCED BY THE MINISTRY OF LAB

Paliative care homes
0,2% (mmuncii.ro) (%)

Medical-social centers
4%

Integrated social
services in the
community

Social canteens
9%

Care homes for the
elderly
45%

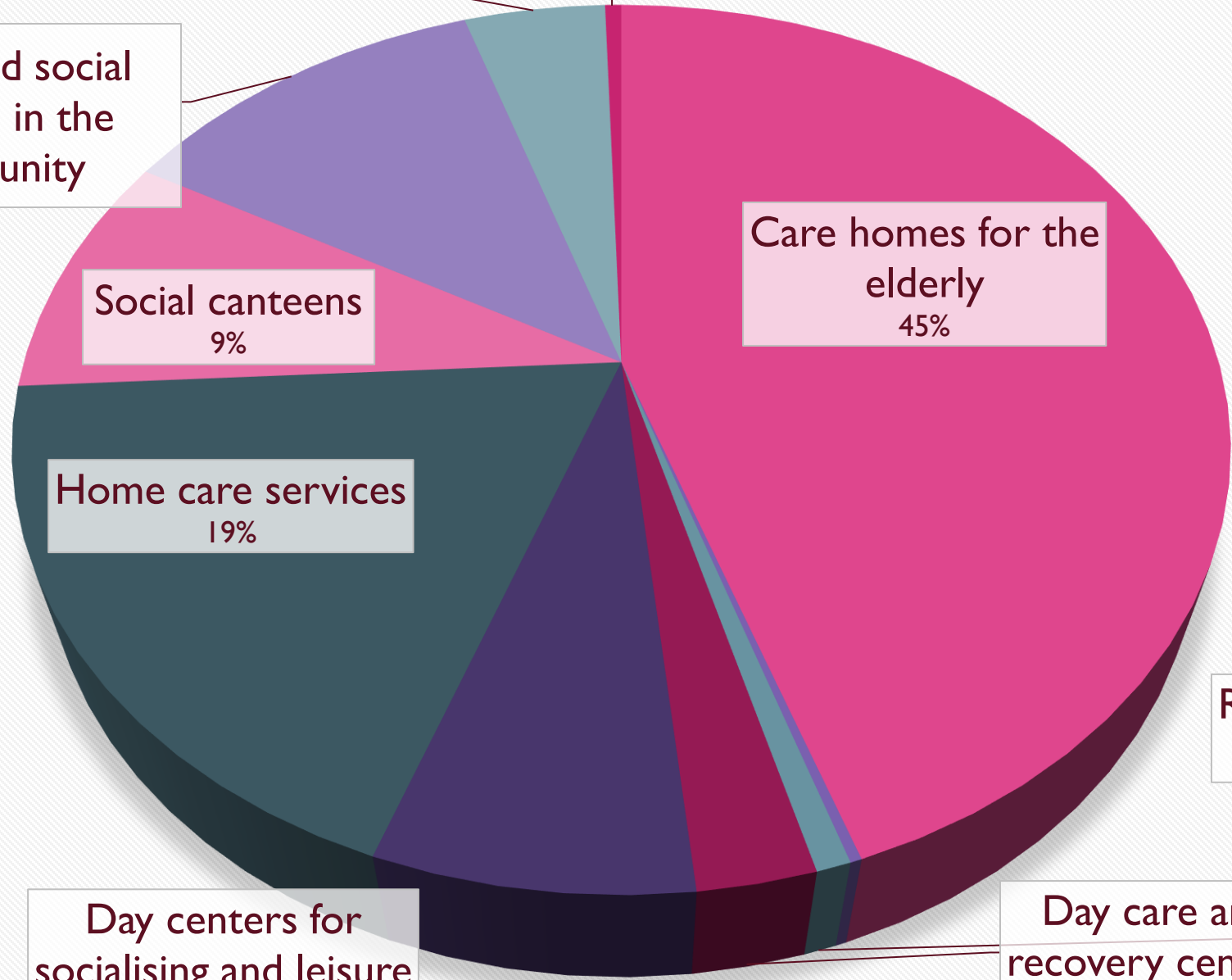
Home care services
19%

Respite / crisis centres
0,1%

Day centers for
socialising and leisure
7%

Day care and
recovery centers
3%

Sheltered
housing
1%



PAYMENTS/FEES IN CARE HOMES

By beneficiaries (<60 % from their income/pension)

- Public care homes – financially supported by the state
- Private care homes / for profit : all the costs are covered by the beneficiaries and their family.

