



Registered Charity No 1079773

**INTERNATIONAL SEMINAR ON GERONTOLOGY**  
**“SOCIAL CARE TRAINING, QUALIFICATIONS**  
**AND**  
**SOCIAL CARE SERVICES”**

**HELD ON 30 NOVEMBER – 1 DECEMBER 2010**

**AT**

**MYKOLAS ROMERIS UNIVERSITY**  
**VILNIUS**  
**LITHUANIA**

**(as part of the ESF funded FLOW - Flexible Lives for Older Workers project)**



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## Preface

The number of people aged 65 and over in the UK and Lithuania is set to increase substantially over the next twenty years. This ageing of the population will increase demand for more and better curative medical care and for more rehabilitative, nursing and social care; it will also mean that older workers become an increasingly important source of labour and skills.

This publication focuses on the provision of social care in these changing times, when both expectations and demographic changes will significantly impact on the ways in which older people are supported, and care is provided and paid for. In particular, it focuses on:

- a comparison between the social care systems in England and Lithuania
- training and qualifications requirements of social (care) workers
- the ageing workforce and how to deliver social care in the future.

We envisage that publication will be of interest to:

- professionals from social care and social work
- policy-makers and strategists
- trainers/educators (including those working in academic organisations).

## Background

Since 2009, the European Social Fund (ESF) has been supporting projects in England under a Programme called "Innovation, Transnational and Mainstreaming" (ITM). This Programme supports a small number of strategic, regional projects which are developing and delivering new ways of extending employment opportunities and raising workforce skills. Projects are contributing to the challenges of promoting social inclusion, raising productivity, developing competitive businesses, and living within environmental and demographic limits.

The FLOW (Flexible Lives for Older Workers) project is being supported by the ITM Programme

During November/December 2010 two days of seminars were held in Vilnius, hosted by the Mykolas Romeris University.

The seminars were organised by the FLOW project in collaboration with our transnational partners in Vilnius, Hexacon Baltija, and the University

Six people from the FLOW project attended and contributed to the seminars, and also visited two care homes in Vilnius.

The aim of the seminars and visits was to share experiences between England and Lithuania, particularly:

- how care is delivered, organized, managed and funded in the two countries
- providing workforce development, particularly for older workers
- ways of improving the retention of staff
- innovative ideas for improving the quality of care provision.

## Seminar contributors

<b>Peter Clarke</b>	Mews Associates Ltd, UK
<b>Carol Older</b>	Age UK Milton Keynes, UK
<b>Irena Zemaitaityte</b>	Mykolas Romeris University, Vilnius, Lithuania
<b>Sarmite Mikulioniene</b>	Mykolas Romeris University, Vilnius, Lithuania
<b>Jurgita Bagdonaite</b>	Student, Mykolas Romeris University, Lithuania
<b>Justina Kubiliunaite</b>	Student, Mykolas Romeris University, Lithuania
<b>Egle Kalkauskaite</b>	Student, Mykolas Romeris University, Lithuania
<b>Julija Ovcinikovaite</b>	Student, Mykolas Romeris University, Lithuania
<b>Vilija Suveizdyte</b>	Fabijoniskiu Pensionate, Vilnius, Lithuania
<b>Daiva Sadauskaite</b>	Fabijoniskiu Pensionate, Vilnius, Lithuania
<b>Snaige Sneideriene</b>	Antaviliu Pensionate, Vilnius, Lithuania
<b>Karen Stevens</b>	Skills for Care, UK
<b>Dalius Bitaitis</b>	Tremtiniu Pensionate, Vilnius, Lithuania
<b>Ruta Damkauskaite Virzoniene</b>	Home Care Services Division, Vilnius Municipality, Vilnius, Lithuania
<b>Marianne Cockburn</b>	Age UK Milton Keynes, UK
<b>Rasa Stukiene</b>	Order of Malta, Vilnius, Lithuania
<b>Jo Courtenay</b>	Age Concern Slough & Berkshire East, UK
<b>Grazina Jevgrafoviene</b>	Red Cross, Vilnius, Lithuania
<b>Jurate Matikoviene</b>	Caritas, Kaunas, Lithuania
<b>Robin Garrett</b>	Age UK Milton Keynes, UK



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## International Seminar on Gerontology - Social Care training and qualification

**Time:** Tuesday 30 November  
**Venue:** Mykolas Romeris University  
Ateities str. 20, I-414, Vilnius

### Aims for the Day

Seminar Day 1 - Social Care training and qualification

- Sharing UK / Lithuanian experience / good practice
  - Presentations from UK / Lithuanian partners on respective qualifications / vocational training available to social (care) workers / students

### **Morning 9.30 – 13.00 – mix of Lithuanian / UK presentations**

0930	Registration and Coffee/Tea
1000	Introductions Assoc. prof. dr. Irena Zemaitaityte – Vice Dean for Studies, Mykolas Romeris university <ul style="list-style-type: none"><li>➤ Welcome and 'domestic' arrangements</li></ul>
1005	Peter Clarke – Project Manager, FLOW Project <ul style="list-style-type: none"><li>➤ Reply and introduction to the FLOW Project</li></ul>
1050	<b>Presentation 1</b> Assoc. prof. dr. Sarmite Mikulioniene – Mykolas Romeris University <ul style="list-style-type: none"><li>➤ Social Gerontology in Lithuania as a field of research and study</li></ul>
1030	<b>Presentation 2</b> Assoc. prof. dr. Irena Zemaitaityte – <ul style="list-style-type: none"><li>➤ Overview of qualifications requirements for Social (Care) Workers and courses available through Faculty of Social Policy</li></ul>
1110	<b>Presentation 3</b> Jurgita Bagdonaitė, Justina Kubiliūnaitė, Eglė Kalkauskaitė, Julija Ovcinikovaitė (4th year students) – <ul style="list-style-type: none"><li>➤ Social Work Practice in Geriatric Institutions</li></ul>
1120	<b>Presentation 4</b> Vilija Suveizdyte, Daiva Sadauskaite – Fabijoniskiu Pensionat <ul style="list-style-type: none"><li>➤ Organization of students field practice</li></ul>
1135	<b>Short break</b>
1150	<b>Presentation 5</b> Karen Stevens – Skills for Care, Sector Skills Council for Adult Social Care

