Survey Report Austria

Project: AGAINST VIOLENCE IN ELDERLY CARE No. 2020-1-CZ01-KA202-078332
Activity: Survey among target group

Author: SeneCura Kliniken und Heimebetriebsgesellschaft m.b.H
September 2021

Content

The Questionnaire Research organized by the SeneCura Kliniken during August 2021 had two parts, the first for employees, and the second for social service managers. The questionnaire was distributed online by the Google Form service.

Part 1 – Employees

Survey tool: The questionnaire had several sections focused on finding experiences (3 questions), attitudes (8 questions), rules in the facility (5 questions), organizational culture (2 questions) and educational needs (1 introductory and 17 other questions).
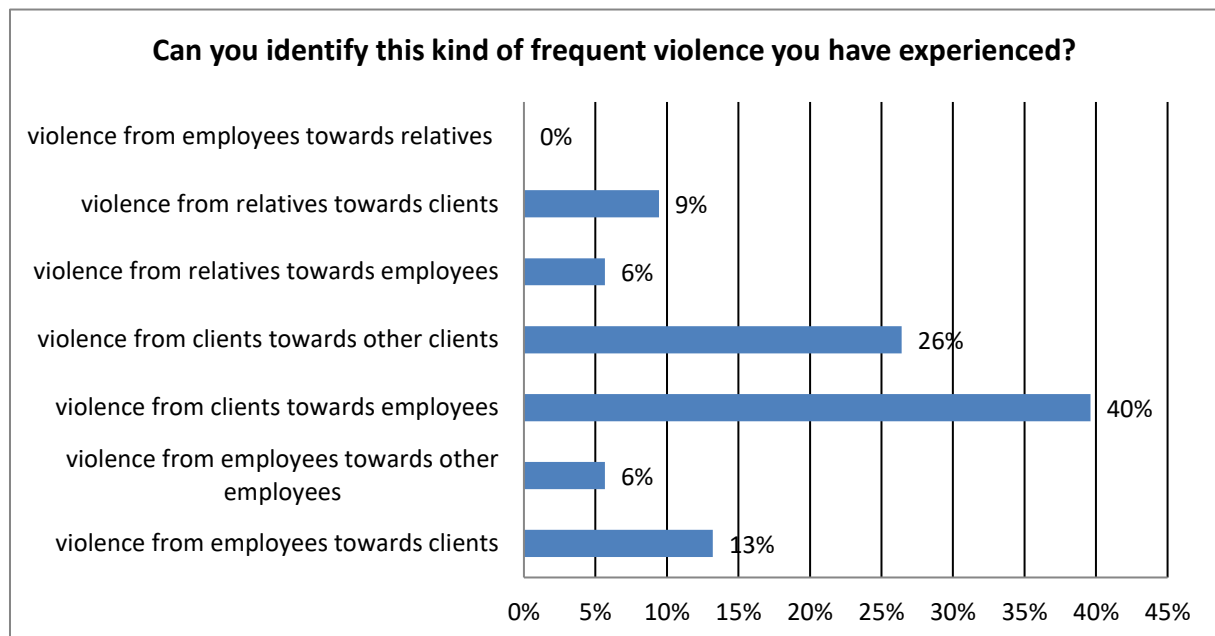
Sample: 29 participants from residential care, daily care centres and in home services.

Results

About experience

1. Kind of frequent violence

Chart 1 Can you identify this kind of frequent violence you have experienced?

Can you identify this kind of frequent violence you have experienced?