Standard costs - for public services (2020)

CARE HOMES

- Independent person: 430 eur/month
- Semidependen: 560 eur / month
- Dependent person: 835 eur/month

HOME CARE

- 6 eur/hour, at least 20 hours/week.

REHABILITATION CENTERS FOR ADULTS WITH DEFICIENCIES 1200 eur/month

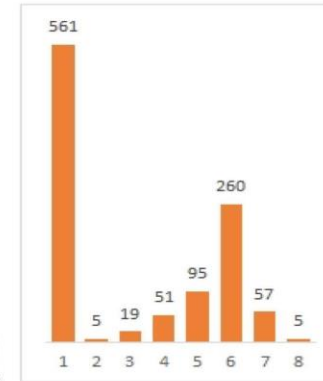
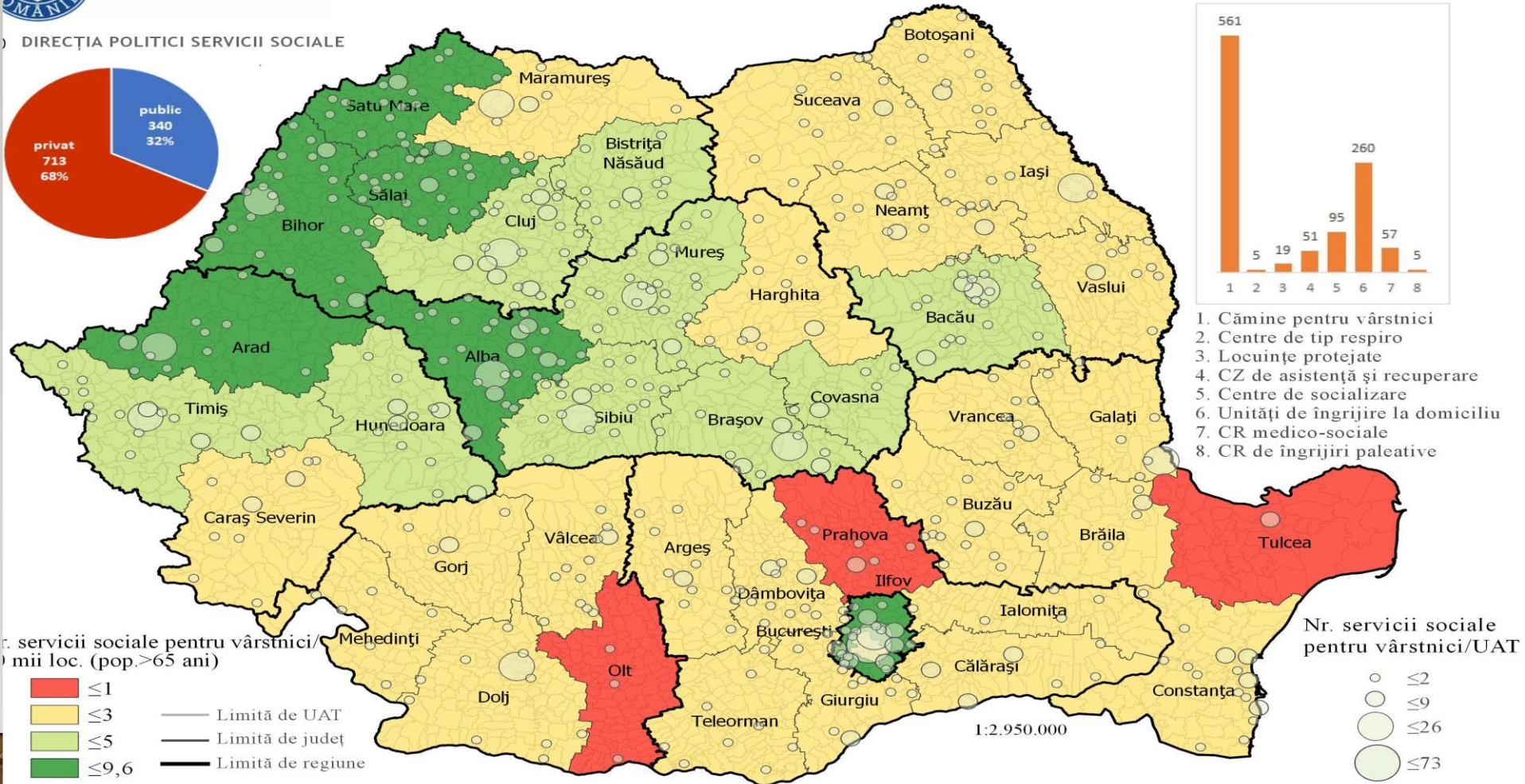
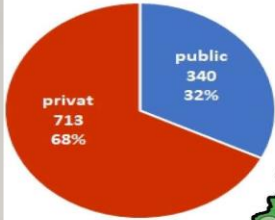
REGIONAL IMBALANCE OF CARE SERVICE DISTRIBUTION