	Sector, FLOW Project Partner ➤ Overview of UK qualifications system for Adult Social Care - QCF
1210	<b>Presentation 6</b> Carol Older – Age UK Milton Keynes & Skills for Care Regional Committee ➤ Overview of role of Sector Skills Councils and workforce development in the social care sector
1225	<b>Questions and discussion</b>
1300	<b>LUNCH</b>

### **International Seminar on Gerontology - Social Care Services**

**Time:** Wednesday 1 December  
**Venue:** Mykolas Romeris University  
Ateities str. 20, II-230, Vilnius

#### **Aims for the Day**

Seminar Day 2 – Social Care Services

- Sharing UK/Lithuanian experience / good practice
  - Presentations from UK / Lithuanian partners on respective social care services available for older people
- Learning about Lithuanian NGO services and how NGOs support and / or provide Social Care
  - Presentation(s) from Lithuanian NGO(s)
  - Presentation from UK

#### **Morning 9.30 – 13.15 – mix of UK/Lithuanian presentations**

0930	Registration and Coffee/Tea  Poster presentations – Olga Odina, Inga Millere, Riga Stradina University, Medical Faculty, doctorants' department, Latvia - Historic View at Social Activities of Nurses in Latvia  Sandra Lapina, Riga Stradina University, Medical Faculty, Doctorants' department, Latvia – Bedsore risk assessment and prevention options geriatric patient care. Riga 1.hospital.
0950	Introductions Assoc. prof. dr. Irena Zemaitaityte – Vice Dean for Studies, Mykolas Romeris university ➤ Welcome and 'domestic' arrangements

1000	Peter Clarke – Project Manager, FLOW Project <ul style="list-style-type: none"> <li>➤ Recap on Day 1</li> <li>➤ Introduction of FLOW Project and aims for Day 2</li> </ul>
1015	<b>Presentation 1</b> Mr Dalius Bitaitis – Director of a Social Care Home <ul style="list-style-type: none"> <li>➤ Overview of Social (Care) Services in Lithuania</li> </ul>
1035	<b>Presentation 2</b> Carol Older – Age UK Milton Keynes <ul style="list-style-type: none"> <li>➤ Overview of Social Care services in the UK</li> </ul>
1055	<b>Presentation 3</b> Rūta Damkauskaitė Viržonienė – Social worker of Care at Home Division, Vilnius Social Assistance Services <ul style="list-style-type: none"> <li>➤ Overview of care services at home in Lithuania</li> </ul>
1110	<b>Short Break</b>
1130	<b>Presentation 4</b> Jo Courtenay – Director of Community Development, Age Concern Slough & Berkshire East, FLOW Project Partner <ul style="list-style-type: none"> <li>➤ Overview of Social Care Services provided by ACSABE</li> <li>➤</li> </ul>
1145	<b>Presentation 5</b> Rasa Stukiene – Programme Director, Order of Malta, Vilnius, Lithuania <ul style="list-style-type: none"> <li>➤ Overview of the services for older people provided by the Order of Malta in Lithuania</li> </ul>
1200	<b>Presentation 6</b> Marianne Cockburn – Day Services Manager, Age UK Milton Keynes <ul style="list-style-type: none"> <li>➤ Overview of services provided by Age UK Milton Keynes</li> </ul>
1215	<b>Presentation 7</b> Grazina Jevgrafoviene – General Secretary, Red Cross Lithuania <ul style="list-style-type: none"> <li>➤ Overview of services for older people provided by the Red Cross in Lithuania</li> </ul>
1230	<b>Presentation 8</b> Jurate Matikoviene – Caritas Lithuania <ul style="list-style-type: none"> <li>➤ Overview of services for older people provided by Caritas Lithuania</li> </ul>
1245	<b>Questions and discussion</b>
1315	Peter Clarke – Vote of thanks to delegates and Mykolas Romeris University
	<b>LUNCH</b>

## PRESENTATION SYNOPSES

### FLOW (Flexible Lives for Older Workers)

*Peter Clarke – Project Manager*

Age UK Milton Keynes (AUKMK) works with and for older people to make a real and positive difference that contributes to their well-being and quality of life.

The FLOW (Flexible Lives for Older Workers) project is an ESF/DWP funded project. Age UK Milton Keynes is the lead organisation with 9 UK partners and 3 partners from other EU Member Countries - Poland, Lithuania and Italy

The FLOW Project can be summarized by the Workpackage Structure as follows:

#### **Workpackage 1 – Project Management**

The aim of Workpackage 1 is:

To deliver the project in accordance with the agreed application and within ESF rules and regulations by:

- Setting up robust monitoring, evaluation and management systems
- Submitting returns and reports on time

#### **Workpackage 2 – Care Service Workforce re-design**

The aim of Workpackage 2 is:

To identify/build on and develop good practice to bring about long term sustainable service transformation, in particular utilising the skills of older workers in the Adult Social Care sector by:

- Identifying skills gaps and training needed to meet the Social Care Transformation Agenda (Personal Assistants & Self Directed Support) by:
  - Undertaking skills audits in the existing Age UK Care providing teams.
  - Provide training solutions to enable staff aged 50+ to support service users to access Self Directed Support.
  - To support older workers to become Personal Assistants who help people on Self Directed support.
- Gathering accurate data about the Social Care sector service provision and employees through enhanced use of NMDS-SC by:
  - Engaging with employers in private, independent and voluntary sector and encouraging the use of NMDS-SC database

#### **Workpackage 3 – Recruiting and retaining older people in the workforce**

The aim of Workpackage 3 is:

To identify/build on and develop good practice to improve recruitment and to develop older peoples' capacity to continue to work and learn by:

- Supporting older workers to retrain in skill shortage areas e.g. retail, childcare and Health and Social care roles.
- Engaging older individuals to develop self worth/confidence so that they are empowered to demand training that they want
- Engaging employers and 'training' them to be capacity builders in their locality.

