



CuidAs Network

#Caring for people, accompanying lives

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PRINCIPALITY OF
ASTURIAS



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Plan de Recuperación,
Transformación y Resiliencia



CuidAs FRAME

Purpose: After Covid 19 we assumed that it was necessary to change our LTC model in Asturias. Improve more things than security...

What are we looking for?

Person-centered care, deinstitutionalization & community approach.



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**#Caring for people,
accompanying lives**





CuidAs FRAME

#Caring for people, accompanying lives

Three complementary elements:

- CuidAs Quality Model
- CuidAs Action Plan
- CuidAs Network



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CuidAs QUALITY MODEL



- 5 Pillars
- 25 Quality Criteria



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CuidAs ACTION PLAN (2021-2027)

Areas

1 Awareness, communication and participation

2 Planning of care system

3 Support of change management

4 Innovation and knowledge

5 Quality assessment and transparency

→ 20 Lines of Action
→ 105 Measures

Available at: <https://goo.su/8nmh3>



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Goals

- ✓ Enable co-participation in the development of the CuidAs action plan.
- ✓ Achieve commitment to an improvement process in the CuidAs quality framework by LTC providers.
- ✓ Facilitate meetings and exchanges of professionals to promote best practices, reflection and learning.
- ✓ Provide support for LTC professionals (information & documentation, training, leadership & team support).
- ✓ Promote innovation in LTC and further knowledge.



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CuidAs NETWORK

Membership

1) CuidAs committed centers/services

- Self-appraisal
- Improvement plan
- “Voice point”
(participation of professionals, users and families)



2) Innovative projects in LTC

3) **Allied members** (associations, professionals, groups).



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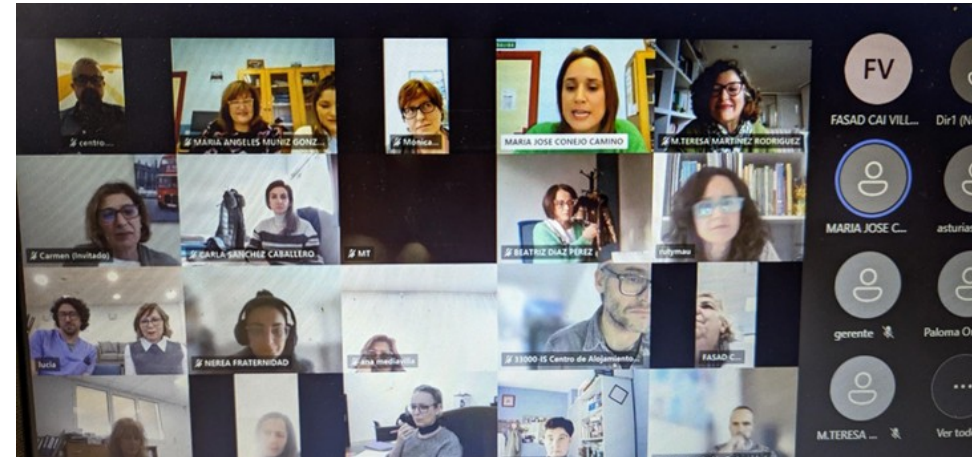
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Lines of activity

1. The exchange of information and documentation.
2. Webinars (exchange, learning and reflection).
3. Working groups.



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Outputs

**500
members**

- **Committed centers/services** **141**
- **Innovative projects** **39**
- **Allied members** **320**
 - Professionals 283
 - Associations and other groups 39

Webinars (7)

- Exchange of innovative projects and best practices (3)
- Technological support teams
- Methodology of Life stories
- Loneliness
- The Euthanasia Law in Spain



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Outputs (2022-2023)

- Consultations with people in care, their families and professionals about **elements of quality resources** and **good care**.
- Guidelines '**A new look at care. Banishing myths**'.
- Guidelines '**Best practices in intergenerational action**'.
- CuidAs **stock photos** & image bank.
- CuidAs **Best Practices Catalogue**.
- Residential **Care Quality Standards**.
- CuidAs training tools.