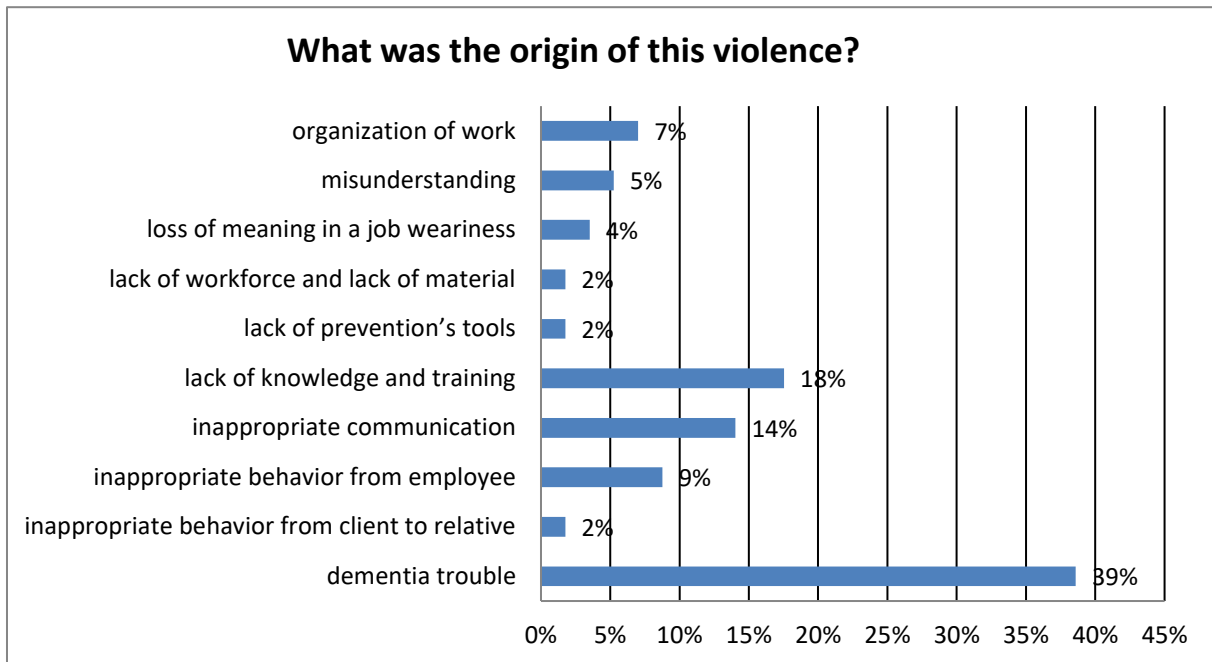| Category	Value
violence from employees towards relatives	0%
violence from relatives towards clients	9%
violence from relatives towards employees	6%
violence from clients towards other clients	26%
violence from clients towards employees	40%
violence from employees towards other employees	6%
violence from employees towards clients	13%

More than a third of those surveyed identify customer violence against employees as a common occurrence. Violence by customers towards other customers is also very high at 26 %. On the other hand, employees do not feel any violence towards relatives.

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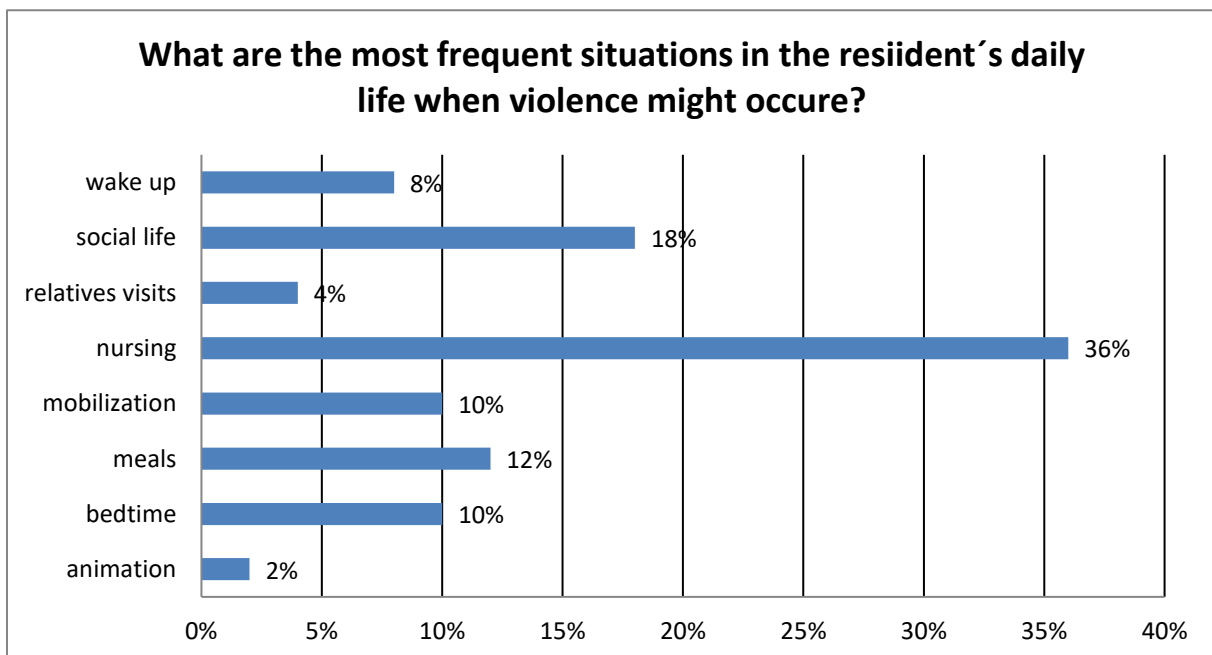Erasmus+ Programme
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2. Origin of violence

Chart 2 What was the origin of this violence?