MINISTERUL MUNCII
ȘI PROTECȚIEI SOCIALE

Distribuția serviciilor sociale pentru vârstnici licențiate până la data de 4.05.2020

DIRECȚIA POLITICI SERVICII SOCIALE



1. Cămine pentru vârstnici
2. Centre de tip respiro
3. Locuințe protejate
4. CZ de asistență și recuperare
5. Centre de socializare
6. Unități de îngrijire la domiciliu
7. CR medico-sociale
8. CR de îngrijiri paleative

QUALITY OF CARE – QUALITY STANDARDS OF SOCIAL SERVICES (ROMANIAN GOV.DEC. 29/2019)

MODULES

1. ACCESSING THE SERVICE
2. EVALUATION AND PLANNING
3. HEALTH AND SOCIAL SERVICES
4. LIVING ENVIRONMENT
5. RIGHTS AND ETHICS
6. MANAGEMENT AND HUMAN RESSOURCES

HUMAN RIGHTS AND HUMAN RESSOURCES IN CARE HOMES



ADEQUATE HUMAN RESOURCES MANAGERS

Challenge

- Different level of studies
- **Multiple nominations** (manager, director, chief of ...)
- **The need for complementary training** of residential centre managers in the field of social services.

Solutions

- **New dynamic training / academic offer**

(Project: MODIFICATION OF THE EDUCATIONAL MODULE - E.D.E. CERTIFICATE FOR PROVIDERS OF LONG TERM CARE FOR SENIORS (EAN and partners, 2018-2021)

Legal solution (2015):

- **Higher education + Experience** in the field
- **Specific nominations**

CHALLENGES

FACED BY THE COORDINATORS OF CARE HOMES (E+ PROJECT, FOCUS-GROUP, RO, APRIL-MAY 2019)

- dysfunctional relationships with medical institutions;
- insufficient medical staff and specialized personnel;
- issues regarding the licensing and functioning of services for the elderly.
- comparative analysis of services provided in public and private institutions;
- employment and training of the human resource in the public system of social assistance services;
- involvement of the state in supporting NGOs that provide care services for the elderly;
- unstable and inconsistent legislative framework;
- the impossibility of contracting some medical recovery services.

CHALLENGES KNOWLEDGE AND SKILLS NEEDED BY FACILITY MANAGERS

- ability to understand the legislative framework;
- the ability to make decisions in situations where it does not have sufficient resources;
- ability to communicate with employees / subordinates;
- ability to understand the needs of customers;
- communication with beneficiaries and legal owners;
- skills in staff training;
- the ability to attract different types of resources;
- availability of learning;
- motivation;
- flexibility etc.

