



TRAINING APPROACH

A philosophy of care based on relationship
150 concretes techniques and tools



Preface by Rosette Marescotti and Yves Gineste, co-authors
« Humanitude relieves. Humanitude liberates. »

Our experience, facing with the most complex care situations for over 40 years, taught us that putting all your heart in your work is not enough. Every professional will have to strengthen their knowledge and skills to create and maintain a relationship, what we call the link of gratitude. During training sessions, Humanitude qualified trainers teach our philosophy to reflect on every single gesture of care in any situation. They teach hundreds of techniques we have developed over time to understand and know how to enter into relationships, to professionalize gaze, speech, touch and to

promote verticality. They pass on these techniques and tools for a gentle, adjusted intake of care and promote this implementation of personalized meals, and social activities in living environments.

The first Humanitude pilot facilities decided to evaluate this quality of care and ensure its sustainability through a complete reference system that we have developed with "Humanitude Label". As a result, Humanitude operational training approach has shown positive medical and financial impacts on work-related accidents, work disruptions, hospitalizations and neuroleptics consumption. Humanitude, the tenderness of care for vulnerable persons and professionals...



Preface by Annie de Vivie, founder of Agevillage.com and director of the Humanitude training network

« A training approach focused on medical and financial impacts »

Like any positive and inspiring vision, the Humanitude training approach is first chosen and carried out by the management of the facilities. A steering group will reflect on its implementation, communication and evaluation based on Humanitude reference framework, on medical and financial indicators as well. Little by little, one year after another, teams will follow their training actions on care, social life and nutrition. Care referents, nutrition and social life advisors will be trained. Time will be dedicated to them to ensure companionship and workshops, in order to help them in their tasks. Teams will learn to observe their care

with kindness and to support each other, so that the self-assessments result in reaching 80% of the Humanitude Label will be achieved in two, three, four years.

Free from forced care, equipped to deal with behaviour disorders, reassured by an appropriate organization, teams help each other and welcome families with serenity.

Humanitude care techniques save hundreds of thousands of Euro on work-related accidents and stoppages, hospitalisations, avoiding bedsores and facilitating recruitment. What a pleasure to see smiling faces, reassuring looks gathered around projects that give back meaning to your work !



PARTE I

HUMANITUDE:

An innovative and
voluntary training
approach

impacting quality of life and life at work for vulnerable
persons and professionals

FOREWORD

Humanitude focuses on the links that allow Human to communicate with each other regardless of their physical and mental conditions.

Maintaining those links depends on three relational pillars : gaze, speech and touch, in addition to one identity pillar, verticality. These four pillars constitute the essential and vital foundations of positive human relationships throughout our lives.

The Humanitude training approach is a professionalized support ensuring proper treatment of people in social, medical and health facilities. Its application helps preventing people from psychosocial risks.

It aims to generate a return on investment based on medical and financial indicators : work stoppages, work-related accidents, hospitalizations, neuroleptics, etc.

FINDINGS ON COMPLEX AND EXHAUSTING CARE

Facing with the evolution of complex situations involving support for the elderly, the disabled or the sick, care professionals are lacking support, guidance and practical solutions. Good practice recommendations assert values without showing how to put them into practice on a daily care basis. The CNAM-TS (French National Health Insurance Fund for Salaried Workers) was alarmed by the explosion of musculoskeletal disorders. Psychosocial risks to the point that medical-social and health sector has become the most at-risk in France : + 45% in 10 years in personal assistance and care services.

The care culture has its pitfalls: pressure from the organization and teams to the detriment of individualized care. Health, safety and care are taking precedence over freedom and autonomy. Risk is the involuntary control over vulnerable, frail people's life.

Mentoring is slowed down to replace absent staff (labor law, fixed-term contract conditions). Safety, in a normative environment, overpowers any other aspect of care, risking misunderstandings, abusive interpretations and overwhelming ethical values. Physical restraints (to prevent fall, agitation) and chemical restraints (to prevent agitation) are common, degrading the image of institutions.