Available at: https://socialasturias.asturias.es/red_cuidas



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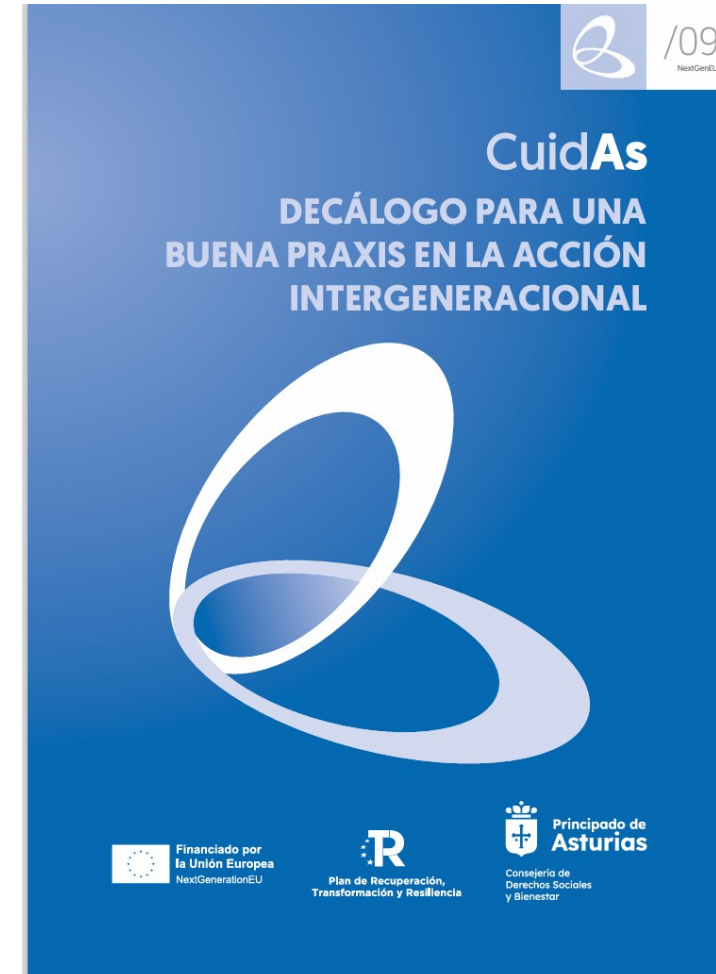


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CuidAs GUIDELINES



Available at:
<https://goo.su/JpnXO>



Available at:
<https://goo.su/joXBXIU>



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CuidAs IMAGE BANK



Link: <https://cdssa.asturias.es/cgi-bin/opac?ACC=258&DI=133>

CuidAs BEST PRACTICES CATALOGUE

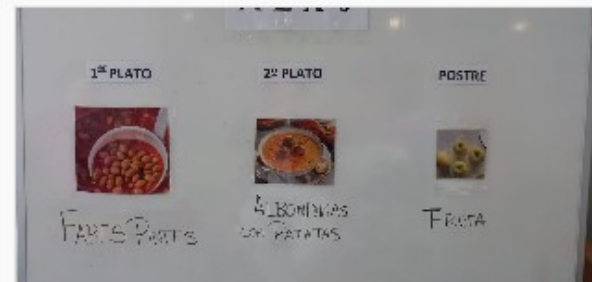
Link:
https://socialasturias.asturias.es/investigacion_innovacion_conocimiento/buenas_practicas



1. BP CuidAs: Sala de Reminiscencias

Residencia Colisee Plaza Real. Gijón.
Colisee. Principado de Asturias.

VER MÁS INFORMACIÓN



2. BP CuidAs: Comiendo por los ojos

Centro Polivalente de Recursos "La Tenderina". Oviedo. ERA. Consejería de Derechos Sociales y Bienestar del Principado de Asturias.

VER MÁS INFORMACIÓN



3. BP CuidAs: Empoderamiento de las personas mayores dependientes a través de las redes sociales

Centro día personas mayores "La Camocha". Gijón. Consejería de Derechos Sociales y Bienestar del Principado de Asturias.

VER MÁS INFORMACIÓN



4. BP CuidAs: Colaboración con la Asociación Centro TRAMA

Residencia "El Trisquel." Oviedo. ERA. Consejería de Derechos Sociales y Bienestar del Principado de Asturias.

VER MÁS INFORMACIÓN



CuidAs

Outcomes

Service users and families



"Since I have moved here I'm happier. I have even started singing my favorite songs. Now I also go out with Paz (caregiver) and some unit mates for walks and to have coffee".

Women, living in a new small unit (Care Home)



"My mom has gained identity and autonomy. She feels "more cared for".

Daughter of a woman living in a new small unit (Care Home)



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Outcomes

Directors and Professionals

“The CuidAs Strategy was an impetus, it helped us to structure the lines and mark the path to advance towards the true goal, which is to change the way we relate to those we have to care for”

Care home director



“Participating in this process is like a gift. We are like a snail, we walk slowly but slowly we will go far.”

Care worker



“This process gives us energy to take the leap, I feel very positive. I chose this photo of the birds flying in the same direction, we are a team at the service of the people we care for and support”

Social Worker



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Ongoing activities 2024

- Guidelines on “Good treatment”.
- Quality Standards for Day Care and Home Care Services.
- CuidAs Care Guides (Residential Facilities, Day Care and End of Life)
- Best Practices in Situations of Special Complexity.
- Identification of Professional Skills and Needs to apply the CuidAs Model.
- Disseminating Resource Kit of CuidAs model.
- Collection of Dependency Prevention and Fragility Care Resources.





