

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

Questionnaire intented 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 inappopriate 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 occure are wake up (63%) and nursing (54%)

About Attitudes

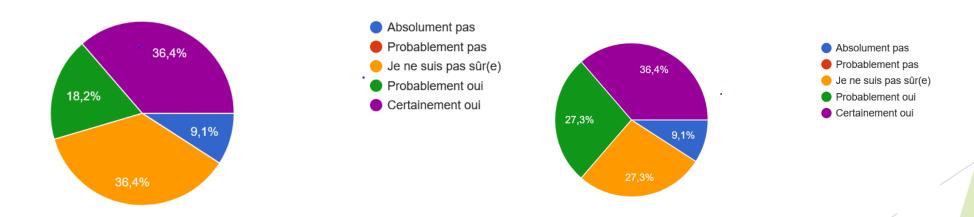
- ▶ 63 % of sample think rather yes and definitely yes to be able to intervene into conflict, when it looks like it will be ended by violence and 45 % when it is already underway
- ▶ 72 % of sample think rather yes and definitely yes to intervene if they are witnesses of verbal violence by one of colleagues 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 >>dued 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 o 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

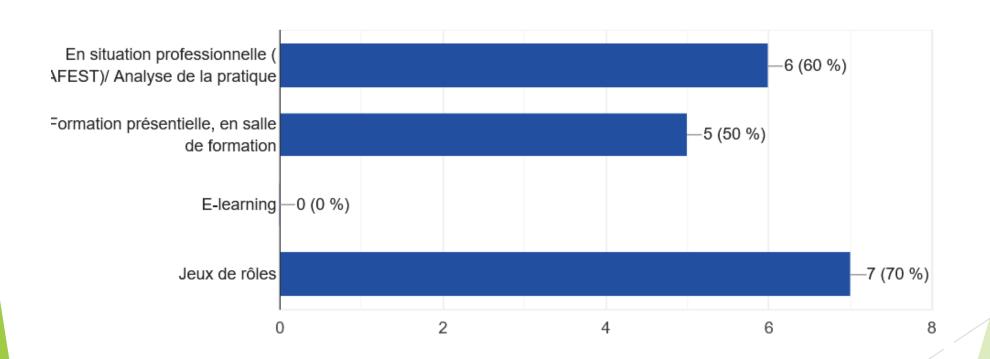
Questionnaire for manager

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

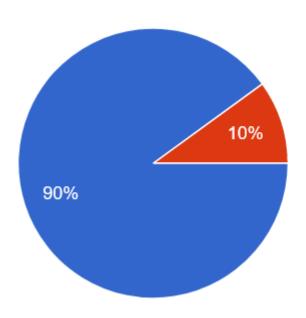
Most important trends

- ▶ 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





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)