



Analysis Activities

Against Violence in Elderly Care

FNAQPA

France

Synthesis of the activities

- ▶ First national focus group : 30 / 10 / 2020
- ▶ Second national focus group : 15 / 01 / 2021
- 7 representants of two nursing homes
- 1 representant of one care home service
- 2 trainers
- 4 representants of FNAQPA

The two focus group aimed at writing the 2 survey's items

- ▶ Questionnaire intended for social workers : July - August 2021
- Sample of 46 workers by mail and interviews
- ▶ Questionnaire intended for executive manager : July - August 2021
- Sample of 10 executive managers by mail and interviews

Questionnaire intended for social workers

- ▶ The power point presents the most important trends issued from the survey

About the frequent violence experienced

- ▶ 72 % violence from employees toward clients
- ▶ 72 % violence from clients toward employees
- ▶ 52 % violence from clients toward clients
- ▶ The most important origin of violence is **inappropriate behavior from employee** (63%) **then inappropriate behavior from client to relative** (53%), **lack of workforce** (53%), **loss of meaning** (53%) and **lack of knowledge** (53 %)
- ▶ The most frequent situations in the resident's daily life when violence might occur are **wake up** (63%) and **nursing** (54%)

About Attitudes

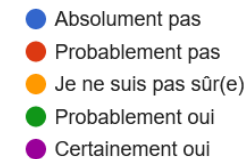
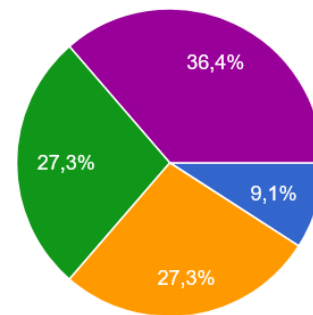
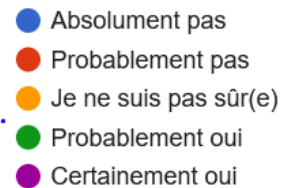
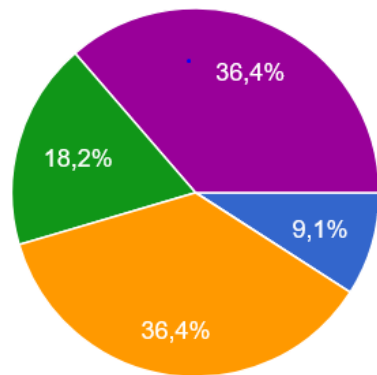
- ▶ 63 % of sample think **rather yes and definitely yes** to be able to intervene into conflict, when it looks like it will be ended by violence and 45 % when it is already underway
- ▶ 72 % of sample think **rather yes and definitely yes** to intervene if they are witnesses of verbal violence by one of colleagues toward clients. Nobody answered rather or definitely not.
- ▶ 82 % of sample think **rather yes and definitely yes** if they are witnesses of violence by client's relative towards him/her. 90 % of sample think **rather yes and definitely yes** if they are witnesses of violence by client toward other client
- ▶ Nevertheless, for 36 %, dealing with a violent situation, is **difficult**
- ▶ 72 % of sample wants to discuss suspicions with the colleague first, thereafter she/he decides if it is right to inform superiors
- ▶ 54 % of sample think the victim should definitely get help and support

About rules of the facility

- ▶ 36 % answered, yes, rules are existing and 18 % answered no rules >> due to a lack of communication ?
- ▶ And only 36 % of them think that rules are useful.
- ▶ Nevertheless 55 % answered definitely yes about the rules after violence conflicts

About Culture of facility

- ▶ **53 %** usually discuss in their work teams about violence conflicts (definitely yes and yes) (number 1)
- ▶ **50%** is sure to get support from superiors and colleagues if they become a victim of violence behaviour (number 2)



About educational needs

- ▶ 54 % of the sample thinks **good**, about preparation to deal with violent situations, whereas 27 % thinks **not sure** and 18 % **a little**
- ▶ The most important educationnal needs are :
 - **How to act in a conflict, when client start behave violently to you**
 - **How to understand the problem of violence in elderly care and what are their types**
 - **What is correct professional approach in terms of violence**