To identify and develop the Experienced Employee Route (EER) to QCF's in care, retail, childcare

To develop the Care Ambassadors programme to work with older people who could bring potential new recruits to the sector and act as mentors

To identify causes of stress/burn-out and develop flexible working packages & mentoring strategies to enable older people to remain in / return to work by:

- Engaging with employers to identify working hours available to meet the aging population.
- Designing flexible working arrangements to enable carers and older people to return to the work place.

#### **Workpackage 4 – Transnational activity**

The aim of Workpackage 4 is:

To share information and good practice relating to the recruitment and retention of older workers in the Social Care sector transnationally by:

- Visits by UK partners to Poland, Lithuania and Italy to:
  - Share information and learn about respective social care systems
  - To learn about recruitment, training and retention practices & work with UK employers to influence strategies that will support migrant workers
  - Visit care establishments to learn experiences in practice
- Inviting 'experts' from EU partners to UK to:
  - Understand how migrant workers are working in UK care system
  - Learn about how migrant workers could adapt if/when they return home
  - Understand what they will have learned and how respective care systems could benefit

#### **Workpackage 5 – Dissemination and Mainstreaming**

The aim of Workpackage 5 is:

To disseminate the results of the project across the Age UK SE network and more widely to influence policy makers

## Social Gerontology in Lithuania as a field of research and study

*Prof. dr. Sarmite Mikulioniene*

During 1990s, Europe became the first continent with a “demographically mature society”. Population ageing poses an even greater challenge to the post-communist societies of Central and Eastern Europe, among them the Baltic States.

### Perception of demographic ageing in Lithuania

Very negative / negative attitude	72% of adult population
Neutral attitude	24% of adult population
Positive / very positive attitude	4% of adult population

### Aim of Research

- To evaluate the institutionalisation level of social research in ageing (in terms of publications, training of specialists and professional co-operation mechanisms)
- To present a SWOT analysis on the situation in ageing research

### Publications on the subject of ageing

What are existing databases containing information relevant to ageing and aged?

- No specialised data sources were found in Lithuania

What are the main data sources in the area?

- Periodicals
  - Gerontology (2000)
  - Social Work (2002)
  - Philosophy and Sociology (1990)
  - STEPP (Social Theory, Empirics, Policy and Practice) (2001)
  - Sociology – Thought and Action (1997)

### Areas represented in ageing research

- Intergenerational relationships
- Ageing body
- Gerontological social work
- Health related quality of life of older people
- Health care of older people
- Population ageing and labour market
- Age discrimination, age images
- Population ageing and its societal implications
- Old age pension system, sustainability, reform.

### Training of professionals

Occupational Classification in Lithuania – 222109 Doctor / Geriatrician

Occupational Classification in UK – 2211 Geriatrician

Occupational Classification in Canada – 4152 Geriatric Social Worker

Occupational Classification in USA – 25-1113 Geriatric Social Work Professors

In Lithuania, a course *Social Gerontology* is included in study curriculum of social workers and medical students.

Mykolas Romeris University offer a new Master Degree programme in Social Gerontology

### **Professional Co-operation Mechanisms**

- No subsection on Social Gerontology is established at either the Association of Gerontology and Geriatrics (established in 1960) or the Association of Sociologists
- No one research unit which declares its mission as to study social issues of population and individual ageing, is established
- There is a Gerontological Research Centre but its activities are oriented mainly towards study of ageing from a biomedical point of view

## **SWOT Analysis on ageing research**

### **Strengths**

- Some national conferences on ageing issues held
- Some research projects in ageing have been done
- Publishing of specialised periodicals, e.g. Gerontology published by Assoc. of Gerontology & Geriatrics
- Published textbook on Social Gerontology
- Young people interest shown in ageing research

### **Weaknesses**

- No appropriate research infrastructure
- Low public interest in ageing research
- Poor quality surveys undertaken
- Weak researchers ties with policy makers and practitioners

### **Opportunities**

- A creative use of contacts established from being in different international research networks
- Striving of European funds for research
- An active participation in ERA AGE2 consortium
- Innovative use of IT opportunities

### **Threats**

- Low national budget for ageing surveys
- Public and political perception of ageing issues as being second-rank importance behind children, youth and women.
- Underdeveloped public and political demand for fundamental, consistent research in ageing.
- Disproportionally developed different subtopics in ageing research

### **Conclusions**

- In Lithuania, ageing research is represented by researchers from different disciplines, e.g. economists, demographers, sociologists, specialists in social policy and social work.
- Interest in ageing issues is not sufficiently constant, institutionalised and publicly visible
- As our societies are ageing fast, the issues are not addressed properly.