Situation Analysis

People who are frail, sick, agitated, restless, considered "aggressive" are in fact "defensive" most of the time. Their cognitive abilities are impaired. They no longer recognise nor understand the care situation and the caregiver in order to mentally support the care, even though it is offered "for their own good". With the alteration of cognitive faculties, natural acts or gestures (e.g. pinch grabbing), habitual acts or gestures (standing upright when the person is sitting), classic acts or gestures of care (a sting, an intimate toilet), will very often, unless they are analyzed and understood, be felt as aggressions by people with this type of pathology. And this is all the more so because these people, like any person in a situation of stress, dependence or vulnerability, are emotionally and relationally hypersensitive.

Accompanying the elderly, persons with multiple pathologies, neurodegenerative diseases, persons at end-of-life, requires analysis, expertise and technicality.

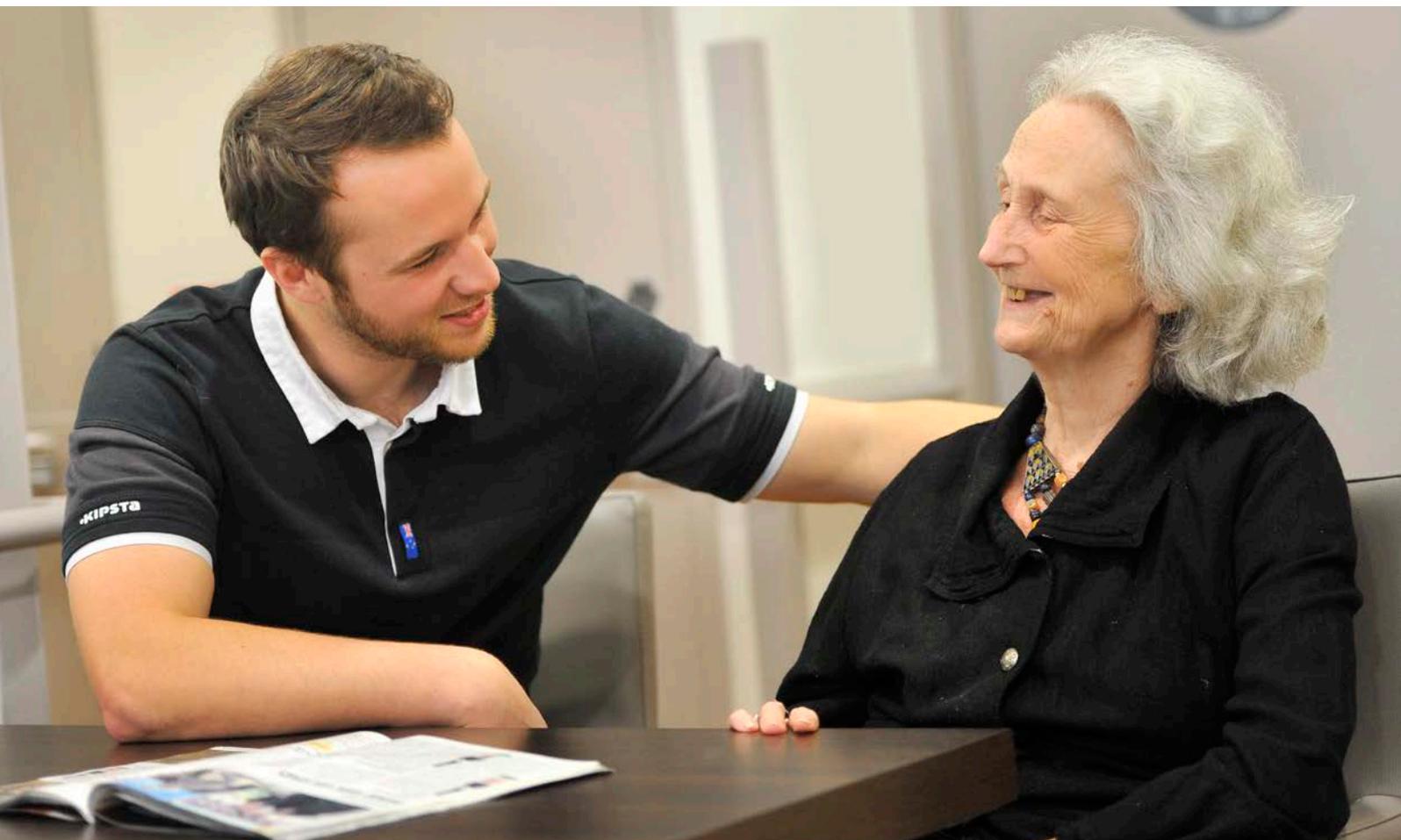
SOLUTIONS DO EXIST : STRENGTHENING THE SKILLS OF PROFESSIONALS

To compensate the lack of adaptation of the professional's initial education, it is essential to use continuous training. It reduces the feeling of helplessness of staff and improves the quality of care for care receivers in medico-social and health establishments.

Gineste-Marescotti® Care Methodology or Humanitude® is an effective solution enabling caregivers to pacify their relationship with care receivers and be perceived as benevolent.

Humanitude philosophy questions every gesture of care. It consists of over 150 care techniques to soothe difficult care. It is the only training approach that professionalizes the relationship between care receiver and caregiver around the pillars of Humanitude: gaze, speech, touch and verticality (20 minutes standing up every day to prevent getting bedridden).

TRAINING COURSES IN REAL WORK SITUATIONS



The Humanity training approach is part of the continuous quality improvement plan involving every working force in the facilities. It requires a steering group and action plans that are evaluated and monitored.

Experience shows that it is necessary to train at least 75% of the staff for a concrete and sustainable implementation of the tools and techniques transmitted during training. During the courses, trainees learn the techniques based on the 4 pillars of Humanity in real work situations and succeed immediately in decreasing behavioural disorders.



