



# COMPASS - Care Managers Leading in Person Centered Care

## CoP Final Session

Project Number: 2022-1-IT01-KA220-VET-000085084

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How to create a CoP in  
your practice

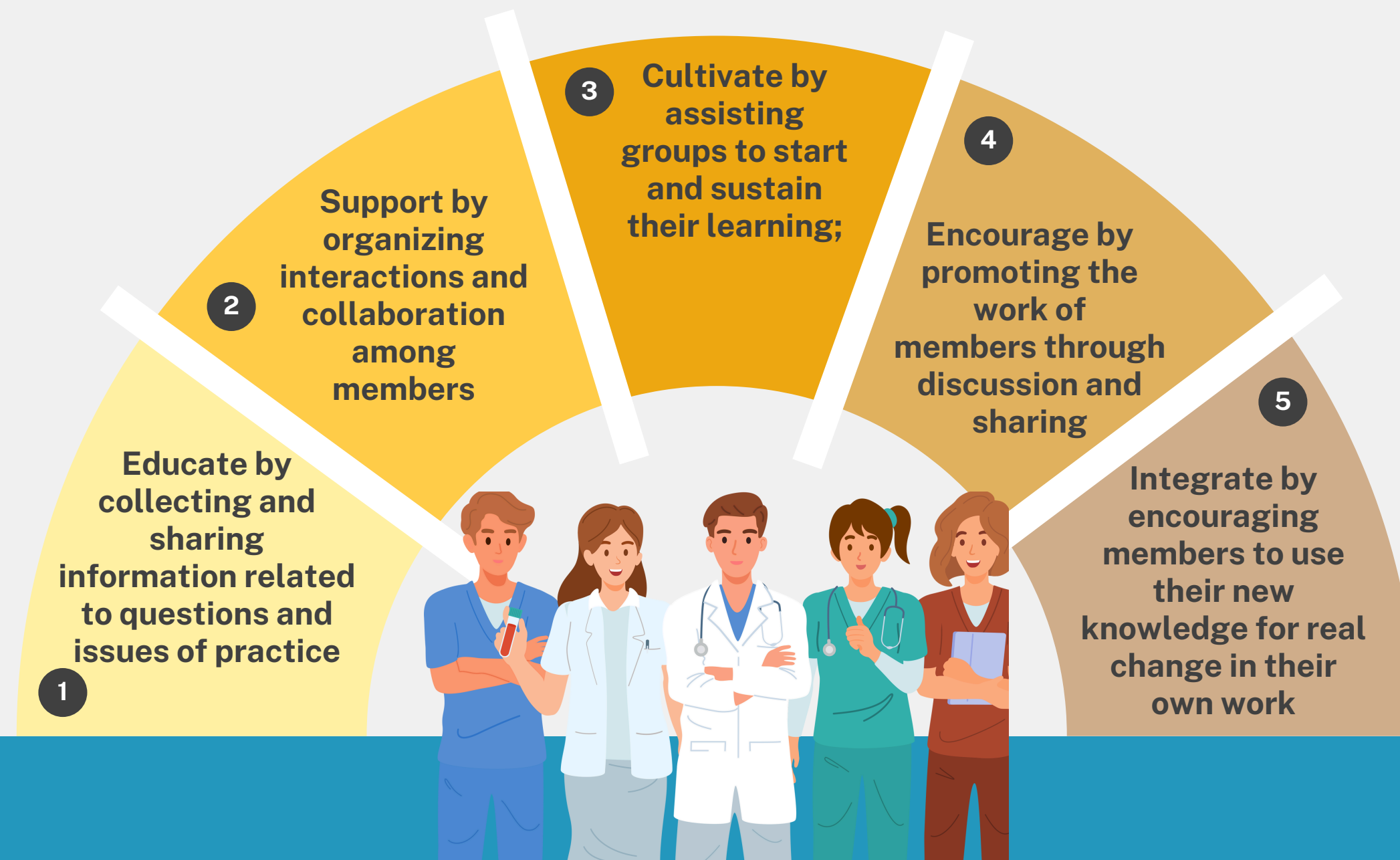
06

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Final thoughts

# What does a Community of Practice consist of?





# WHY organise a CoP

## What we aimed for

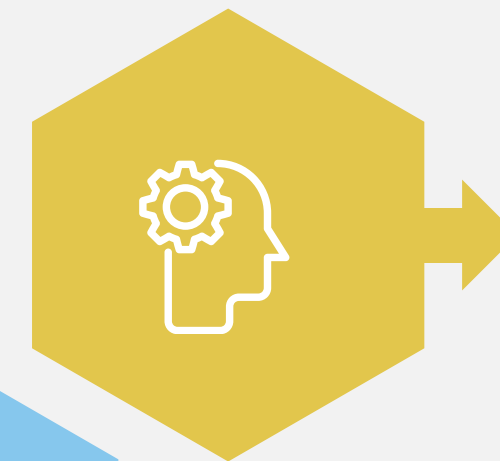
Develop a European Community of Practices (CoP) of care managers and care workers on Person Centered Care for older persons with the goal to share experience and skills, build a common language, and support the consolidation of a new professional vision that also transforms and reinforces the role identity from the perspective of a more managerial and less executive coordination function.