## Overview of qualification requirements for Social (Care) Workers and courses available through Faculty of Social Policy, Mykolas Romeris University, Vilnius

*Prof. dr. Irena Zemaitaityte*

During the academic year 2010-11, 2175 students enrolled in the Faculty

Fulltime – 958 students

- Bachelor studies – 801 students
- Masters studies – 157 students

Part time – 1060 students

- Bachelor studies – 404 students
- Postgraduates – 656 students

### Programmes of Bachelor Studies

- Social Work
- Psychology
- Law and Penitentiary Activities

### Programmes of Masters Studies

- Social Work
- Protection of Children Rights
- Social Gerontology
- Law and Penitentiary Activities
- Law Psychology
- Social Psychology
- Business Psychology
- Welfare Psychology
- Sociology of Business
- Law Educology
- Educology of Entrepreneurship

### Joint Master Studies

- Comparative Social Policy and Welfare

### Doctoral Studies

- Psychology

### Masters Study in Social Gerontology

Social Gerontology is designed:

- To train specialists in social gerontology qualified to carry out scientific research
- To identify at the highest professional level the problems of elderly persons (and the issues of relatives caring for them)
- To find and implement the optimal solutions
- To make and implement the means of ageing policy
- To create and evaluate social projects and programmes in local and state institutions, based on the concepts of contemporary social gerontology

## Social work practice in geriatric institutions

*Jurgita Bagdonaite; Justina Kubiliunaite; Egle Kalkauskaite; Julija Ovcinikovaite (4<sup>th</sup> year students, Mykolas Romeris University)*

Usually social work students are interested in social work practice with children and young people. The field of gerontology is rare among students. Maybe it is influenced by many stereotypes related to older people such as: constant abuse, potential victims, poor, sickly, weak, ugly, mentally ill, useless, lonely, depressed.

We feel it is very important that social work students improve their knowledge and skills in this sphere due to the ageing population.

Our practice took place at the Fabijoniskes Pension run by Vilnius Municipality.

### Tasks of our placement

- To evaluate the needs of the community (residents)
- To analyse the agency's activities in the community
- To acquire professional skills
- To compare previous placements with this one

### Inhabitants of the Fabijonskes Pension

Age	Up to 50	51-59	60-64	65-69	70-74	75-79	80-84	85+	TOTAL
Number of residents	10	3	6	-	10	7	7	7	50
Men	4	1	1	-	2	2	2	1	13
Women	6	2	5	-	8	5	5	6	37

### About Fabijonskes Pension

- Social Care Unit ensures the home environment and provides the conditions necessary for services to individuals who need on-going, intensive care. The aim is to provide maximum independence and security within the community
- There are only 11 similar institutions in Lithuania
- This type of care home is a good fit for many elderly adults. Many of them can provide care till end of life and help residents feel like they are living in their own homes

### Needs assessment

#### Focus Group

- 8 residents participated
- Results showed that many inhabitants are satisfied with their life conditions.
- They agree that the accommodation and environment is adapted to meet their needs
- Most of them argue that the quality of life would be better if they have fewer health problems

### **Agency's activities – social contacts**

- Vilnius municipality
- Universities
- Schools
- Church
- Health Care Institutions
- Social Insurance Fund

### **Professional Skills**

#### Personal experiences

- It is very important to know about and evaluate the experiences of older people
- Ambivalence – it is very difficult to understand that we will inevitably grow old although it is well that we have an institutional support system that meets all human needs
- Realising the difficulties arising from the desire to facilitate the elderly life, i.e. between doing everything for them and enabling them to do it for themselves

### **Reflection of the placement – what have we done?**

- Community profile evaluation
- Establishing positive relationships with both staff and residents of the boarding house
- Monitoring the progress of social work in the field of gerontology and the exchange of theoretical and practical experience with professionals who work at the Fabijonskes Pension
- Understanding alternative ways of creating a community – broader range of activities
- Comparison of previous placements and this placement

### **Comparison with previous placements**

#### Gerontology area – challenge for young people

- During placements in the past we have worked with young people and children because it offers more flexible and diverse experiences
- This placement with older people was a new field of social work which demanded quite different skills
- This placement has changed our attitude towards older people. We realised that not all older people are ill, that they can fully communicate, their views and values are not outdated.

### **Important to note!!!**

- Feelings, desires and dreams do not depend on age.
- Old age is not an illness
- Disease is not an excuse for inaction
- It is important not to teach but to work together, discovering new solutions and trying their effectiveness in practice.

## Overview of UK qualifications system for Adult Social Care – Qualification Credit Framework (QCF)

*Karen Stevens – Regional Development Manager, Skills for Care, Sector Skills Council for Adult Social Care*

### Adult Social Care in England

- Social care workforce currently 1.5 million, estimated need by 2025 – 2.5 million

### Qualifications Credit Framework

- Replacement for the National Qualifications Framework in all sectors
- Apprenticeship Framework – vocational qualification plus functional skills (IT, communication & number)
- Foundation Degree in social care
- Degree in Social Work
- Different levels of challenge – levels 1-8
- Options to take unit by unit to build up to an:
  - Award – 1-12 credits
  - Certificate – 13-36 credits
  - Diploma – 37 or more credits(1 credit = 10 notional learning hours)

### Health & Social Care Diploma and Level 2 and 3

Skills for Care have prioritised the development of replacement qualifications. The Health and Social Care NVQ at L2 and L3 will be replaced by the HSC Diploma at L2 and L3.

There will be the option for 2 specialist pathways through the Diploma in Learning Disabilities or Dementia.

Learners could also do a generic Diploma.

Other specialist units have also been developed in Sensory Services, Physical Disabilities and Mental Health. These can also be taken through the HSC Diploma however, at this stage there is not a specialist pathway in these areas.

