



I. Project News

■ Transnational meetings

From the 13th to the 15th October 2014 was organized the third transnational meeting of WeDO2 in Athens, Greece.

The meeting was an excellent opportunity to share the results of the first training sessions, which were overall very positive. The main lessons learned from the trainings were that:

- The use of image and some videos is an excellent way to make people talk on quality of care, bad care and elder abuse; time for exchange was appreciated by the participants.
- One of the videos shown during the training sessions (Ada) was withdrawn from the training package because it impacted negatively the discussions (people were shocked, did not understand the purpose of the video, and wanted information on privacy rights)
- The trainings need to be adapted to the national/local context to be more effective. Trainers should ask participants for own experiences and examples.
- The trainings took longer than expected.
- Groups mixing different generations as participants, but also as trainers proved to be very positive in working on stereotypes on older people
- Usually the groups expected a follow up, a product out of the training session.



The partners are now working on a second training tests session. They are also building a guide including all lessons learned and tips for the delivery of the training.

Our Austrian partner Bernhard Hofer kindly prepared videos based on pictures taken during the transnational meeting. You can see them at the following link: <http://wedo.tttt.eu/wedo2-meeting-and-visits-athens-october-2014>.

■ Study visits

The study visits are part of the learning experience. They create a space for creative and innovative ideas, and offer a wide diversity of knowledge and experience on what can be meant by 'good quality care'.

- **Third study visit: Neos Kosmos friendship club and Nestor Psychogeriatric Association in Athens (Greece)**

After the transnational meeting, the partners had the opportunity to meet local actors working on quality of care and wellbeing for older people. The first visit took place in the **Neos Kosmos friendship club**. [Friendship Clubs](#) operate on a neighbourhood level and offer services to senior citizens. The Friendship Club program includes creative pursuits, occupational therapy,



physiotherapy, cultural venue visits, artistic endeavors, day trips and walking tours. Friendship Clubs seek to familiarize senior citizens with the problems of old age, assist them in adapting to the new conditions of life and co-existing harmoniously with younger people, as well as provide a supportive environment, particularly for those who have insufficient financial means or family members to take care of them. Additionally, they can be informed on issues that affect them via special schemes. These include programs on the prevention of road accidents and drowning, as well as Alzheimer's disease. Twenty-two Friendship Clubs operate in Athens. Along with the addition of new Clubs in recent years, improvements are being made at existing clubs and to services available to seniors, which encompass staff training, in association with universities and relevant agencies. In line with this philosophy, Friendship Club social workers and "Help at Home" scheme staff took part in a special training program run by the Pain Alleviation and Counselling Care Unit on the management of patients with chronic or life-threatening illnesses. Apart from the continued training of staff, this cooperation includes case referrals for specialized counselling. Friendship Club personnel comprise social workers, physiotherapists, nurses, administrative employees, technicians and auxiliary staff.

The second part of the study visit took place in the **Nestor Psychogeriatric Association**. Antonis Mougias presented the [Association](#) and its different services. Participants were also presented the help at home program of Nestor Psychogeriatric Association which addresses people who suffer from dementia and their caregivers. The program belongs to non-pharmacological interventions in dementia.

■ WeDO Belgium meets China

Monday 22nd of September 2014 Liesbeth and Sofie, the Belgian (Flanders) partners of the VUB tested the train the trainer modules on Chinese care professionals that provided education to future nurses. They follow a three months course program about quality care at the University College of Leuven.

The picture activity of the vision module was a really good start. Liesbeth and Sofie noticed that although the learners were of another culture, they gave similar answers to questions about quality care. For them quality care has to be "warm and comfortable" and aim at "happy people". Furthermore the participants concluded that freedom and feeling at home are also important elements of good care. The pictures proved to be culture-proof. After the pictures, the Eustacea rights and WeDO principles were explained to the participants by starting with a fun quiz. The Chinese participants were for instance surprised about the number of older persons in their country, and appreciated the focus on rights and responsibilities. To end the training a short version of the WeDO discussion carrousel was done. The participants choose to discuss about how China could improve the affordability of care and gave several suggestions how the government could do this (e.g. more focus on primary care). Overall the participants were very enthusiastic about the training and indicated they were going to use the knowledge and new skills in their teaching to nurses in China.

