

# 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



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## **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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