# COMPASS DIGITAL COMMUNITY OF PRACTICE

## Focus

### 1 - Leadership

Leadership for PCC

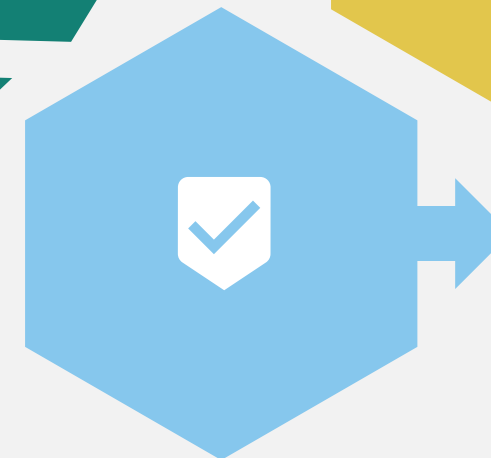


### 3 - Reflection

Modes of reflection

### 2 - Support

Support to care managers



### 4 - Advancement



Challenges with Covid-19 and supportive measures

### 5 - Development


New trends and policies at EU level




# Objectives

Promote the sharing of experiences and skills on Person Centred Care for Older People among care managers and care workers



Support the consolidation of a new professional vision that also transforms and strengthens the role identity from the perspective of a more managerial and less executive coordination function.



Build a common language



# How we designed it

**8 sessions**

spanning 7 months

60 minutes



# Session topics

Session 1: Introductory

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Session 2: Inspiring leadership in others

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Session 3: Identifying and discussing the underlying reasons for people's resistance to change and providing a safe space to talk about concerns

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Session 4: The broader context of formal care

Session 5: Reading between the lines

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Session 6: Reflecting on the hypothesis of the problem

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Session 7: Correcting unacceptable behaviours or respectfully calling out a discrepancy in others' behaviours

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Session 8: Lessons learnt



# Tour de Table on lessons learnt



# Italy

## Main positive aspects



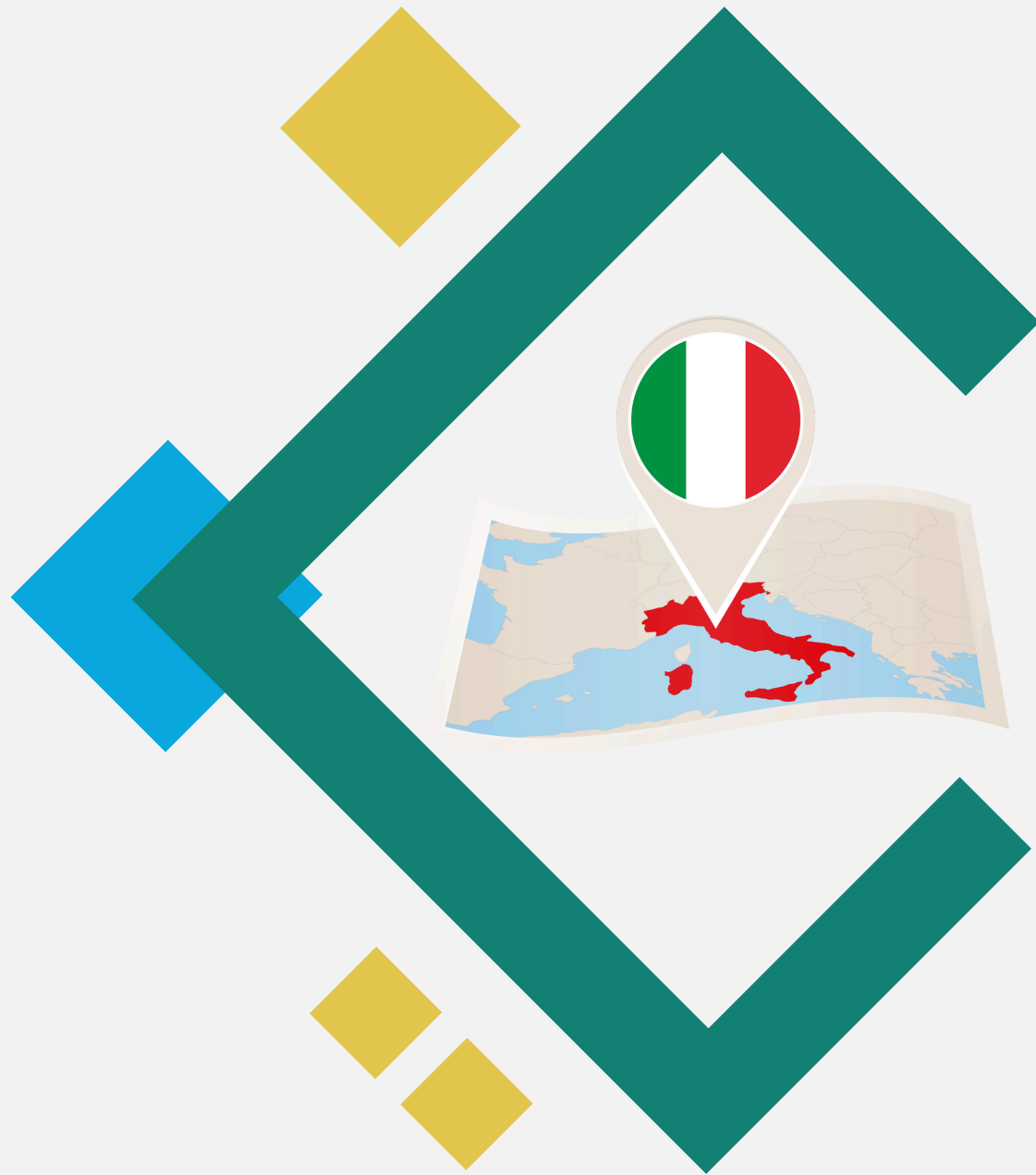
Challenges in care services can be the same and connections and cooperations cross-country can find new and effective solutions.