GAZE



SPEECH

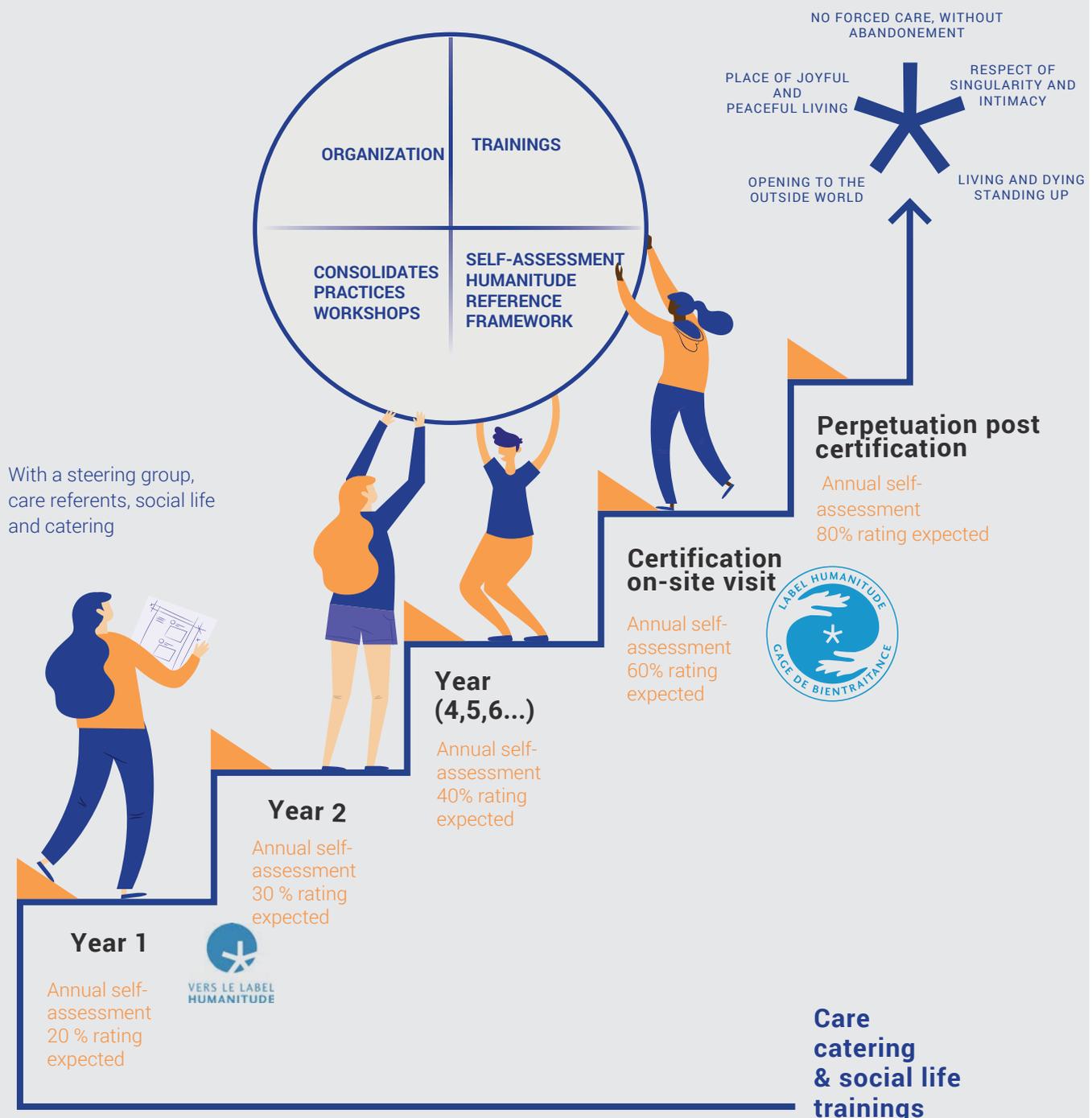


TOUCH



VERTICALITY

CONTINUOUS QUALITY IMPROVEMENT PLAN



Training courses

1

Humanitude Project Steering Group Training

regarding a return on investment with medical and financial impacts.

The objectives of this training are to:

- Implement dynamics of change, give thought to objectives set by authorities concerned
- Drive change management and promote team building to improve the quality of support and life of care receivers, as well as the quality of life at work
- Evaluate the results based on medical and financial indicators with the support of the Humanitude reference system, with its hundreds of criteria monitored online.

The steering group is composed of the people designated to manage Humanitude approach within the facility, e.g. director, health manager, head of department, doctor, nurse, psychologist, occupational therapist, psychomotor therapist, caregiver and professionals from each shift (in particular from the night shift in order to improve the flow of information), specialized educator, activity manager, quality controller, etc.

2

Training courses for Care, Social life and Nutrition: for health and medicosocial sector teams (people made vulnerable by age, illness, disability, etc.)

These 4-day training courses always combine theory and practice. Each gesture is questioned according to the philosophy of Humanitude. Techniques are applied in standard working conditions. Built on an active and original pedagogy, the training modules include:

- Concrete case studies by means of videos presenting situations, reflections and exchanges based on the participants' experiences
- The application of tools and methods under standard working conditions
- Studies of individual or collective situations: group work, leading of meetings, project management.

The "Care" training courses directly target solutions for care receivers causing major difficulties to the team.

The "Social life" training courses equip the Personalised Life Project with the sensory atmosphere because everybody has a "Life" beyond care.

The "Nutrition" training courses cover all aspects of nutrition to reduce undernutrition in a concrete way.

3 Relational Handling® Training®

"The art of handling is the art of avoiding it". Relational Handling® consists of Humanitude techniques to transfer patients, which provides tools for communication, preservation and return to health. Acquisition of its techniques aims to prevent the persons from getting bedridden.

4 Specific Interdisciplinary Training

It is an essential training which strengthens the link between each department and helps to abolish unproductive organizations of work in silo.

This training is intended for "non-healthcare" staff of general departments; e.g. administrative, catering, laundry, kitchen, etc.

5 Humanitude Champion Training

It reinforces the skills of one or more key persons who have passed the Care Action-Training (Level 1).