### Level 2 & 3 Health & Social Care Diploma:

**Group A** units are common across England, Adults and Children, Northern Ireland and Wales.

There are 9 mandatory across both levels 2 & 3

- Personal Development
- Communication
- Equality and Inclusion
- Duty of Care
- The role of the Health & Social Care worker
- Safeguarding of Vulnerable Adults
- Person-centred support
- Health & Safety
- Handling Information

**Group B** is made up of knowledge only units that offer the learner the opportunity to undertake units that form either a generic or specialist learning disabilities or dementia pathway.

There is a choice of units within the rules of combination and these are stipulated in order to achieve the appropriate pathway

**Group C** provides the learner the opportunity to take a variety of competence units that reflect their job role. This includes a range of both specialist and generic units.

## Overview of the role of Sector Skills Councils and Workforce Development in the Social Care Sector

*Carol Older – FLOW Contract Manager and Skills for Care Regional Committee Member*

### Skills for Care

- Sector Skills Councils (SSC) are independent, employer-led, UK-wide organisations designed to build a skills system that is driven by employer demand
- There are currently 23 SSCs covering 90% of the economy
- Skills for Care is the employer led authority on the training standards and development needs of nearly 1 million social care staff in England providing over £25 million in funding to support improved training and qualifications for managers and staff.
- Skills for Care is an independent registered charity working with over 40,600 establishments
- Skills for Care enables adult social care to set standards and qualifications needed to deliver high quality care to people who use services and carers.

### Creating expertise in social care

Through our missions of:

- Supporting employers
- Engaging people
- Setting standards
- Developing skills
- Building careers
- Gathering evidence
- Influencing policy

### Leaders in the world of social care - Through championing our values:

- Diversity
- Innovation
- Inclusion
- Integrity

### We will deliver our strategic vision by:

- Working closely with employers and other stakeholders
- Managing our business operations efficiently and effectively
- Building the capability of all our people

### Themes for the workforce

- Leadership
- Recruitment and Retention
- Workforce re-modelling and commissioning
- Workforce development
- Joint and Integrated working
- Regulation, assuring public safety

## **Lithuania's Social Care Institution System**

*Dalius Bitaitis - Director, "Tremtinu globos namai" Social Care Home*

### **Social Care Institutions in Lithuania over the last 20 years**

#### **Institutions founded by Lithuania's Ministry of Social Security and Labour**

There are 45 such institutions which include:

- Old people care homes
- Care homes for people with mental illness
- Care homes for children

#### **Positive aspects**

- Old traditions
- Respect from people who want to accommodate their relatives into these care homes
- Well sponsored; have financial guarantees
- Well educated and qualified workers

#### **Negative aspects**

- Inflexible
- Lack of privacy for residents
- Part of the money dedicated for care is used to maintain care home itself

#### **Institutions founded by local governments (municipalities)**

#### **Positive aspects**

- People who live in these care homes are near their families and homes
- These care homes usually are not big, so people living in them have a lot of privacy
- Working places are made within the municipality's region

#### **Negative aspects**

- Inflexible financial system
- People are accommodated in these institutions without looking into their social status
- Institutions work depends very much on political decisions; when government changes the politics change too

#### **Institutions founded by public organisations, churches or private persons**

#### **Positive aspects**

- Stable founder
- Very flexible financial possibilities

#### **Negative aspects**

- Lack of trust
- Sponsorship perspectives are not clear
- People working in these institutions get lower salaries
- The perspectives of the institution are not clear

"Money comes after the person"

- Residents pay fixed living costs monthly
- the money is administered by the founder of the care home and an agreement is made with each resident
- the amount paid differs depending on the care home; it's geographical location; the services provided; the quality of the services; the number of staff per resident
- the client pays 80% of his/her earnings (pension, social care money and other earnings) monthly
- the client also pays 1% of his/her real estate if appropriate
- other living costs are funded by the municipality monthly

Services provided to people who live in social care homes

- Accommodation
- Food
- Looking after peoples' hygiene; nursing
- Constantly checking peoples' health
- Social services like organising activities, participating in various festivals, helping people deal with problems etc.

Worker classification

- Administration
- Social workers and their assistants
- Medical personnel (doctors, nurses, nurse assistants)
- Housekeepers

## Overview of Social Care services in the UK

*Carol Older – FLOW Contract Manager, Age UK Milton Keynes  
Member of the Skills for Care South East England Regional  
Committee*

### The History

- Pre 1948 – Poor Laws and Workhouses
- 1948 – Welfare Reform
- 1960 – Social Services Departments with Local Government
- 1990 – the Community Care Act
- 2006 – Our Health, Our Care, our Say – issued by the Department of Health
- 2007 – Putting People First – issued by the department of Health

### The Vision

“Our vision is one of a confident, enabled, and equipped social care workforce – a workforce who are able to deliver truly person centred care and understand and see the key role that they are making to delivering transformation. We see a workforce that is growing in confidence, learning and skills, led by inspiring leaders and championed by government.” Department of Health “Putting people First”, the strategy for the Adult Social Care Workforce in England



Working to Put People First

Focuses on six key priorities for the workforce:

- high quality leadership
- effective recruitment and retention
- workforce remodelling and new ways of working
- workforce development
- joint and integrated working between social and health care and other services
- regulation, assuring public safety and raising standards of care.

