CHANGES IN SOCIAL WORKERS’ AND LONG-TERM CARE PROFESSIONAL TRAINING

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LONG-TERM CARE SYSTEM IN POLAND

• No Separate Long-term Care System
• Lack of Community, Home and Family-based Care
• Long-term Care Needs Growing, High Risk of Hospitalisations
• Limited Budget And Care Accessibility
• Increasing Demand And Changing Demographic
• Staff Shortages
• No Significant Reforms

SURVEY ON SOCIAL SERVICES AND LONG-TERM SUPPORT

2 PARALLEL STUDIES:

a) Involving Managers (64 People)

b) Involving 100 Frontline Services Dealing With Social Assistance And Long-term Care

Subject: Impact On Social Services Delivery And Needs To Adapt Their Work

- Online Survey February-March 2021 (After A Year Of The Pandemic)
- Over 80% Staff Women
- Mostly The Age Group 35-55 (Over 70% Of Respondents)
- More Than 10 Years Of Work Experience
COVID 19-IMPACT ON SOCIAL SERVICES – THE MAIN CHALLENGES

A) DESTABILIZATION OF THE FUNCTIONING OF SOCIAL WELFARE INSTITUTIONS

B) DYNAMIC CHANGES OF THE CURRENT NATURE OF THE WORK, ADAPTING THE WAY OF WORKING

C) DISORGANIZATION RESULTING FROM THE EMERGENCE OF NEW LEGAL PROVISIONS IN SHORT INTERVALS

D) FEELING OF STRONG ANXIETY, UNCERTAINTY AND EVEN HELPLESSNESS ASSOCIATED WITH THE IDENTIFICATION OF STRESS AND DIFFICULT EMOTIONS

E) LACK OF PROPER COOPERATION WITH OTHER SERVICES

F) NEGATIVE IMPACT ON THE SCOPE AND FORM OF SERVICE PROVISION

G) MAIN DIFFICULTIES WERE RELATED TO:
- THE DIRECT DIAGNOSIS OF SOCIAL WELFARE CLIENTS
- COMMUNICATION WITH THE PATIENT
- TECHNICAL ISSUES, ENVIRONMENTAL DOCUMENTATION, MEDICAL DOCUMENTATION
- PROBLEMS WITH E-SERVICE
How to improve Quality in times of pandemic?

- professional training of staff,
- additional education of clients / recipients of social assistance
- appropriate instructions
HOW TO CHANGE SOCIAL WORKERS’ TRAINING?

SUBJECTS THAT SHOULD BE INCLUDED IN THE EDUCATION PROGRAMMES (FRONTLINE SOCIAL SERVICES STAFF):

- Effective Coping With Stress, Tension, as well as the Negative Emotions of the Pensioners (and their Family): **17.9%**
- Using Psychological, Emotional And Supervision Support As Well As The Exchange And Sharing Of Experience, Meeting Groups, Support Groups: **12%**
- Effective Personal Management (Especially The Ability To Healthy Discharge Of Tension And Effective Regeneration Of The Body): **11.7%**
- Building Cooperation With Other Institutions In The System To Increase The Quality And Quantity Of Services Provided: **10.6%**
- New Technologies And ICT Systems: **9.9%**
- Building Healthy Relationships And Effective Communication In Therapeutic Teams: **9.5%**
- Interpersonal Communication with the Team In Remote Conditions **8.4 %**
- Protection Of Personal Data And Their Confidentiality: **3.3%**
NECESSARY CHANGES IN PROFESSIONAL EDUCATION PROGRAMMES

- Crisis Management (23.6%)
- Human Resource Management (22%)
- Information Management (19.8%)
RECOMMENDATIONS FOR TRAINING PROGRAMMES IN EMERGENCY CRISIS SITUATIONS (AD HOC TRAINING INTERVENTIONS)

- Training on threats, problems and their specifics
- Training in new legal regulations, preceding their introduction
- Programs related to coping with stress, helplessness

RECOMMENDATIONS FOR LONG-TERM CHANGES AND PROFESSIONAL EDUCATION PROGRAMMES

- Specialized Programs for Long-term Care Workers
- Creating Diverse, Flexible, Module-based Learning Paths
- Introduction to Education Programmes Issues such as: Coping With Stress, Crisis Management, Cooperation With Partners, Use of Technology in Social Services
Thanks!

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