

REPORT

Survey

Spain

Project:

**Against violence in elderly care
(AVEC)**

2020-1-CZ01-KA2020-0783321

September 2021

LARES (Spain)



Co-funded by the
Erasmus+ Programme
of the European Union



In mid-August 2021, Lares converted the questionnaires drafted by the project team into two Google Forms.

We blasted the call to participate in the survey to all Lares care home's directors (around 600 recipients), asking them to participate in the survey for directors and forward and to invite their workforce to respond to the survey for employees.

Survey to Employers



Sondeo de opinión - Directores

El siguiente cuestionario forma parte del proyecto europeo AVEC (Against Violence in Elderly Care), del que Lares es socio estratégico junto a organizaciones de República Checa, Francia y Austria.

El objetivo del proyecto es crear un programa de formación profesional a nivel europeo sobre la prevención y fomento del buen trato en el ámbito de los cuidados de larga duración, para detectar, identificar y prevenir la violencia y ofrecer una respuesta adecuada.

Le pedimos que cumplimente el formulario para tener una idea lo más completa posible de las necesidades formativas en materia de buen trato y violencia en entornos residenciales.

Este cuestionario es anónimo. Está destinado exclusivamente a los miembros del equipo directivo de centros residenciales de mayores.

Lea cada pregunta con atención y elija, de entre todas las opciones, la respuesta que más se ajuste a su opinión. Tenga en cuenta que no hay respuestas correctas o incorrectas; cada uno tiene su propia opinión sobre el problema.

Muchas gracias por participar y colaborar con las iniciativas Lares.

Juntos MULTIPLICAMOS.

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*Obligatorio

PROYECTO EUROPEO AVEC - Against Violence in Elderly Care



- Launched in mid-August 2021.
- **Target of recipients:** employers, care home directors and other members from the management department.
- **Survey respondents:** 38 pax.
- **Content:** no major changes were made to the final version provided by APSS in June.
- **New question added:**
Is there anything else you would like to add that you consider necessary or interesting for the creation of the training programme? (optional)

Answers received:

- Training should be aimed to all staff working in the centre, regardless of their position.
- It should be very practical and entertaining, with real examples and their consequences.
- Short sessions of no more than 3 hours.
- I find the training with practical cases very useful.
- Few sessions very well-prepared and with virtual support material always available for use in training meetings with professional teams.
- To talk about sessions, we should first talk about content. I believe that transpersonal psychology is vital to understand violent behaviour.
- One theoretical session and another one practical.

Survey to Employers

OUTCOMES

Registration of cases	40,5%	of the total number of respondents answered that, to date, their organization does not have registers for cases of violence . 37.8% of respondents said that they do. There is a disparity in the responses.
Prevention plan	73%	stated that they do not have any prevention plan , while 27% said that they do.
Previous training	94,6%	affirm that no training on violence management has been carried out in their centre in the last few years
Previous training topic	5%	of nursing homes that had previously developed training actions on violence, they were focused on Person-Centred Care (4 hours session)
Measuring knowledge to manage cases of violence	13,5%	Only 13.5% said that their workers had sufficient knowledge to handle situations of violence . It is surprising that 62.2% said they did, but not enough.
Order of training of the addressees	78,4%	of the managers surveyed consider they should be trained first
Differential training programme	56,8%	of the employers believe that there is a need for differential training by professional category
Type of training	81,1%	prefer practical training integrated into their work routines. Only 24% of the managers would like this training to be in e-learning mode.
Other target groups	54,1%	consider important for residents to receive training on violent behaviour, as did families (24.3%) and volunteers (13.5%)
Prior diagnosis	87%	consider it of vital importance to have a prior diagnosis of the situation regarding their own practices in their services

Survey to Employees



Sondeo de opinión - Trabajadores (Equipo Técnico)

El siguiente cuestionario forma parte del proyecto europeo AVEC (Against Violence in Elderly Care), del que Lares es socio estratégico junto a organizaciones de República Checa, Francia y Austria.

El objetivo del proyecto es crear un programa de formación profesional a nivel europeo sobre la prevención y fomento del buen trato en el ámbito de los cuidados de larga duración, para detectar, identificar y prevenir la violencia y ofrecer una respuesta adecuada.

Le pedimos que cumplimente el formulario para tener una idea lo más completa posible de las necesidades formativas en materia de buen trato y violencia en entornos residenciales.

Este cuestionario es anónimo. Está destinado exclusivamente a trabajadores del equipo técnico de centros residenciales de mayores (trabajadores/as sociales, psicólogos/as, fisioterapeutas, personal de enfermería, gerocultores, auxiliares, etc.).

Lea cada pregunta con atención y elija, de entre todas las opciones, la respuesta que más se ajuste a su opinión. Tenga en cuenta que no hay respuestas correctas o incorrectas; cada uno tiene su propia opinión sobre el problema.

Muchas gracias por participar y colaborar con las iniciativas Lares.

Juntos MULTIPLICAMOS.

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PROYECTO EUROPEO AVEC - Against Violence in Elderly Care



- Launched in mid-August 2021.
 - **Target of recipients:** care home employees, working as direct care workers or technical staff.
 - **Survey respondents:** 35 pax.
 - **Content:** no major changes were made to the final version provided by APSS in June.
 - **New question added:**
Is there anything else you would like to add that you consider necessary or interesting for the creation of the training programme? (optional)
- Answer received:**
Tools for discerning the difference between aggression and communication in people with cognitive impairment
- **Difficulty** to reach the target group. Lack of dissemination from directors

Survey to Employees

OUTCOMES

Type of social service provided	91,4%	of LTC workers work at facilities where residents are accommodated .
Most common type of violence	48,6%	The most common type of violence observed by respondents is from users/clients to staff members (48.6%), followed by the violence from users/clients to other users/clients, and in 3rd place the one from employees towards users/clients.
Most common cause of violence episodes	60%	Problems caused by dementia are considered the first cause of violence for 60% of the respondents. Communication problems stand out (8.6%).
Times of day when violence problems occur	28,6%	The times of the day when problems occur are very widely distributed in terms of the opinions of those surveyed: during social activities (28.6%), when waking up and during mobilization (17.1%), and during nursing care (14.3%).
Intervention in case of potential violence	13,5%	Most of all the respondents considered that they would intervene if they suspected that a situation could lead to violence (68.6%).
Intervention in case of current violence	77,1%	When the suspicion of violence comes from a co-worker, 77.1% say that "Yes" they would definitely intervene, while a 17% say that they would probably intervene.
Difficulty to deal with violent situations	60%	Most of the respondents (60%) find it difficult to cope with situations of violence . Only for 20% of them, it is "Easy" to deal with this type of situation.
Support to violence victims	94,3%	For 94.3%, it is essential to support the victim of a violent conflict.



Rules of the facility	45,7%	For 45.7%, there are actually rules of behaviour in case of violent situations , while 31.4% say that they do not know or are not sure. 11.4% say that they do not know. 11.4% stated that there are no such protocols in their workplaces.
Communication	45,8%	Almost half of the times, violence situations are not discussed in the working groups .
Support in case of suffering violence	62,9%	In the event of suffering violence, 62.9% of those surveyed stated that they would have the support of their superiors . A similar percentage believe they would receive such support from their co-workers.
Preparation	51,4%	Half of the respondents (51.4%) consider that they are moderately prepared to deal with situations of violence, 20% consider that they are "Poorly" prepared to deal with violence and only 8.6% consider that they are well-prepared to deal with situations of violence.



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