It envisages:

Moving from	Moving towards
<ul style="list-style-type: none"><li>➤ Clients</li><li>➤ Welfare</li><li>➤ Expert</li><li>➤ Transactional change</li><li>➤ "Freedom from"</li><li>➤ Safety net</li></ul>	<ul style="list-style-type: none"><li>➤ Citizens</li><li>➤ Well-being</li><li>➤ Enabling</li><li>➤ Transformational change</li><li>➤ "Freedom to"</li><li>➤ Springboard</li></ul>

Funding of Social Care in England

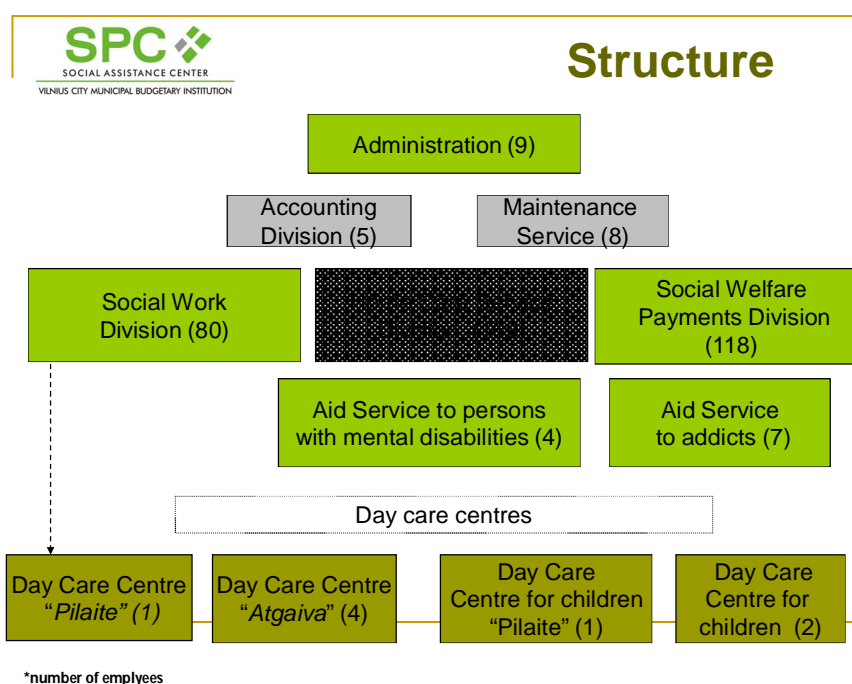
- The Local Authority may provide for those in significant need
- Inconsistent funding
- Self funding
- Delivery of services may be through Private, Local Authority or NGO organisations

## Home Care Services in Vilnius

*Ruta Damkauskaitė Virzoniene – Senior Social Worker, Home Care Service Division, Vilnius Social Assistance Centre*

### Social Assistance Centre

- Provides social services and payments to Vilnius inhabitants who need support for satisfying their needs and solving social problems
- Provides services to inhabitants living in 21 neighbourhoods in Vilnius
- 406 employees



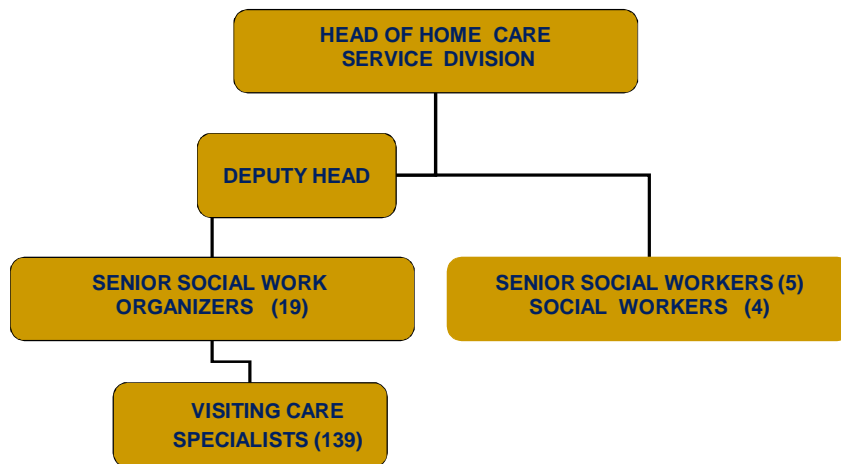
### Home Care Service

The Home Care Services Division is a structural division of the Vilnius City Social Assistance Centre – established in 2002.

The Division is focused on the efficiency of the services and has 19 "branches" in the administrative areas of Vilnius. Services in the branches are organised by a senior social work organiser and provided by visiting care specialists.

The Home Care service provides assistance to individuals (families) who because of their age, disability or social problems is (are) partially or fully unable, does (do) not have or has (have) lost the ability to take care individually of his personal (family) life and participate in public life.

Home Care Services main task is to provide domestic assistance and to enable individuals (families) to live longer in their own homes.



#### Recipients of Home Care Services

- Adults with disabilities and their families
- Elderly persons and their families
- Children with disabilities and their families
- Other individuals and families who have lost their autonomy temporarily due to illness or other reasons

#### Main Services

- Housekeeping
- Purchase and preparation of food
- Payment of rent and utilities
- Buying medicines
- Doing the laundry
- Changing bedclothes
- Organising household work and similar activities
- Transport services
- Preparation of documents for the provision of institutional social care services for those persons who need special care and nursing and can no longer live in their own homes

Home Care Services are provided for recipients up to 10 hours per week in their homes (in their usual environment and are highly individualised)

Although there is a list of specific services, in each case the same service is provided in different ways (what works for some does not work for others).

The number of individuals or families assisted by visiting care specialists every day depends on the needs of those individuals (families)

The more services that are needed by such people (families), the fewer service users can be served by the care specialist.

Following a resolution of the Vilnius City Council in July 2010, Home Care Services are provided to residents of Vilnius according to 2 lists of recipients:

- Adults with disabilities, elderly people, children with disabilities and their families and other individuals and families who have lost their autonomy temporarily due to illness or other reasons;
  - Adults with disabilities living with other family members or elderly persons who have adult children living in Vilnius
- Individuals in the second list receive fewer services – they are not provided with services of household cleaning, laundry and changing bedclothes.