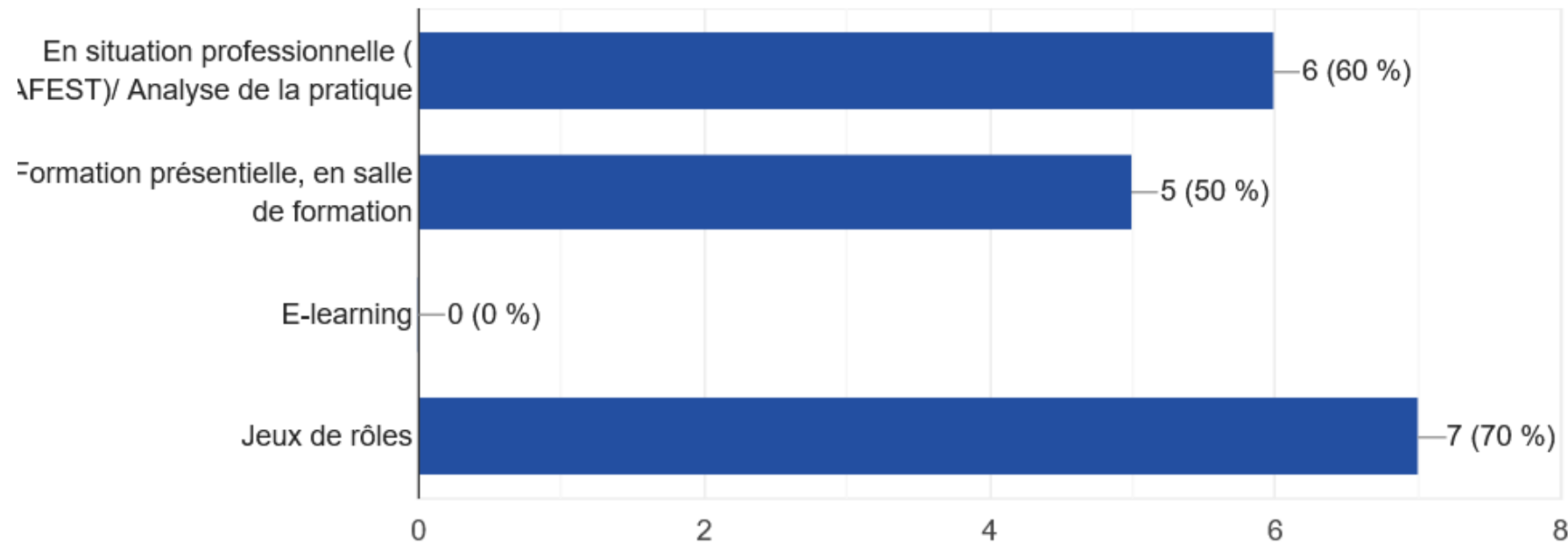
Questionnaire for manager

- ▶ The power point presents the most important trends issued from the survey

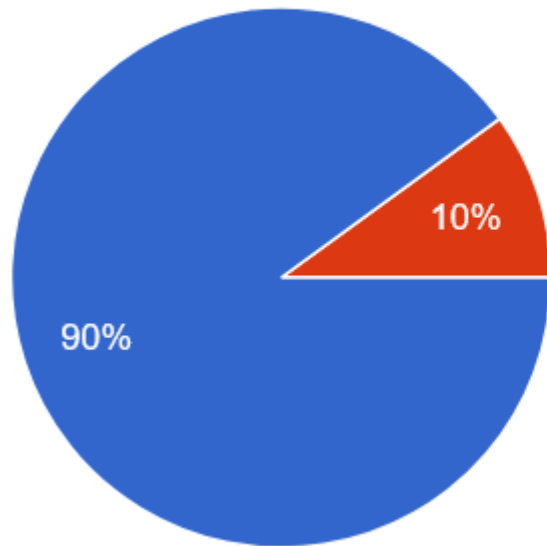
Most important trends

- ▶ **70 %** of the sample keeps track of violence in their organisation (40 % rather yes and 30 % definitely yes)
- ▶ **50 %** have prevention tools to prevent violence incidents
- ▶ **100 %** of the managers has done any training about violence in the last three years (between 50 % and 100 % of the staff)
- ▶ **90 %** answered that staff possess not sufficient relevant knowledge and information about detecting and handling violence
- ▶ **Only 20 %** think it's better to train manager and executive manager at first and **only 30 %** think it's better to have separate training sessions according to professional categories.

Good method of a training programm : Role playing



And the programm should include a subsequent implementation support for participant



- Oui
- Je ne suis pas sûr(e)
- Non

About educationnal needs

- ▶ The most important educationnal needs for workforce are :
 - Violence behaviour of employee towards clients
 - Legal consequences of violent behaviour. Legal responsibility of the aggressor, employees and organizations
- ▶ The most important educationnal needs for management and executive management are :
 - Violence in terms of values and ethics
 - Recognize violence behaviour and identifying risky situations
 - Legal consequences of violent behaviour. Legal responsibility of the aggressor, employees and organizations
 - Referring about violence, rules for staff and management
 - Prevention tools

The target group for the training and how many lessons should this training content

- ▶ Three target group : Care givers and nurses, cleaning staff, management, with a most important training content for care givers and nurses (3 days instead of 2 days)