The Humanitude Champion is one of the operational pillars of the training sustainability. Examples of the skills include implementation of the "evaluative bath" tool which helps assessing the person's capabilities and helps defining personalized care objectives, facilitation of workshops to assist the practice and companionship for Level 1 staff. The course consists of 2 sessions of 5 days each, with 6-8 practicing weeks in between.

6 Social Life Training

The team training "Social dynamics, a multidisciplinary challenge" is targeted for all professionals to increase the the facility's potential to become a real "Place to live".

Two individual training courses are available:

- "Learning to create and implement recreational activity project" Course is intended for the person in charge of recreational activities (e.g. occupational therapist) in order to give meaning to activities and learn to give life to the personalized accompaniment projects.

"Day care: learning to support day after day" Course is aimed at professionals involved in the organization of these specific units for disoriented people.

7 Catering and Hotel Training

Two team training courses: "Learning to build the catering project" and "Adapted Accommodation" are aimed at professionals in the catering industry and hotel teams. They provide concrete tools to fight against undernutrition, limit waste and make meals a real pleasure.

Two individual training courses, "Adapted Gastronomy" and "The Catering Consultant", are aimed at professionals who are involved in supporting the catering project with the contribution of innovative techniques, especially eating with hands and the use of similar mixed textures.

8 Training to improve your skills

"Humanitude Project Steering Group", "Reinforce knowledge and practice", "Evaluative bath towards a prescribed bath" and "Care act for doctors and nurses" courses aim to deepen the tools of Gineste-Marescotti® Care Methodology for people who have already attended the 4-day training.

5 TIPS TO PERPETUATE THE HUMANITUDE TRAINING :

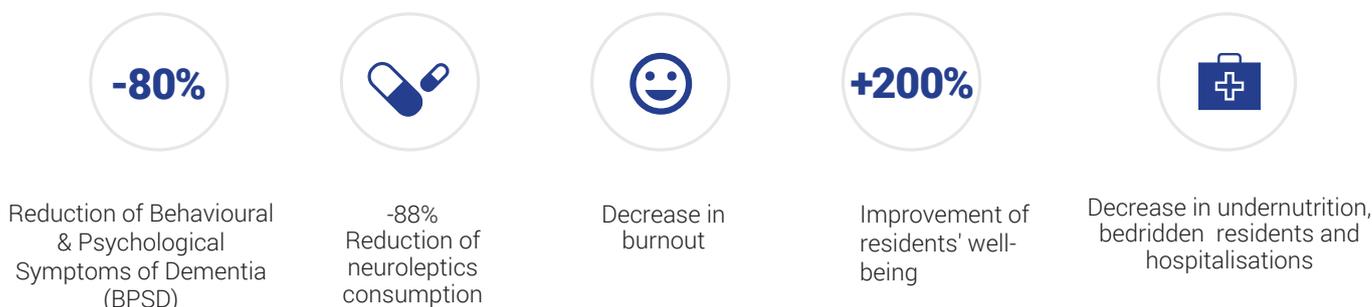
As same as all continuing professional trainings, there is a risk that the lessons learned will fade away, especially if there is resistance to change or no committed support and supervision from the management. While the term "good treatment" has become a key term in official recommendations, evaluation and accreditation processes, there is still a lack of clear benchmarks in the daily practice.

For example, one trained caregiver may think that it is necessary to make a weak person walk, another may say the opposite.

The notion of benevolence is often perceived as obvious and natural. However, the behaviour of people, particularly those with cognitive-mnemonic disorders, shows that professionalized and consistent care is not simple.



RETURN ON INVESTMENT OF THE TRAINING MONITORING OF MEDICAL AND FINANCIAL IMPACTS



The 5 Principles of Humanity

NO FORCED CARE, WITHOUT ABANDONEMENT

Not to harm : accepted care
towards no restraint

PLACE OF JOYFUL AND PEACEFUL LIVING

Respect for home : knock, knock,
knock and wait for the answer.
Respect of life rythm (sleep) and
choices (meals, activities ..)