Opportunity to create authentic connections between professionals from different backgrounds.



Having a welcoming and engaging space is crucial to foster innovation, motivation and professional growth.



# Italy

## Points of attention



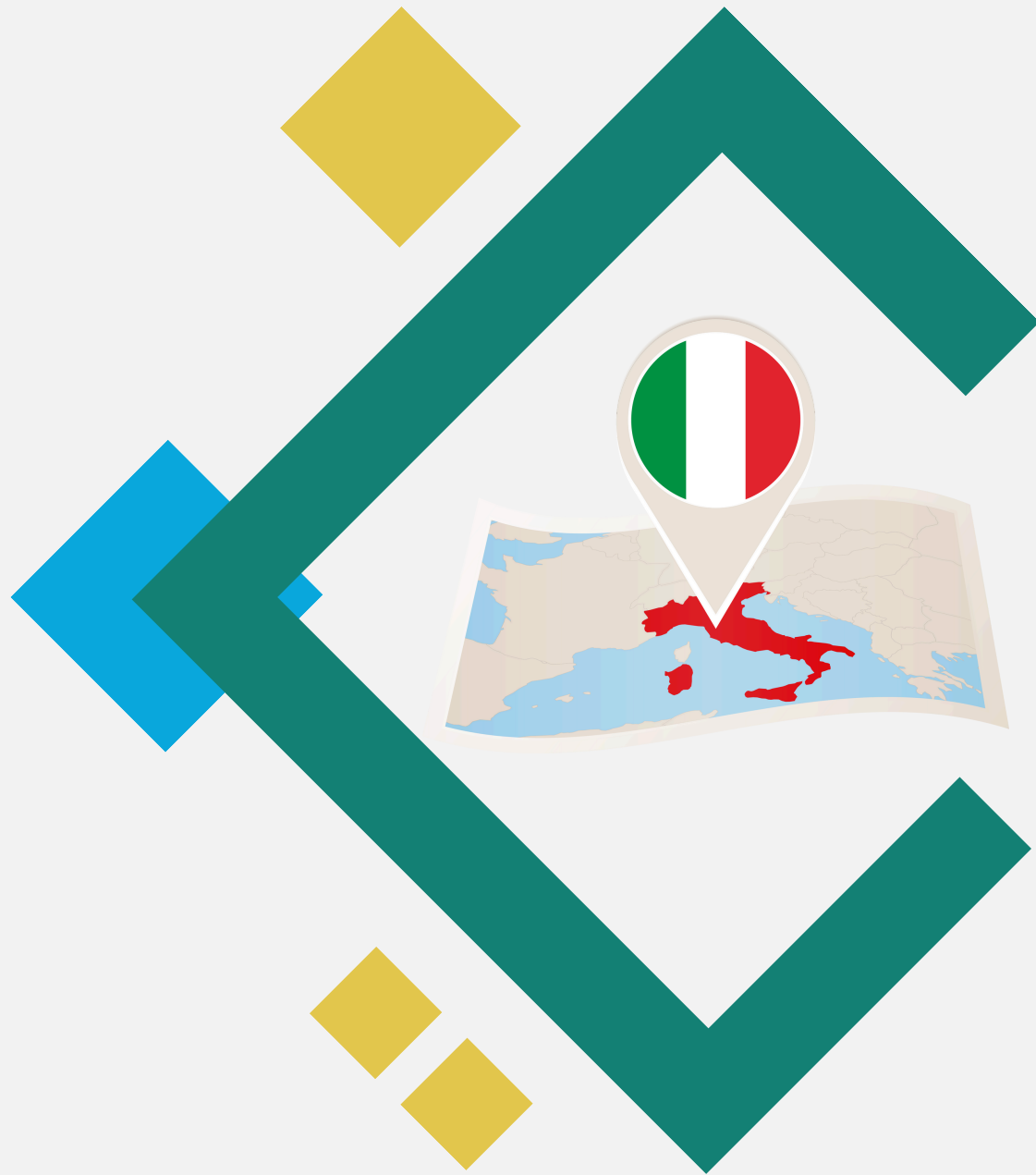
The language can be a barrier to understanding, motivation and participation.



The scheduling of appointments is essential to be done on time and kept as such in order to facilitate orientation and participation of network members.



It is very important to make appropriate use of visual elements during the webinar to enhance the enjoyment of the content (slides, infographics, diagrams).



# Cyprus

## Focus Areas of the CY CoP:



Understanding why resistance to change occurs.



Creating an environment for open and safe discussions.