What was the origin of this violence?

Category	Percentage
organization of work	7%
misunderstanding	5%
loss of meaning in a job weariness	4%
lack of workforce and lack of material	2%
lack of prevention's tools	2%
lack of knowledge and training	18%
inappropriate communication	14%
inappropriate behavior from employee	9%
inappropriate behavior from client to relative	2%
dementia trouble	39%

The origin of this violence has to a small extent organizational reasons. However, lack of knowledge and training is also identified as a source, with inadequate communication also being a lack of knowledge and training. However, the problems that can occur in the context of dementia events are identified as the main cause.

3. Situations

Chart 3 What are the most frequent situations in the resident´s daily life when violence might occur?

What are the most frequent situations in the resiident´s daily life when violence might occure?

Category	Percentage
wake up	8%
social life	18%
relatives visits	4%
nursing	36%
mobilization	10%
meals	12%
bedtime	10%
animation	2%

This graphic shows very clearly the different triggers for violence in everyday life. Both social life, movement or mobilization and eating can be triggers. Most frequently, however, there

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are the situations where nursing care is carried out and therefore a natural distance to the client cannot be maintained.

About attitudes

4. Potential violent conflict

This part (attitudes) shows us generally positive answers about ability to intervene in conflicts. It might be partly influenced by the high social desirability of those questions. Only but significant exception was a conflict in progress. The quarter of participants wasn´t sure about their intervention or they refuse possibly to intervene.

Chart 4 Do you think that you would be able to intervene into conflict, when it looks like it will be ended by violence?

Do you think that you would be able to intervene into conflict, when it looks like it will be ended by violence?

