

Grundtvig Learning Partnership

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life after care



Education and Culture DG

Lifelong Learning Programme

Grundtvig Learning Partnership:

- **Sofia (project co-ordinator)**, is a social cooperative working in residential care services and community programs to support elderly and their professional and family carers
- **Arco** is a group of professionals skilled in psychosocial intervention, who, since 1996, has been working as a consultation, training and community based Agency in Emilia Romagna Region, north east of Italy.
- **Athens Alzheimer's Association** is a non-profit organisation founded in 2002 by dementia patients' relatives, doctors, psychologists and other health professionals interested in Alzheimer's disease.
- **Care Alliance Ireland** is the National Network of Voluntary Organisations supporting Family Carers.
- **Carers UK**, a national charity based in the UK, was established in 1965. It is both a campaigning and advocacy organisation and provider of services to carers and professionals working with carers.

Focus on the transition to post-caring



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- There are an estimated **100 million carers** in the **EU**
- Carers are at risk of **financial, health** and **social burden**
- Carers are at risk **not only when caring**, but **when caring comes to an end**
- Former carers can face significant barriers to re-engaging with society
- Many do not recognise the skills they have gained through caring



Life After Care aims to promote ways in which former carers can be supported to take steps towards a new life:

- **Recognising** and **enhancing** skills and experience gained through caring
- Promoting their transfer in three areas:
 - (re)entry into the formal labour market
 - Volunteering in community services
 - Involvement in carer support



Planned outcomes

1. An **overview report** on caring and post-caring in Europe
2. A **handbook** to support the **transition to post-caring**
3. A **final report** of results
4. A **Carers Day** to be promoted in **Italy** and **Greece** to raise awareness of carers issues and promote project findings

Skills development in the caring experience

Behavioral Event Interviews in Italy and Greece: A comparative analysis



Aim of the study

- To collect information concerning carers' skills and to remark the ways through which these competences are acquired
- 18 semi structured interviews were conducted:
 - Sofia interviewed 7 carers in the district of Carpi
 - ARCO interviewed 5 carers in the Forlì – Cesena area
 - Athens Association of Alzheimer's Disease interviewed 6 carers in Athens
- All former carers had ended the caring experience for at least 2 years
- Aged 35-70 years old
- Interviewees were both men and women who provided care to a relative or a friend
- The identification of skills acquired by carers during the caring experience is based on the method of the **behavioural event interview (BEI Method)**

Behavioural-event Interview

A behavioral interview is a structured interview that is used to collect information about past behavior.

A behavioral interview attempts to uncover your past performance by asking open-ended questions.

Each question helps the interviewer learn about carer's past performance in a key skill area

Star technique:

- What was the **S**ituation in which you were involved?
- What was the **T**ask you needed to accomplish?
- What **A**ction(s) did you take?
- What **R**esults did you achieve?

Example of questions / BEI Interview

Part 1 - Explore how the person became a carer. Most significant steps and most important changes in individual biography.

Which was your caring experience? What kind of problem / disease your relative had? How was the course of the illness?

When did you start thinking that assistance might have been a commitment? Is there a specific episode that made you think: "it's my turn now!"

Could you divide the period of assistance in significant steps?

Part 2 – Explore the caring experience with BEI Method. Which were the most significant tasks of your caregiving experience? Could you please make a list?

- Which had been the most critical events?
- Which was the situation? Who was involved? What did you think / feel / do in that situation? What did you want to do / or what were you motivated to do? What did you actually do?
- Could you please tell me one or more episode in which you felt particularly effective?
- Which was the situation? Who was involved? What did you think / feel / do in that situation? What did you want to do / or what were you motivated to do? What did you actually do?

| Cluster | Skill |
|------------|------------------------------|
| ACTION | Achievement orientation |
| | Efficiency orientation |
| | Initiative |
| | Information seeking |
| | Concern for order |
| HUMAN HELP | Interpersonal understanding |
| | Customer Service Orientation |
| IMPACT | Influence |
| | Persuasion |

| | |
|--------------|---------------------|
| ORGANISATION | Team work |
| | Perseverance |
| | Credibility |
| | Team Leadership |
| COGNITIVE | Conceptual thinking |
| | Expertise |
| | Problem solving |
| | Concern for quality |
| EFFICACY | Flexibility |
| | Self control |
| | Self confidence |

Spencer, L.M, Jr & Spencer, S.M (1993). *Competence at work: Models for superior performance*. New York Wiley

A competency is a capability or ability (Boyatzis, 1982, 2008)

Which had been the most critical events? Which was the situation? Who was involved? What did you think / feel / do in that situation? What did you want to do / or what were you motivated to do? What did you actually do?