SOCIAL WORKERS IN CARE HOMES

In order to be licenced and accredited, each care home (public or private)
have to have at least one social worker

SOCIAL SERVICES OFFERED IN CARE HOMES

- Personal care
- Health and social care
- Surveillance
- Psychological counseling and emotional support
- Accommodation (indeterminate)
- Food preparation
- Cleaning
- Medical recovery
- Socializing activities
- Administrative support

(GD 867/2015)

SOCIAL WORKERS IN RELATION TO CARE HOMES - COVID 19 EXPERIENCE -

General feed-back from social workers

- ALL CRISES STAGES
- OVERUSE
- FAMILY STRESS (leaving homes the care homes for 2 weeks)
- EASTER HOLIDAYS IN THE CARE CENTER
- TESTING, TESTING
- PROFESSIONAL SUPPORT

(National College of Social Workers – the professional body)

Relation with the beneficiaries

Less COVID 19 deaths in CH in RO

- CARE WITH / FOR DIGNITY
- CONNECTEDNESS
- INFORMING AND SUPPORT
- ACCESS TO HEALTH SERVICES ASSURED
- HUNDREDS OF CALLS TO THE FAMILIES, RELATIVES
- RIGHT TO (GOOD) LIFE (shopping, medical papers assured by a driver)

SOCIAL WORKERS IN RELATION TO ORGANISATIONS

- COVID 19 EXPERIENCE -

RELATIONS IN THE ORGANISATIONS

- BETTER RELATIONS WITH PEERS DURING THE 2 WEEKS SPENT IN THE CARE HOME
- SHARING THE RESPONSIBILITIES AMONG PROFESSIONALS
- HELPING EACH OTHER (A FAMILY)

RELATION WITH OTHER INSTITUTIONS

- MORE ADMINISTRATIVE WORK
- DAILY REPORTS TO 1-3 DIFFERENT INSTITUTIONS
- HUNDREDS OF CALLS TO OTHER INSTITUTIONS

HOW THE BENEFICIARIES COPE WITH THE PANDEMIC TIMES

- HARD TO ACCEPT / UNDERSTAND THE MEASURES
 - MORE ACTIVITIES NEEDED TO RUN TOGETHER IN GROUPS
 - DIALOGUE WITH STAFF
-
- LEARNED TO USE NEW MEDIA; VIDEO CALL WITH THEIR FAMILIES
 - LEARN TO ORDER / SHOP ONLINE
 - PHYSICAL ACTIVITIES

COVID 19 as a catalyst for change?

FOR SOCIAL WORKERS

- A VERY HARD TIME
- THE PROFESSIONAL REQUIRMENTS - A HIGH COST
- A GOOD OPPORTUNITY FOR SELF KNOWLEDGE
- A CONTEXT TO TEST THE PROFESSIONAL SKILLS
- COUNSELING AND SUPPORT IS NEEDED!

SOLUTIONS FOR FUTURE LTC: NEW POLICIES PROPOSALS TO THE ROMANIAN INVOLVED MINISTRIES

Action 1. Implementing a national programme for increasing awareness about the factors that determine health status throughout life.

Action 2. Establishing a national programme for the regular evaluation of the health status of adult citizens.

Action 3. Funding services for supporting active life and healthy ageing .

(ours, in the frame of the project: **METHODOLOGY FOR CONTINUE MONITORING OF THE CARE QUALITY IN LONG-TERM CARE INSTITUTIONS, MINISTRY OF LABOR, CONTRACT PSCD MMJS NR. 3677/28.09.2018)**

(Soitu, 2020; Soitu&Matei, 2020)

SOLUTIONS FOR FUTURE LTC: NEW POLICIES PROPOSALS TO THE ROMANIAN INVOLVED MINISTRIES

1. Institutional long-term care working mechanisms in Romania

2. A law for structuring the long-term care system

3. Funding the LTC services

4. The long-term care insurance

(ours, in the frame of the project: **METHODOLOGY FOR CONTINUE MONITORING OF THE CARE QUALITY IN LONG-TERM CARE INSTITUTIONS, MINISTRY OF LABOR, CONTRACT PSCD MMJS NR. 3677/28.09.2018)**

(Soitu, 2020; Soitu&Matei, 2020)

THANK YOU!

MAY HAVE PEACE, HEALTH AND WELL-BEING!

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