In doing this try-out we discovered some points of importance such as adapting your quiz questions to your audience and that the strength of the training is situated in a strong



interactive methodology: asking and keep on asking and linking the training to the learners' own experience.

■ WeDO Austria launches a video 'Violence on the elderly has many faces'

The video gathers personal stories and testimonies to show the many faces of violence against older people. The video can be watched at: <http://wedo.ttp.eu/violence-against-elderly-has-many-faces>.

WeDO Austria also developed a dedicated website on WeDO, with a lot of information on the topic of quality care and elder abuse. See: <http://wedo2austria.wordpress.com>.

■ WeDO Netherlands tests the trainings with clients councils

On behalf of LOC (Voice in HealthCare), Henk Smets and Jose Broers, tested the module 'quality of life of older people'. *'This module gives a structural focus on the quality of life of older people. During our meeting in Eindhoven, the discussions went from ethical questions on clients in long term care, to the awareness and importance of working, thinking and acting out of the clients past, present and future. The participants enjoyed being able to discuss about quality of care, not based on policy documents, but in conversation and partly based on the pictures and the movies, which were developed during the WeDO2-meetings in Brussels and Bonn. The participants experienced that having discussions with clients and there family and/or carers about quality of care this way, will enable people to really bring out what they feel and want.'*



Demand-oriented and experimental quality of care and dignity of life are issues that continuously require attention. At the meeting in Eindhoven, the suggestion was made to possibly add a module on *Feeling welcome and heard*. In one word: *hospitality* and to add a module on *professional care from clients point of view*.

There are currently several developments and changes in the Dutch long term care system, and members of client councils are currently very busy in their own organisations, care homes or homecare organizations. To them, it is important that the quality of care within their own organization meets the standards and improves where desirable and possible. And LOC will continue to support them where possible.

The full article on the WeDO Dutch activities is available [here](#).

■ WeDO Belgium tests the trainings with older volunteers

The Belgian (Walloon) partner Espace Senior tested part of the training on module focused on elder abuse, enabling discussion and exchange between participants on that topic. The session included a presentation of the European Charter of the rights and responsibilities of older people in need of care and assistance. Participants asked whether any data on the link between



reduced financial means and elder abuse in care homes exist (i.e. understaffed retirement homes would lead to more abuse). Thus, participants suggested adding a section explaining abuse arising from dysfunctional organizations. The group also stressed the fact that while emphasis was on how to detect abuse, little was said on how to prevent it or how to handle an abuse situation. They considered of most importance to add in this activity a second part explaining how to handle an identified abuse situation.

The group highlighted the fact that these sorts of activities allow to raise awareness. They agreed that they would be more attentive to older people surrounding them. They would also be more vigilant to detect potential cases of abuse and they would try to react. Finally, those who coordinate groups said they were willing to organize team meetings about these subjects. They granted that these activities were flexible tools to use and could be adapted to different target groups.

The detailed results from the training session from Espace Senior are available [here](#).

II. News from the wider WeDO partnership

■ European high level event on ‘Human rights of older people in need of care’

The event ‘Human rights for older persons: Who cares?’ was co-organised by the Council of Europe, the European Commission DG Employment and Social Affairs and AGE Platform Europe.

The event aimed at raising awareness and understanding among policymakers, civil society and other relevant stakeholders of the changing political and legal framework in this area, and discussing how best to protect older persons from abuse through a rights-based approach to long-term care. The event was followed by an expert’s workshop covering key questions related to the implementation of human rights in care. More information is available [here](#).

■ European Commission and Social Protection Committee release a report on ‘adequate social protection for long-term care needs’



The European Commission and the Social Protection Committee released in June 2014 a joint report on '[Adequate social protection for long-term care needs in an ageing society](#)'.

The report brings a comprehensive analysis of the challenges faced by EU countries in light of Europe’s rapid demographic ageing and suggests innovative solutions to ensure a proactive, fair and sustainable response to these challenges. These solutions include: prevention, rehabilitation, development of age-friendly environments and integrated care.

AGE Platform Europe prepared a position on that report, you can read it here: http://www.age-platform.eu/images/AGE_response_to_SPC_report_on_LTC_Final.pdf.

You can find more information on the WeDO website at the following link:

www.wedo-partnership.eu/wedo2