- Participation and active involvement
- Facilitation and support
- Education and communication
- Establish trust through transparency

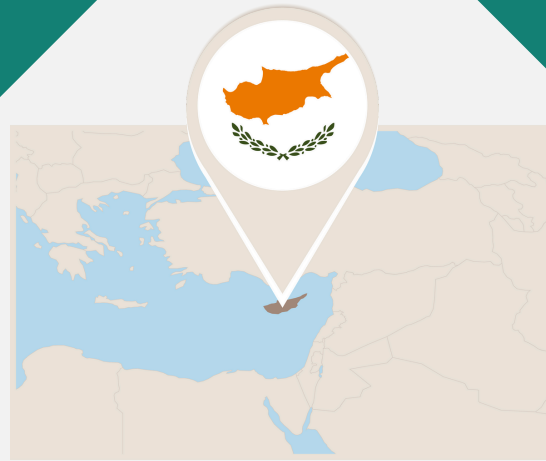


Sharing real-world examples to illustrate challenges and solutions



# Cyprus

## Lessons Learned:



### Shared Experiences:

- Practical examples highlighted that many participants faced similar challenges and concerns, during and after COVID-19, like adapting to remote work or implementing new healthcare protocols.
- These stories showed that many challenges were common, such as communication gaps or fear of losing control.

### Reflection:

- The session encouraged participants to reflect on their own approaches to change and identify areas for improvement.
- For example, many recognized weaknesses such as lack of clear communication with teams or overlooking their emotional responses to resistance. This reflection allowed participants to gain deeper insight into how they could better manage resistance to change.

### Collaboration:

- The CoP session facilitated the exchange of diverse perspectives and strategies for addressing resistance to change.
- Group discussions and the use of relaxation techniques sparked innovative ideas, such as breaking change into smaller steps or addressing emotional concerns through techniques that help ease anxiety.
- By sharing and learning from one another, participants were able to refine their strategies and adapt them to their own contexts.

# Ireland

## Focus points of the COP



Understanding the importance of a person-centred approach in healthcare.



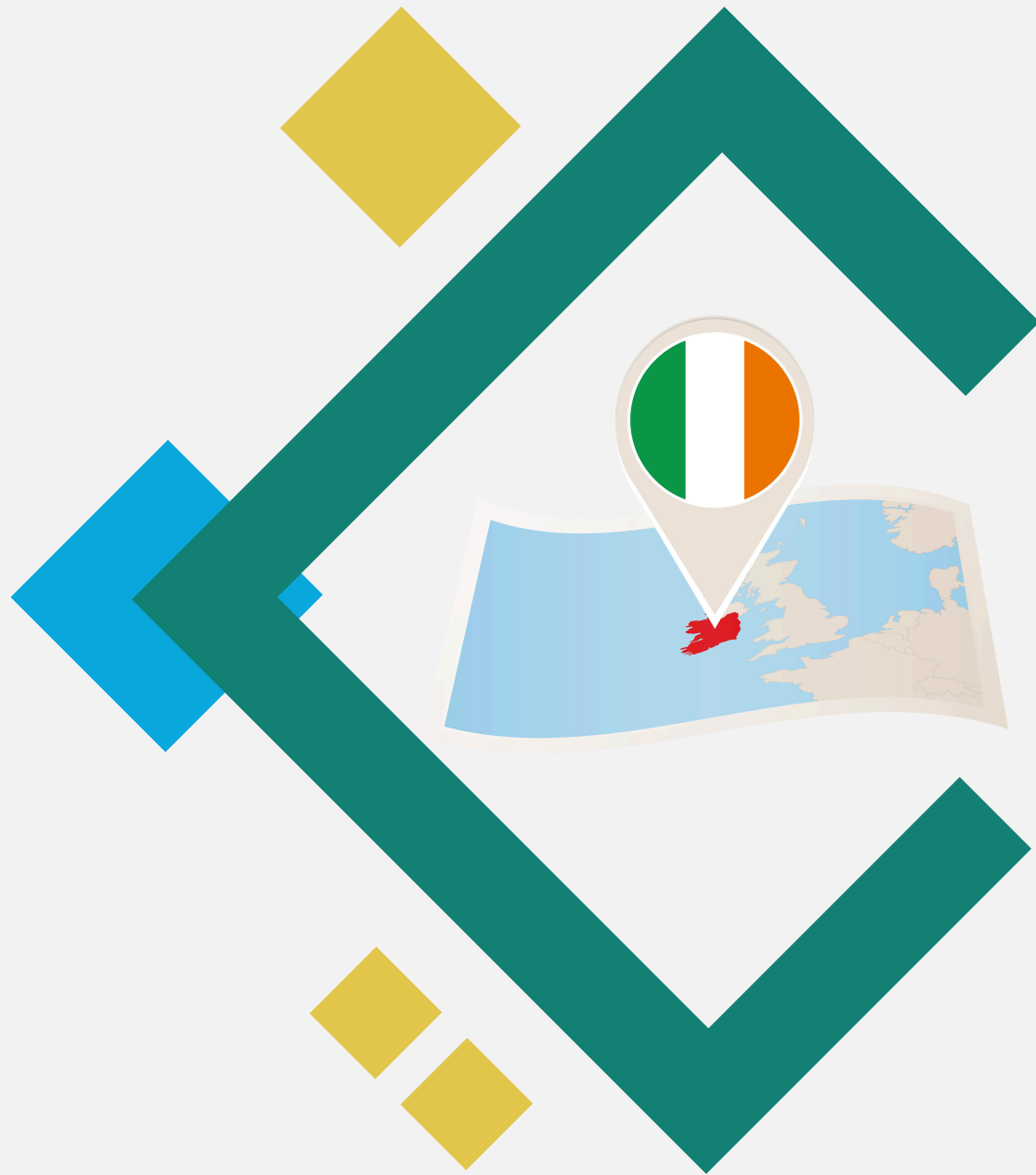
Recognising and addressing unacceptable behaviours in the workplace.