“There was only one critical event. I had hired a Philippines woman because of her good references. While I was away, my wife had fallen down. I had no clue why that had happened. When I was home, she had never fallen down and I was surprised about that incidence. We visited hospital and that was bad for the course of the disease. Everything that we had succeeded shattered and we had to start from scratch again. Another time, I remember I had hired another woman as paid carer, and coming back from work, I saw my wife was tied on the chair in order not to fall down. I fired her. I would like to be able to hire a woman who feels her as a close relative “

Concern for order, problem solving, team work

Could you please tell me one or more episode in which you felt particularly effective? Which was the situation? Who was involved? What did you think / feel / do in that situation? What did you want to do / or what were you motivated to do? What did you actually do?

“I felt effective especially the period of last three months because I was able to stand by my daughter, myself and my husband. Although, I was unable to do anything to help him. I understand that it was not in my hands. I made everything possible. I don’t remember any incidence that I could not cope with”

Self control, self confidence

At the end of this experience, what do you feel you have learnt? Both in terms of feelings then concerning skills and knowledge? Which of these aspects you have used / you think can be useful in your life nowadays?

“... You learn a lot. I learnt that you have to give others and not only take from them. You should never stop give others. I would like to transfer this knowledge to other carers. I would like to support them and give advices in order to help others”

Interpersonal understanding, costumer service orientation, expertise

How do you feel you have changed?

“I became a better person. Because of this experience you learn to be conscious to others. I became more sensitive. I felt motivated for volunteering in order to help other women who were in the same situation as I”

Interpersonal understanding, costumer service orientation, expertise

Results

| CLUSTER | SKILLS | Interviews SOFIA | | | | | | | Interviews ARCO | | | | | Interviews ALZHEIMER ASSOCIATION | | | | | | |
|---------------------|------------------------------|------------------|----|---|-----|----|----|---|-----------------|---|----|----|-----|----------------------------------|---|---|---|---|---|--|
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 | 6 | |
| ORGANIZATION | Team work | X | | X | X | X | | X | | X | X | XX | | | | | | | | |
| | Perseverance | | | | XXX | | | | | | | | | XX | | | | | | |
| | Credibility | | | | | | | | | | | | | | | | | | | |
| | Team Leadership | | | | | | | | | X | | | | | | | X | | | |
| COGNITIVE | Conceptual thinking | | | | X | | | | | | | | | | | | | | | |
| | Expertise | | | | | | | | | | | | | | | | | | | |
| | Problem solving | | | X | X | XX | | | X | | X | X | | | X | | | | | |
| | Concern for quality | | | | | X | XX | | | X | X | | XXX | | | | | | | |
| EFFICACY | Flexibility | X | | | X | | XX | | | | | | XX | | | | | | | |
| | Self-control | X | X | X | XX | | | X | | X | XX | X | | | X | | | X | X | |
| | Self confidence | | XX | | X | | | | XXX | X | | X | | | X | | | | | |
| | Concern for the organization | | | | | | | | | | | | | | | | | | | |
| TOT DETECTED SKILLS | | 5 | 5 | 7 | 11 | 6 | 7 | 4 | 4 | 6 | 5 | 6 | 3 | 2 | 6 | 1 | 4 | 3 | 3 | |

- The variety of indentified competences indicates the several ways in which the role of carer is captured. There are a variety in carer's profiles and are influenced by cultural dimensions, gender, education and financial status of the carer
- Carpi and Athens have the same rank of cluster coverage (with “action” and “human help”), while Cesena's interviews are quite different, with a prevalence of “cognitive” and “efficacy”.
- “impact” is the less detected cluster .
- The most detected skills from the three groups of interviews are **initiative, interpersonal understanding, customer service orientation and self control.**

Thank you for your attention!



CARERS UK
the voice of carers



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