RESPECT OF SINGULARITY AND INTIMACY

Social dynamic
Personalized Care and Support
Project



OPENING TO THE OUTSIDE WORLD

Open to families, volunteers,
associations, schools, culture

LIVING AND DYING STANDING UP

20 minutes of
verticality every day to
prevent from getting
bedridden



PART II

QUALITY CERTIFICATION HUMANITUDE



A label created and endorsed by



The Asshumevie Association (Association of Humanitude Evaluations and Places to Live) brings together the users of Gineste-Marescotti@ Care Methodology (directors of institutions and home services, doctors, executives), the Institutes Gineste-Marescotti and the authors of the methodology.

They recognise themselves in the commitment to good treatment for vulnerable persons and want to share their experiences, to be a point of reference for the elderly, people with disabilities or sickness, their families, and also public authorities.

They have witnessed the efficiency of this Methodology and are convinced that this approach provides solutions to the reality encountered on a daily basis, in support of people with dementia.

They want Humanitude to be recognised, more widely spread and integrated into assessment processes, as well as into the initial training of professionals.

The members of Asshumevie want to



Be dynamic and active towards public authorities: field visits, reflections on initial training, evaluations of professional practices and results



Be part of the scientific evaluation of the care methodology itself in order to participate in its regular improvement



Support professionals before and after the training sessions



Enroll more facilities and departments in the Humanitude process until they obtain the Humanitude Label



Verbatim of Humanitude certified people and facilities

“The more people who adhere to this approach of good treatment, the sooner we will succeed in changing not only our daily practices, but also public policies. In the long term, the investment on training is profitable, both financially and humanely.”



Why an Humanitude quality certification ?

Why an Humanitude quality certification for health and medico-social facilities ?



To promote and demonstrate the quality of their work and commitment to well-being

To support an improvement dynamic of people's quality of life, in compliance with current regulations and recommendations of good practices

To evolve towards real "places of joyful and peaceful living"

To provide a reference point for vulnerable persons, families, as well as supervisory and pricing authorities

To embody the values of Humanitude: freedom, citizenship, autonomy

The advantages of getting the Humanitude certification



For the institution :

- Valuation of quality of practices, dynamics of continuous improvement
- Recognition by families, elected officials, public authorities
- Ease of recruitment, staff retention



For care professionals

- Meaning given back to practices
- Practice harmonisation
- Recognition



For vulnerable persons :

- Feeling of dignity with gentle care, standing up every day to prevent from getting bedridden
- Respect for the environment, rhythms and lifestyle
- Make the new place of residence a real place to live, where people want to live, share and plan

On the Way to the Humanitude certification

Signing of an agreement

“Towards the Humanitude certification” between the facility and the Institute Gineste-Marescotti

Carrying out a self-assessment

Every year for 3 years, thanks to the Humanitude repository on the online platform. This self-assessment is analyzed by the Institute Gineste-Marescotti as part of the service provided

Provision of communication tools

Logos, graphic charter and a printed plate “On the way to Humanitude certification” by the Gineste-Marescotti Institute.



The steps of the certification process

After several self-assessments, the facility is ready for :



1

Signing of an agreement

- sharing of the evaluation specifications (eligibility criteria), prerequisites
- organisation of the on-site evaluation visit (timetable)

2

Evaluation by Asshumevie experts on site

(at least two days, depending on the size of the facility)

3

Assignment:

Decision of the Asshumevie certification committee:

- analysis of evaluation report, corrective actions
- comparison with eligibility criteria
- evaluation of facility reactivity
- sending report with notice to the institution

4

Communication on the Humanitude certification

The communication materials certifying the award of the certification are supervised by Asshumevie. In the event of withdrawal of the certification, the facility undertakes to remove all communication media within 2 months. Failing this, legal action will be taken for misuse.

5

Monitoring of the certification

The facility produces an annual self-assessment with the support of the Institute Gineste-Marescotti network. Asshumevie ensures an on-site follow-up visit by an expert during the time it takes to obtain the Humanitude certification.

6

Renewal of the certification (5 years)

The renewal process is the same as the certification process.