<b>RECIPIENTS OF HOME CARE SERVICES 2002 - 2010</b>								
2002	2003	2004	2005	2006	2007	2008	2009	2010 (1 <sup>st</sup> 6 mths)
<b>615</b>	<b>824</b>	<b>858</b>	<b>977</b>	<b>958</b>	<b>1,130</b>	<b>1,266</b>	<b>1,220</b>	<b>1,073</b>

Home Care services are provided:

- 1-2 times a week for 60% of recipients
- 3 times per week for 20% of recipients
- 4 times per week for 2% of recipients
- 5 times per week for 8% of recipients
- According to needs 3% of recipients

#### Payment for Home Care Services

- The amount of payment for domestic assistance is determined according to the person's (family's) income and can be established only in monetary terms
- Services are provided free of charge to people (families) whose income is less than twice the size of the state-supported income (SSI) (SSI = 350Litas [approx £87.50])
- Vilnius City municipality compensates its residents' fees for home care by reducing it to 75% for meal preparation and help in health care and by 50% for household help

#### Home Care service recipients

- Employable age group 14%
- Aged 61-70 20%
- Aged 71-80 40%
- Aged over 81 years 26%
- 75% of recipients are living alone
- 25% are living with their families members or other persons
- 80% are women

## Overview of services provided by Age Concern Slough and Berkshire East (ACSABE)

*Jo Courtenay – Director of Community Development, ACSABE*

ACSABE exists to maintain and improve the quality of life for older people in Slough and Berkshire East and to promote their well-being and help them to make their later life a fulfilling and enjoyable experience.

ACSABE is recognised as the principal advocate for the rights and interests of older people in Slough and Berkshire East, working alongside older people to promote positive perceptions of ageing.

### Background

- Age Concern Slough was established in 1979
- Broadened remit and geographical area in 2007
- Subsidiary trading company, Handy Help Ltd was set up in 2008
- 31 year, proven, track record of developing and delivering innovative services and bridging gaps
- Combined workforce of 480 (130 paid staff, 350 volunteers)
- Turnover of £2 million. Projected to be to grow with unrestricted income

### Our Values

- Diversity is reflected through all that we do
- We champion human rights and safeguard our clients
- We embrace partnership and innovation
- We give a voice to those who are unable to speak up for themselves

### Services offered

52 different services, including:

- Advocacy, information and advice
- Carers support
- Befriending
- Home Care Support Agency
- Drop in centre with 4 Lunch Clubs
- Ageworks and Learning Centre
- Providing practical help

### How we generate funds

- Subsidiary, Handy Help Ltd, provides chargeable shopping, cleaning, gardening, home support, handyperson and plumbing services
- Developing domiciliary care and home moving services
- Retail outlets include five shops, a new Furniture/Re Use Warehouse and The Café

### Key activities

- Consolidating current good practice and developing professional, innovative activities, which:

- provide value for money
- facilitate the independence of older people
- Campaigning and lobbying organisation, speaking up for local older people and influencing policy making at local, regional and national levels
- Infrastructure organisation, supporting other local older people's organisations, providing HR support and helping them to develop
- Promoting volunteer-led services

#### The challenges we face

- As the Credit Crunch deepens, our funding from the Local Authority is being threatened while demand for our services is increasing enormously.
- Slough has the poorest older people in the South East of England.
- The problem of old age is going to increase in our time.
- Increased need to promote positive images of ageing.
- A large BME community with the highest Sikh population outside London
- The 2 national charities Age Concern England and Help the Aged merged, April' 09. ACSABE, at the time of this report has not yet taken a decision to become a partner of the ' new charity' or whether to operate as an entirely independent charity.

#### Working with local businesses

- MARS - sponsorship of Health Activist
- SEGRO - sponsorship of Furniture Re Use Centre
- Kinnarps - event sponsorship, warehouse van, spatial planning for new premises and donation of café furniture
- O2 - marketing advice and involving local older people in development of older-people-friendly mobile phones.

## Overview of the services for older people provided by the Order of Malta in Lithuania

*Rasa Stukiene – Programme Director, Order of Malta, Vilnius, Lithuania*

The Order of Malta is a Roman Catholic charity established in Lithuania in 1991 and it plays an important role in the country's social services provision.

Operating on a national level, it works in more than 20 institutions to distribute food, clothing and medicine to elderly people, children and those with handicaps. It provides Meals on Wheels, soup kitchens, supports social and medical institutions and has created and supports youth groups.

In 2010 the Order had 32 branches in 24 cities and villages, 400 volunteers and 21 paid employees.

The Order has been providing Home Care services since 1997. They have a band of volunteers, mostly aged between 40 and 70 years, 94% women, 12% with a medical education and many who have similar situations with their relatives.

Volunteers are able to attend regular training courses. Trainers are certified by the Ministry of Health. At least 40 hours of training is required.

A Home Care visitor will spend 2-3 hours per week visiting beneficiaries and talking to them, helping them with household chores, bringing food supplements and vitamins, escorting them to church or the doctor.

Beneficiaries are all aged 65+. Many are victims of Stalin's repressions, are solitary, socially abandoned and sick. Referrals come from social departments, priests and neighbours.

In 2009, the HomeCare project cost €25,000 and served 160 beneficiaries with an average cost per person €150 - €300

The Order provides Meals on Wheels to 300 beneficiaries in 15 cities across Lithuania at a cost of 6-10 Litas per meal per day

### "Young Maltesers"

The Order has 22 groups of young people who will perform social work by visiting the elderly and sick in their home.