Promoting a just culture that encourages speaking up and accountability.



Developing effective supervision strategies for addressing negative behaviours.



# Ireland

## Take-aways



A person-centred approach is essential for creating a positive healthcare environment.

Codes of conduct provide a framework for expected behaviours and professional standards.



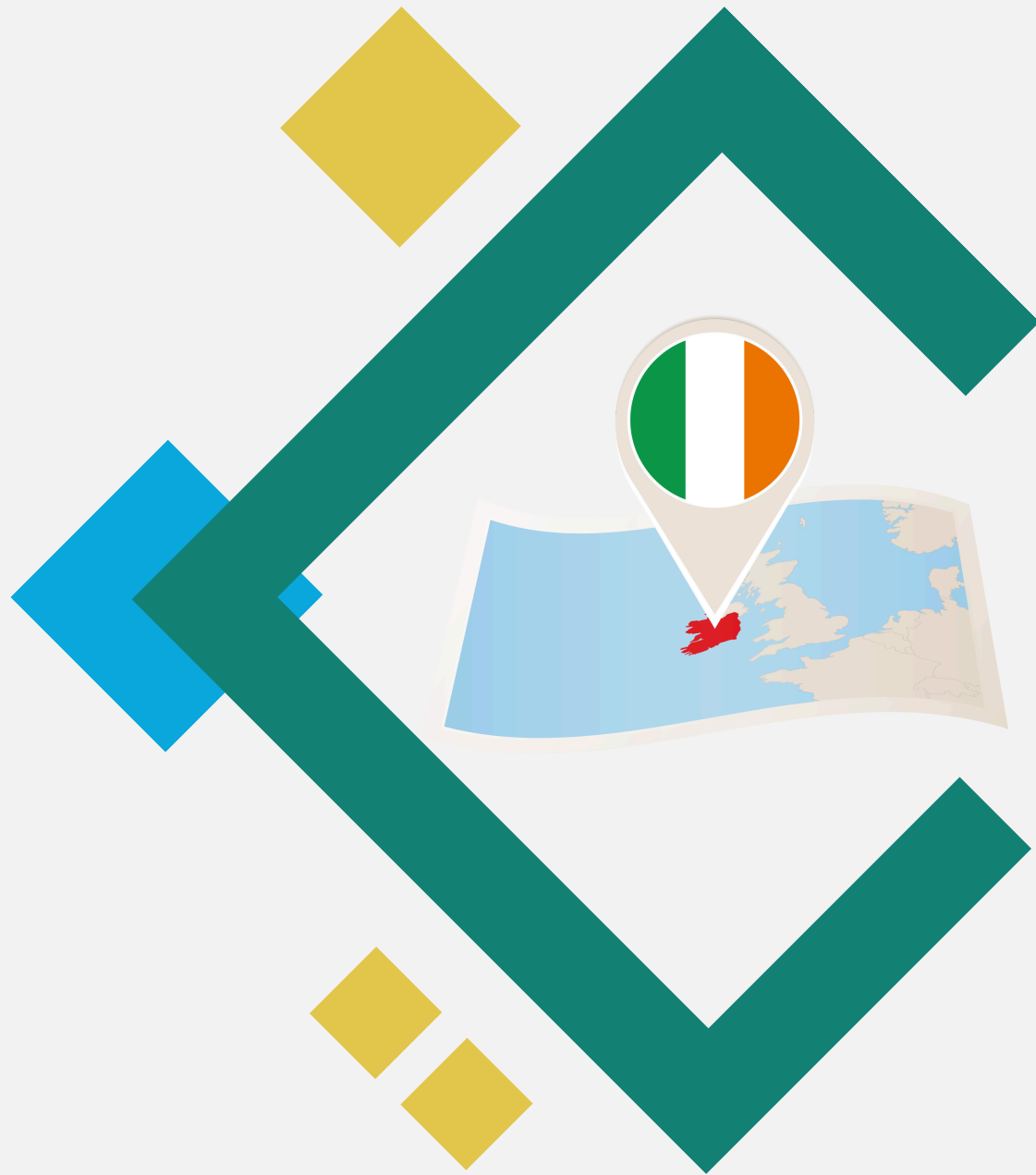
Unacceptable behaviours can have a domino effect, impacting individuals, teams, and the wider organisation.

Early intervention is key to addressing negative behaviours and preventing escalation.



Promoting a Just Culture empowers staff to speak up and contribute to patient safety.

Supervision supports professional development, staff well-being, and person-centered care, and creates workplaces where everyone feels safe, respected, and valued.