rather yes
41%

definitely yes
41%

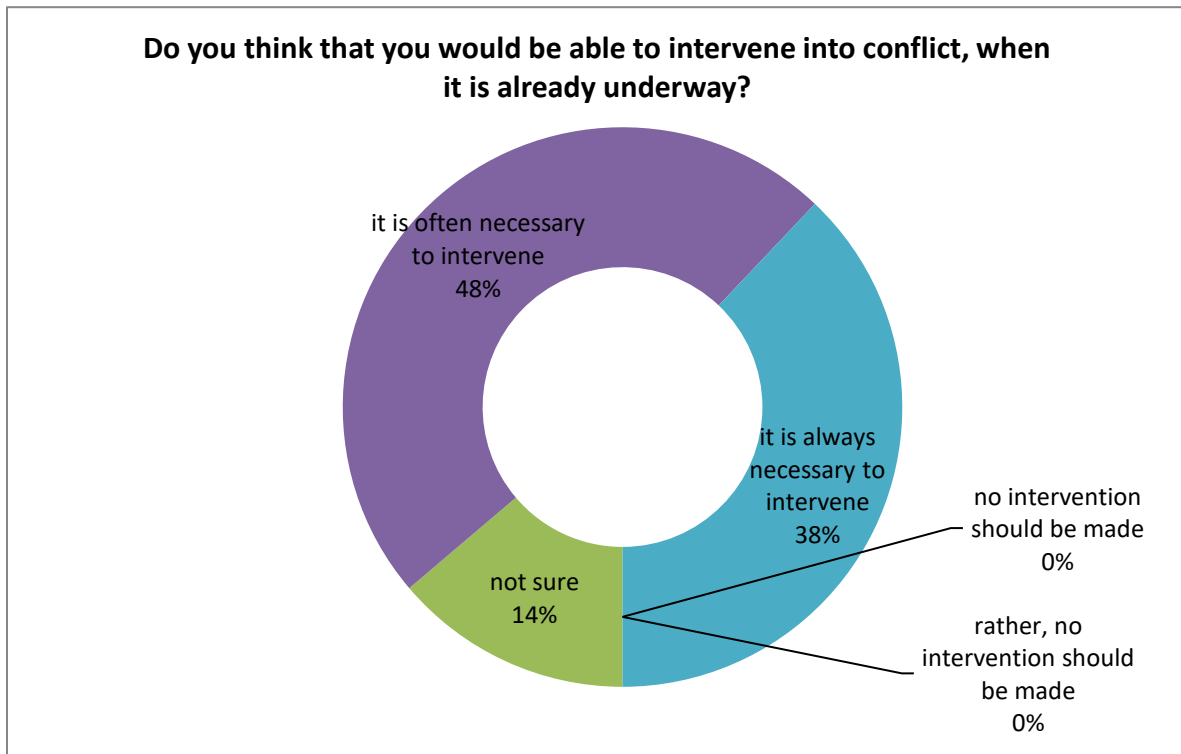definitely not
0%

rather not
4%

not sure
14%
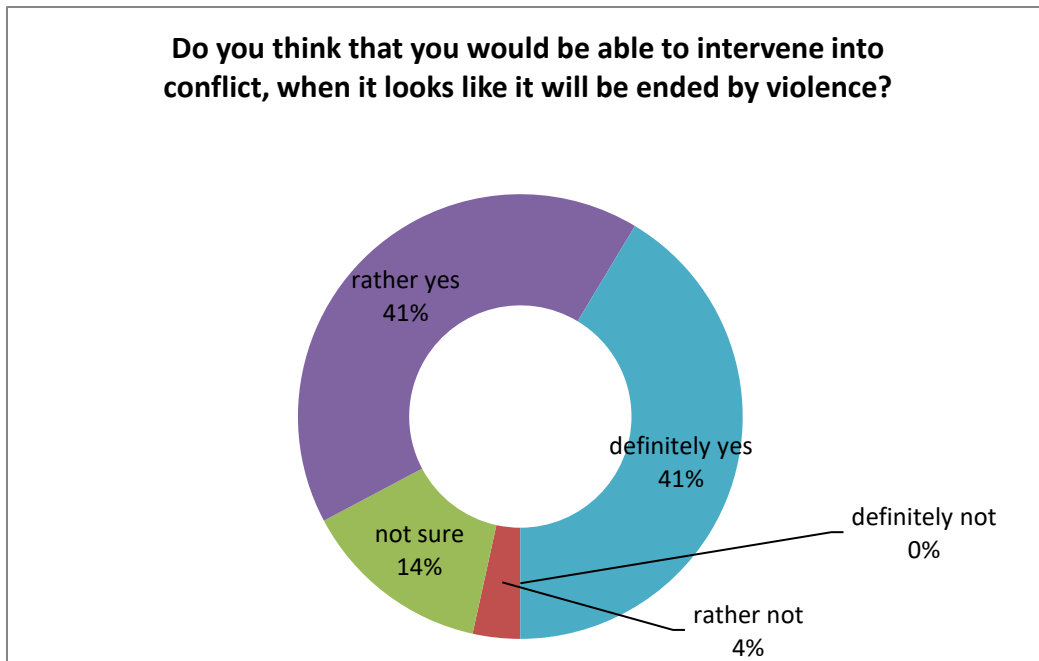
The intervention in a conflict is answered by the participants with more than 80 % definitely yes to more or less yes. Not to intervene or rather not to intervene is largely denied (4 %). However, the level of knowledge and training as well as personal attitude must also be taken into account here, whether action actually occurs, help is sought or not.
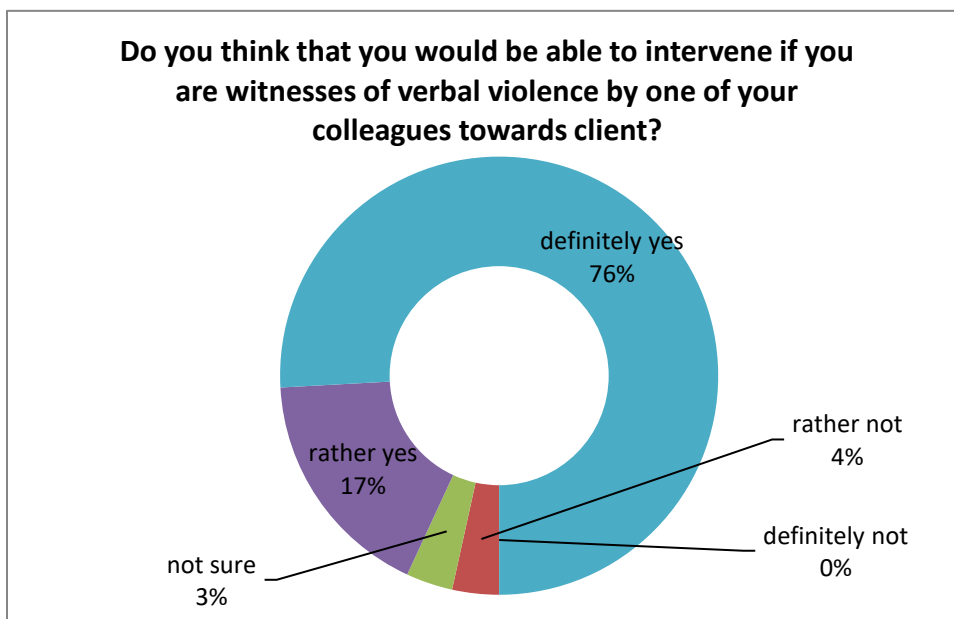
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5. Violent conflict in progress

