

People Working For People

Development, coordination and training in
the personal assistance services

Lisbon - 10/11/12 December 2008
« WINNING STORIES »

The Pays de Gâtine and its partners in the EQUAL programme "People working for People" would like to share with you their experience and their thoughts. The purpose of this document is to explain in a few lines 4 years of work.

A project that was already based on something solid

Many members of the development partnership (DP) had already worked together. In fact, the partners did not get to know each other through the EQUAL program. The Pays de Gâtine (leader) regularly worked on a sharing approach (**empowerment**). This way of working was strongly embedded in the handling of the project.

The Equal programme responded to the partners' willingness to experiment and develop new forms of services and working methods which were then offered to the residents in the Gâtine (**innovation and thematic approach**).

Towards a "collective organized body"

These 4 years of experimentation and experience have brought the different professional players closer together. The development "individual players into organized bodies" in this project, is reflected by the will to continue beyond the EQUAL **partnership**.

Already, some actions are continuing (such as a support mission board) where interested partners are looking for their way of sustainability (such as child care during working hours) (**mainstreaming**).

Transnational Cooperation

The cooperation developed with FECLEI Spain (ES-20040192) and AlterEgo Poland (PL-86) helped to confront the realities of public support for integration. In addition, child care has also been confronted with our Polish colleagues and will continue beyond EQUAL (**transnationality**).

Drawing conclusions for a "post EQUAL"

The 11 EQUAL project partners do not represent all the players. Further progress could be made : developing quality services for residents, improving working conditions for employees (including part-time) and supporting the co-operation between services (job sharing, ...).

These are all issues for the future...

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Training courses for job seekers

in order to integrate them into home help services:

54 job seekers were trained: 5.200 hours of training were given ; more than 50% went back to work

Setting up a data base for replacing staff :

a developed tool on line. The names of replacements are available but rarely used



Future actions :

Clearly define the link between the services and employment and what is available.

Cards : “Advice, tips and help for helpers and professionals to enable them to offer services of quality to people who are psychologically dependent” (especially Alzheimer)



Empowerment : This tool (in French/English/Polish) is a data-base of training/information for families and professional people. Put together by family helpers !

Future actions : Distribution of 4 000 examples nationally via an internet forum.

A Support Mission Board for quality and management of human resources for home helpers

Results : 10 services 300 employed out of 500. The setting up of a training and quality programme

Future actions : The setting up of one job sharing post - “Responsible for Quality/GRH”.

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Training programme for sharing services

Suggestion for collectively setting up training courses for 10 home help services.

Results : Defining a training programme for each service : multiplying 2 or 3 times the training course per year per service. In 2007 : 290 trainees and 820 training days

Future actions : Continuation of shared training programme and collectively find the necessary finances.

Empowerment : Specific training courses for the supervisors of these different services.

A resource centre for travelling to work

Creating an inventory of what transport is available in the area on internet. Adding a forum for car-sharing

Future actions : Developing, for the young, a driving school (driving lessons for the public in difficulty) and the setting up of a social taxi using the hours when a young driver is driving accompanied by an experienced driver.

A new service for childcare at home with unusual hours:

Improve and develop a welcoming reception for children in the Pays de Gâtine which respects the children's' rhythm of life and takes into account the family and working pressures by experimenting with a complimentary service :

Grouping jobs / sharing jobs, respect the children's rhythm and contribute to improving family life and working life,... before 7h30 and after 18h30

Resultats : 70 children/ 2400 hours/ 35 families/ 80% re- turning to work/ 30% single parent families

Future actions : (Mainstreaming) continuing and extending the service to other areas : setting up a "one shop stop" to coordinate the offer of childcare services in the area.



More information

www.gatine.org/equal

A network of home visi- tors "to have a natter" :

The setting up of a group of volunteer home visitors for elderly and isolated people. Training courses for 30 of these volunteers and the creation of a charter of respect between the visited and the visitors.

A vigilance network :

Developing a "culture of vigilance" in the follow up of activities enabling old people to go on living in their homes, coupled with communication tools (internet, fax, SMS) so that informa- tion can be sent should there be a deterioration in the persons situation (alerting the professionals : doctors, nurses, home help, chemists.....)

Results / Future actions :

Assuring the follow up and running : think about using the local authorities should there be periods of heat wave or really cold weather.

Night care or putting people to bed late at night for elderly or handi- capped people in their homes :

Developing a new night service (by sub- scription) and putting people to bed later.

Results : two implicated services and employees for roughly twelve people.

Mainstreaming : A political develop- ment from the County Council to pay for night care services.

Future Actions : Reinforce the means of communication to inform people of this service; imagine other actions (via other interventions in other establish- ments).



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After equal...

www.gatine.org/equal/2009-2013

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