October 1<sup>st</sup> is Seniors Day where special events are organised

## Overview of services for older people provided by Age UK Milton Keynes

*Marianne Cockburn – Day Services Manager, Age UK Milton Keynes*

### Age UK Milton Keynes (Age UK MK)

All Age UK brand partners and Age Concern Organisations belong to the Federation.

Age UK Milton Keynes is an independent organisation with its own charity number.

- Established in June 1978
- Approx 260 staff, full and part-time
- Approx 460 volunteers
- Diverse funding streams
- Work within the Borough of Milton Keynes
- Partner with local authority, central government, community, voluntary, health and other organisations

### Mission

Age UK Milton Keynes works with and for older people to make a real and positive difference that contributes to their wellbeing and quality of life.

### Why is Age UK MK here?

- Because people are living longer but not necessarily healthier
  - 33% of over 50s will have disabilities
  - 44% of over 60s will have mental health problems including depression (Intermediate Care and Associated Older People's Services 2002)
- Because using our services and activities keeps older people active and enjoying life for longer and prevents them from becoming lonely or isolated, which may delay the need for care from health and social services.

### What is important to older people?

- having access to information and advice
- independence
- choice
- being an individual
- being allowed to take risks

### Day services

- Snack & Chat café.
- 26 Lunch Clubs providing a social outlet for 600 older people per week.
- 2 Dega Day Clubs providing support to older people with mild Dementia.
- The Kitchener Centre is a Day Care Centre providing help and assistance with personal care to 65 places per week.

### Day Opportunities

- To meet the personalisation agenda, the current model of focusing day time support in day centre and traditional home care services needs to shift to a much wider range of options and opportunities.

The overall vision is to provide a personalised day opportunity service for **all** client groups that :-

- provides stimulation and reduces social isolation.
- Maintains independence and provides re-enablement.
- Supports carers by giving them a break.

With personal budgets, people can use their money in the traditional way if available, or can be used in a more personal, innovative way e.g.

- assisted shopping trips, escorted visits to the cinema, help to access the library, hairdressers garden centre etc.
- An opportunity for them to "shop around"
- For them to make their choice and to reach the outcome they wanted.

### Outcomes

- Reduces isolation and loneliness.
- Improve their quality of life.
- Something to look forward to.
- Getting out of the house.
- Making new friends.
- Provides support to families and carers.
- Supports people to remain in the community for as long as they are able or wish to do so.

### "What difference have we made?"

- "Thank goodness there is someone to turn to."
- "When you're ill and relying on others – it's nice to be listened to."
- "Now I am able to leave the house without depending on two companions to deal with my wheelchair."
- "I've lived here for 68 years and had difficulty with stairs, bathing and reaching top shelves. Age UK have helped me with that."
- "I am very happy in my own home and I feel my husband is still here, and I have lovely memories. I'm so glad I don't have to move."
- "I love my garden but am now in need of assistance. It was a prize-winning garden."
- "I was 87 before I discovered the help they provided. I'm so glad I did."
- "Age UK keeps us informed on how to get the benefits due to us because we don't know how to fill in forms."
- "When I go to my lunch club I'm much happier and not depressed anymore."

## Overview of services for older people provided by the Red Cross, Lithuania

*Grazina Jevgrafoviene – General Secretary, Red Cross Lithuania*

The Red Cross in Lithuania runs the Visiting Nurse programme with funding from the Ministry of Health.

Nurses render complex care for old and lonely people in their homes with the help of volunteer nurse helpers.

They have 25 visiting nurses, 399 volunteers providing services to 535 older people.

Funding for 2011 has been reduced to 300,000 litas. To continue the service the organisation is having to reduce hours and not staff number whilst looking to increase volunteer numbers.

### Co-operation with other institutions

- Social support centres at the municipalities – often the visiting nurse will be accompanied by a social worker from the municipality, e.g. it takes 2 people to bathe a person
- Polyclinics and doctors
- Hospitals
- Other relevant institutions

### Red Cross Senior Club

- For retired Red Cross staff and nurses
- Meets once a month
- Provides lectures on healthy lifestyles
- Encourages continued volunteering to provide humanitarian help for socially vulnerable people
- Encourages volunteering in social support centres

## Overview of services for older people provided by Caritas Lithuania

### *Jurate Matikoviene – Caritas Lithuania*

Caritas is an International Catholic organization which world-wide implements humanitarian aid for the deprived, irrespective of their race, religion, gender or nationality.

Caritas activity is based on the social teaching of the Catholic Church which emphasizes the dignity of the human.

Caritas Lithuania unites volunteers and professional co-ordinators for the development of social activities, acknowledges the values of personal dignity, tolerance and active love of the close person and are guided by the principles of solidarity, subsidiarity and justice.

Caritas Lithuania have a small number of paid staff and a large group of volunteers. Volunteers work in groups and care for groups of clients. Volunteers tend to be female aged between 40-55. They have younger people volunteering and whilst they are happy to perform household tasks, they find it more difficult to sit and talk with older person, often finding it too emotionally challenging.

Caritas Lithuania have policy of deliberately changing volunteers so that they/the client don't become too emotionally attached. They recognize that they also have a responsibility towards their volunteers.

Caritas Lithuania clients tend to prefer older volunteers. They sometimes find that the volunteer is actually older than the client which can pose additional challenges. There is evidence of stereotyping between older people towards younger people and vice versa.

Caritas Lithuania are now finding that due to the economic crisis that they are getting highly qualified people coming forward to volunteer.

Service users fall into 2 groups:

- Lonely – often single people who have been abandoned due to family structural changes – family may have emigrated abroad
- Poor – those that can't afford to look after themselves

Volunteers receive training from basic care training to how to deal with death and grieving

Caritas Lithuania is funded through support from foreign funds including ESF and donations. They have 3 year ESF project to support paid staff and other activities