OUR TIPS TO PROMOTE CO-PARTICIPATION

- ♥ Create a **network**.
- ♥ Work at **different levels**: daily care, service planning, CuidAs action plan.
- ♥ Promote and disseminate **best practices**.
- ♥ Start up **steering committees** in services (professional, people using services and families working together).
- ♥ Develop *communication channels* during the entire transformation process to **involve people** (beyond the steering committees).
- ♥ **Always listen** and guide the action accordingly.





LESSONS LEARNED

- A process like this takes **time, continuity and endurance**.
- It also requires **committed and shared leadership**.
- A **quality framework** is very important to guide the improvement plans of the services.
- Service transformation requires a **systemic approach**. Centers and teams need **different types of support**, more than classical training. They can't do it alone.
- A process like this **is really complex but it is worth it**.





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Thank you for your attention



[Socialasturias.asturias.es/cuidados_larga_duracion](https://socialasturias.asturias.es/cuidados_larga_duracion)



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Support for Older Persons: A Social Work's Perspective on Social Inclusion



Amabel Tonna

Family Therapist / Senior Social
Worker

Active Ageing and Community Care

Our organization's mission is to advocate and include older persons in society through holistic client-oriented policies and support so that our clients continue to enjoy life to their maximal potential to the best of their ability.

Active Ageing and Community Care uphold a commitment to renewing public policies through feedback from our interventions with clients.



Anzjanità Attiva u Kura fil-Komunità
Active Ageing & Community Care

One-to-one Sessions

As Social Workers, we work with **older persons** living both within the **community** and **residential homes**.

We provide **emotional support, guidance** and **assistance as needed**.



Social Assessments

We are taking part in the **psychosocial assessment** being carried out prior to admission to long term care, helping to support a holistic assessment of the client's needs.

Once clients are admitted into long term care, we are carrying out an individual **social assessment**, to facilitate a smoother transition period and identify any needs from an early stage.



Saint Vincent
De Paul

long term care facility

Awareness Talks

As a unit, we also focus on raising awareness with older people and professionals alike on a number of issues that they might face. Some of which include **financial fraud**, **loneliness** and different types of **abuse**. Such talks are given in **Local Councils** as well as **Active Ageing Centres**.

Within long term care, we help facilitate **monthly committee meetings**, where residents voice their concerns and provide feedback on the care that they receive.



Networking Meetings

We are also involved in networking meetings taking place in different communities, which the main focus is on community mapping and liaising with different stakeholders such as **The Agency for Community and Therapeutic Services (ACTS) & The Malta Police Force** to identify unmet needs which we can collaborate on.



Santa for Seniors

Through consultation, a number of clients were identified to benefit from this initiative.

The identified clients were handed a **care package consisting of a number of foodstuffs and personal care products in hope of cheering them up during the festive season** as well as alleviating their financial burden.

Each package was made up by donated items for the purpose of this initiative.



Therapeutic Support Groups in Residential Care Homes to fight loneliness *(pilot project)*

A pilot project was started to address loneliness in residential care homes, where an interactive support group is being facilitated by a Family Therapist and a Social Welfare Professional.

Residents were involved through prior consultations about relevant topics to discuss, providing a constant feedback loop as well as an evaluation form at the end of the group.



Outcomes

Santa for Seniors was received positively, and we managed to reach our goal of cheering them up during the festive season.

In **Home Committee Meetings**, clients are grateful for being able to use these platforms to voice their concerns, as well as being involved in certain decision making processes.

During **One-To-One Sessions** clients are supported by reflecting upon and processing of any issues and emotions being elicited by the subject being discussed.

In our **Psychosocial Assessments**, clients are now entering residential care homes depending on their holistic needs.

Testimonials from Support Group

- ↳ *I liked this group name, spot on! Because it is easy to go into solitude.*
- ↳ *The space helped challenge my way of thinking to better look after myself.*
- ↳ *We look forward to this group, as it is insightful and interesting, we learn a lot.*

(Participants from Group ta Wens, 2024)

*"I am willing to give you my all
But not the silence of my solitude.
What is the use and the future of words
If silence ceases to exist"*

(Peresso, 2024)



Key Learnings



- ↳ The importance of **empowering** clients to make use of their own resources and potential to deal with problems including that of loneliness.
- ↳ The ability to **tap into resources** that were otherwise unknown to the client both in the community and in their support system.
- ↳ Giving a voice to our clients, encouraging **intergenerational equity**.
- ↳ **Collaboration** is key, both with clients themselves as well as with all other professionals involved to ensure an effective service delivery



Thank You!