



Research on mistreatment of older adults in Quebec:

summaries of scientific articles



Training in the Workplace: The Need for Managers to Deal with the Mistreatment of Older Adults in Long Term Care Institutions.

REFERENCE

Beaulieu, M. (1992b). Training in the Workplace: The Need for Managers to Deal with the Mistreatment of Older Adults in Long Term Care Institutions. *Le G rontophile Journal*, 14(3), 3-7.

TEXT TYPE

Format: Scientific article

Content: Empirical

DISCUSSED THEMES

Definition, perpetrators of abuse, prevention, screening, intervention, training.

GOAL OR RESEARCH QUESTION

The article reflects on the training needs related to abuse in the nursing home network for seniors. In addition, it includes the results of an unprecedented action-research concerning the definitions and the reactions of managers to elder abuse.

PROBLEM

Changes in clientele using public services and the government's ability to provide appropriate services lead to reflection on the need to adapt training programs. According to two reports of committees under the Ministry of Health and Social Services, it is necessary to inform and train seniors, families, communities and practitioners in order to find solutions to the problem of elder abuse. The objectives and the means concerning such trainings remain however to be determined.

METHODOLOGY

The action-research has been carried out by in-depth qualitative interviews with about thirty managers of the *Corporation des centres d'accueil Laval* (Corporation of nursing homes in Laval) in order to understand their definition of abuse and their reaction to this problem.

RESULTS

Managers interviewed for this action-research addressed the need for training, particularly because they acknowledge elder abuse as a problem and because they are concerned with the uniformity of care and services. These training sessions should be intended for direct practitioners and to their immediate superiors, but also to the residents themselves, to ensure that they are aware of their rights and their use as well as to their families. Managers also mention that the retransmission of information to employees is far from ideal since it does not allow them to reflect on the substance of the question. An interactive training program incorporating the definition of abuse, the intervention protocols and the different forms of possible intervention with abusive practitioners should be developed. A monitoring mechanism should also be considered, in order to fully root of what has been learned.

DISCUSSION

Results of this study confirm the findings of a previous study, is that managers acknowledge the need to resort to specific training. In addition, the discomfort expressed by managers regarding the definition of abuse is commonly shared because no definition has brought a consensus. Finally, although the work environment gives considerable attention to training in long-term orientations, little money is allocated to training programs on a short-term perspective. The author puts forward the idea of a systematic prioritization of an amount of money available for training and development.

CONCLUSION

The training of personnel is an effective way of changing views on this issue and the intervention with seniors. It must respond to the needs of different people who attend these training sessions and care about the well-being of residents, in the nursing home network for seniors. Moreover, the author adds the need to leave the floor to seniors during training sessions, so that they can talk about their experiences on abuse in nursing homes. The results of this action-research show that training is needed within the work environment and that it is important to give employees a collective wealth of knowledge in order to attain a certain degree of uniformity in practices.

AVENUES FOR PRACTICE AND RESEARCH

The author of this article also asserts the importance of reaching out senior executives of these institutions with training programs, because they are the ones who hold the real power to change philosophies, policies and practices. In addition, she emphasized on the absolute necessity of implementing a monitoring program to ensure the integration of new knowledge.

DRAFTING DATE

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