# Portugal

## Inspiring leadership in others

**Leadership** is a process in which one or more people influence a group of people to move in a certain direction.

## Leader VS Manager

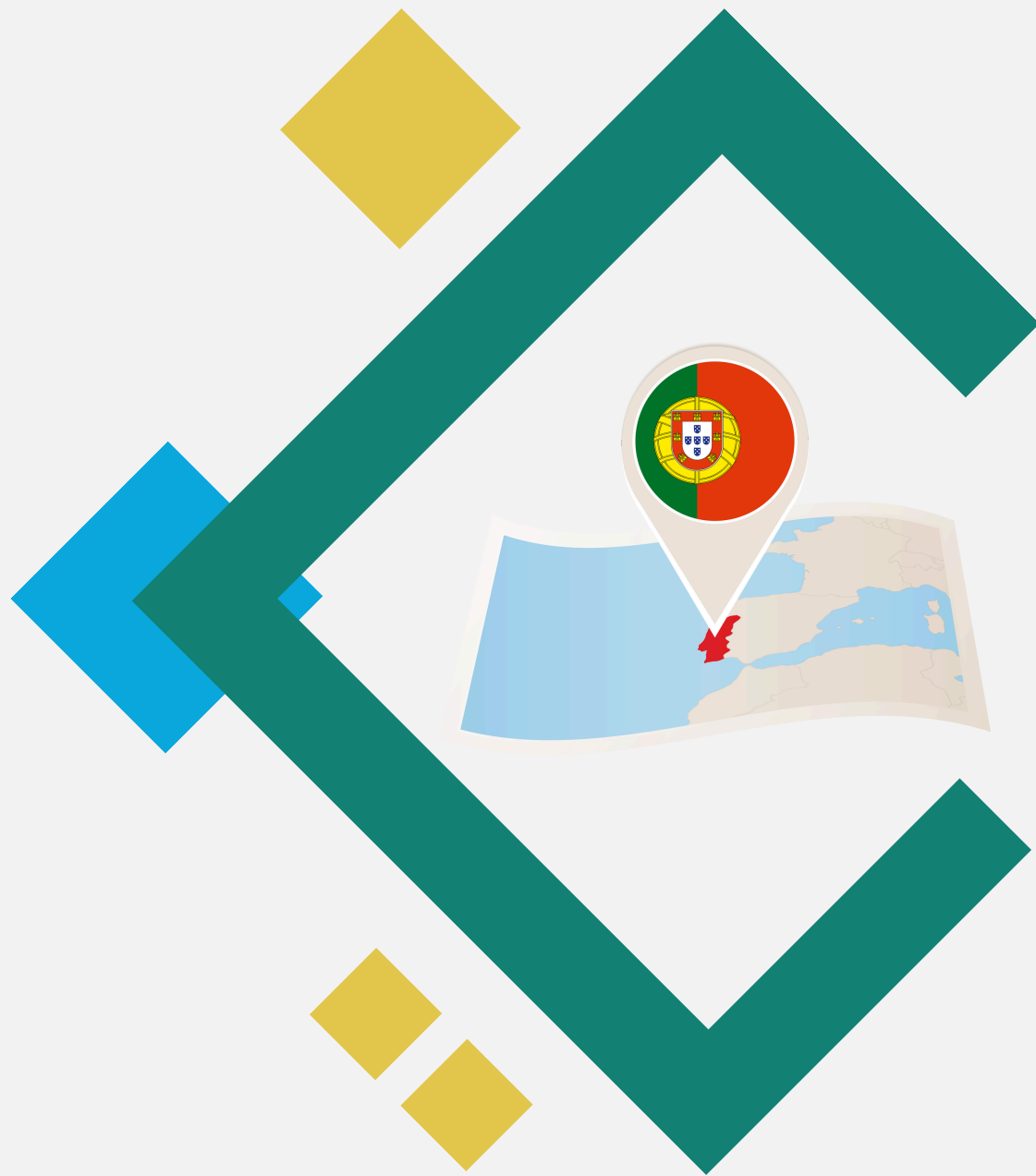
Leadership is a dynamic process of guiding, motivating, involving and encouraging people to participate in the vision and future.

Management ensures a certain stability through planning, organising and controlling situations.

### Lessons learned:

During Compass Training, WDGs, and events, the role of the **leader and leadership styles** became more evident in **engaging care staff in person-centred care (PCC)**. More and more, care staff are becoming **overloaded, and the workload is increasing.**





# Portugal

## The main challenges of a leader care manager



**Managing human resources and their users**



**Motivation of the professionals:** work overload, emotional and physical overload, difficulty of managing personal and professional life



**High turnover and absenteeism rate:** rotating schedules, staff shortages, work overload,




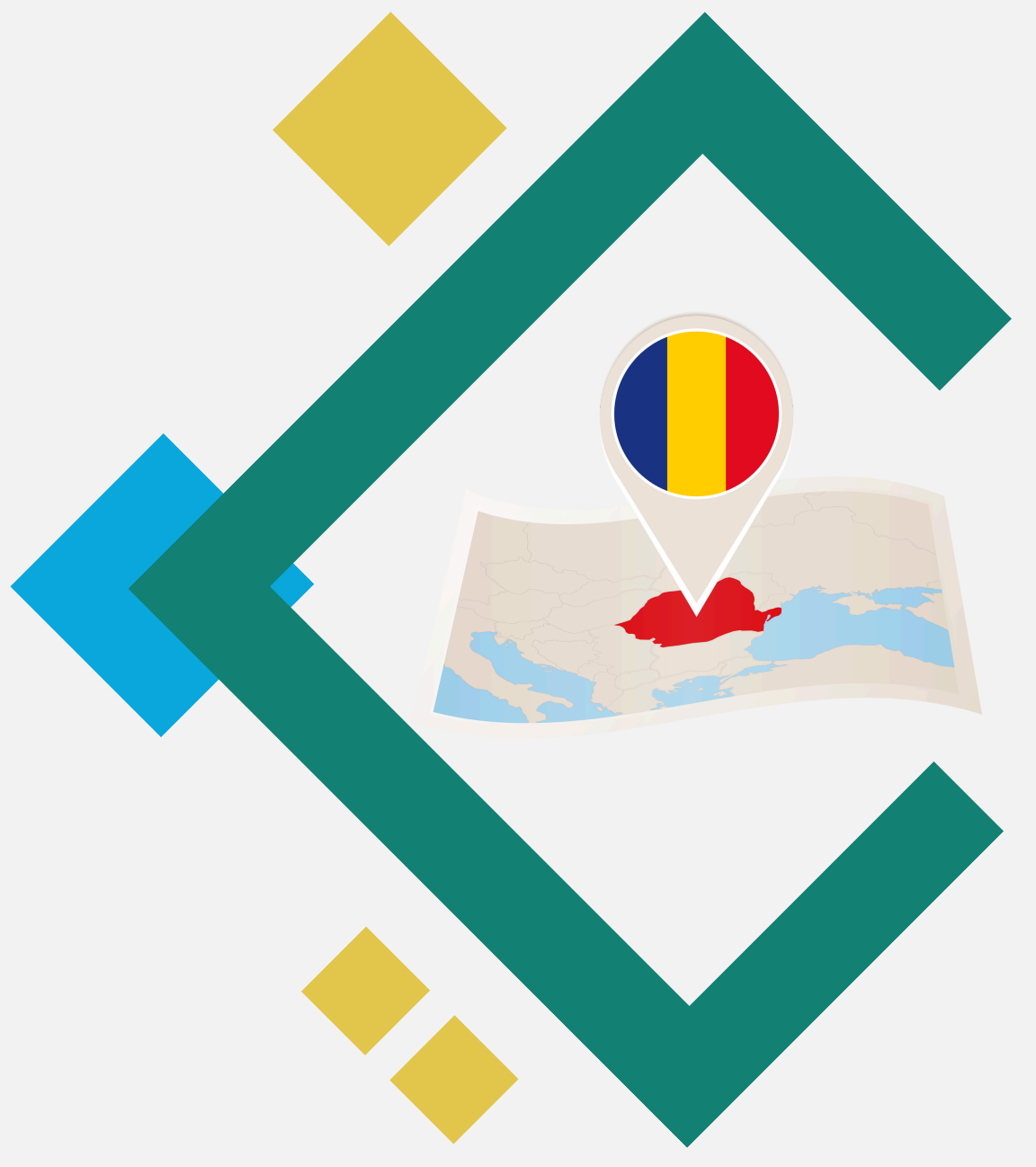
**Lack of knowledge and training** of their professionals about the PCC



**Culture of Care:** Ensure that the values of care models are understood by everyone and reflected in behaviours and actions, fostering a culture of care, compassion, trust, and learning.

# Romania

## Evaluation of the quality of care in long term care services for elderly: process and method

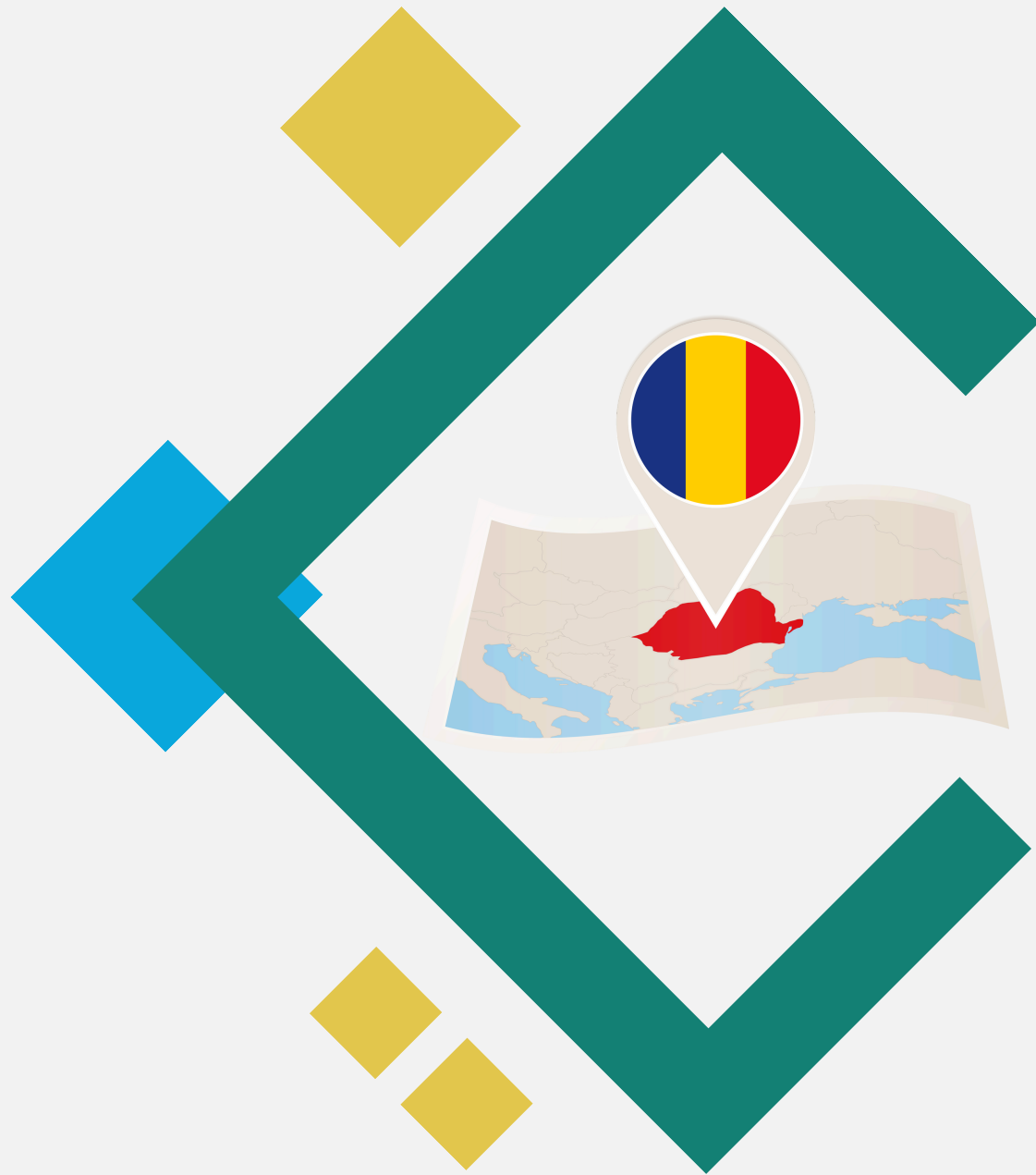


Project Background: Developed under the Ministry of Labor and Social Justice (2018–2020) to monitor and improve care quality in long-term care institutions.

Research Methodology: Utilized 89 quality indicators tested in 8 regional focus groups and refined through surveys with a 93.7% response rate. (253 social service providers)

Beneficiary Analysis: Of 10,441 elderly beneficiaries, only 3,160 could independently manage personal care, with the majority relying on private or public care institutions.

# Romania



Pending Requests for Care: Over 5,400 requests for care remained unresolved in 2018, most concentrated in private institutions.



Challenges in Care Services: Highlighted gaps include insufficient equipment, a shortage of qualified personnel, and inadequate social integration activities for the elderly.



Recommendations: Emphasized periodic monitoring (every three years) and targeted improvements in personnel training, equipment provision, and the creation of supportive social environments.

# Spain

## Transitioning to a Care Model focused on what is Important to the Person



**Training and supervision:** Comprehensive staff training and ongoing supervision to ensure alignment with person-centered principles.



**Structural and philosophical changes:** Shifting organizational frameworks and culture to prioritize what matters most to the person.



**Administrative support:** Securing strong backing from leadership to drive and sustain the transformation process.



# What's next

for the Compass CoPs

# The Compass platform



## Forum

A forum where you can network with your colleagues across Europe

[Read more](#)



## Resources

A repository of resources, practices, tools and best practices on person-centered aged-care and leadership in person-centered care

[Read more](#)



## Events

During 2024 we will organize monthly online webinars dedicated to person-centered care related issues.

[Read more](#)

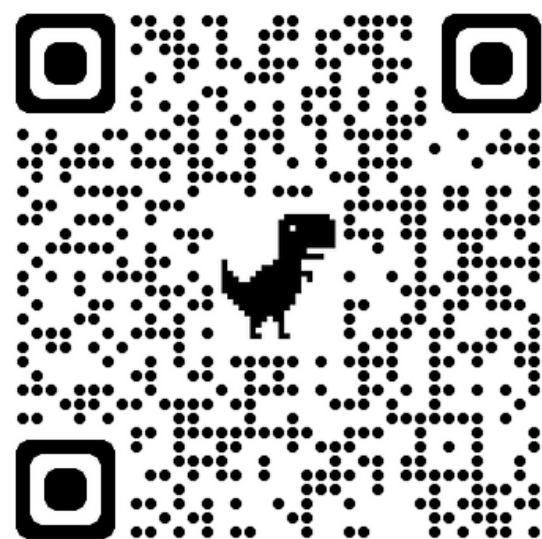
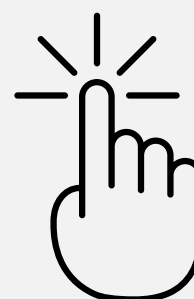


## Videos

Did you miss or were unable to attend the live Compass Community of Practice sessions? Don't worry! You can catch up on all the insights and discussions by watching the session recordings at any time that suits you.

[Read more](#)

[leadingcare.eu/community-of-practice](https://leadingcare.eu/community-of-practice)



# Building a CoP in your own practice

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**The Compass CoP Replication  
Guide**

**Share your feedback with us!**

**Evaluation questionnaire**



**Impact questionnaire**







Project partners:



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