Chart 5 Do you think that you would be able to intervene into conflict, when it is already underway?

Do you think that you would be able to intervene into conflict, when it is already underway?

it is often necessary
to intervene
48%

it is always
necessary to
intervene
38%

no intervention
should be made
0%

rather, no
intervention should
be made
0%

not sure
14%

It has been stated that it is often or always necessary to intervene when a conflict is definitely already present. Only 14 % stated that they would wait and see or not be sure. Doing little or no intervention is not seen as an option.

6. Witness of verbal violence by a colleague towards client

Chart 6 Do you think that you would be able to intervene if you are witnesses of verbal violence by one of your colleagues towards client?

Do you think that you would be able to intervene if you are witnesses of verbal violence by one of your colleagues towards client?

definitely yes
76%

rather yes
17%

not sure
3%

rather not
4%

definitely not
0%

This question was answered by the participants with over 90 % with very certain to fairly certain.

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7. Witness of verbal violence by client's relative towards client

Chart 7 Do you think that you would be able to intervene if you are witnesses of violence by client towards other client?

Do you think that you would be able to intervene if you are witnesses of violence by client's relative towards him/her?

- rather yes 24%
- not sure 21%
- rather not 3%
- definitely yes 52%
- definitely not 0%
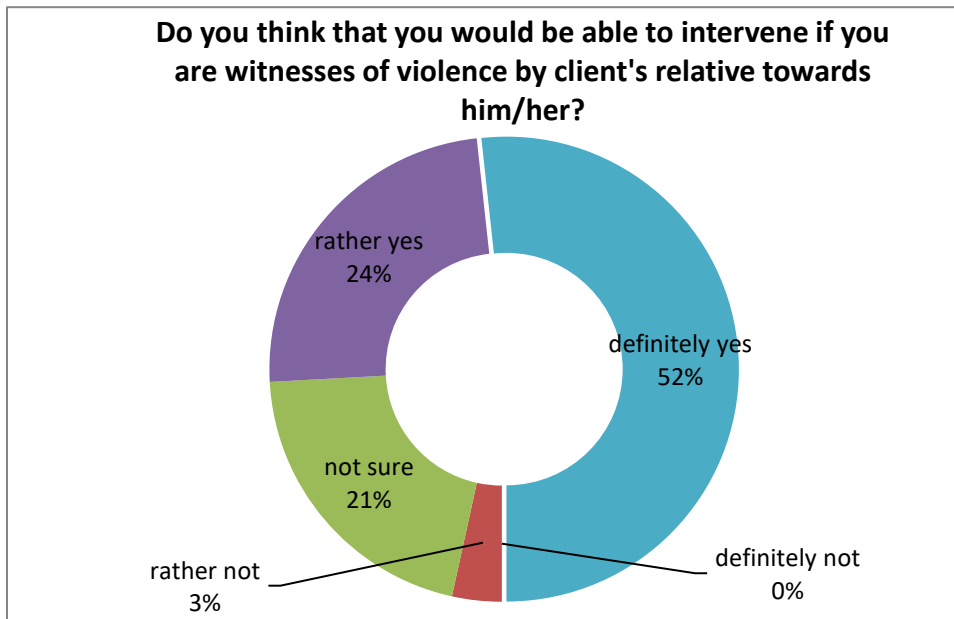
The participants answered the question of whether they could intervene in the event of verbal violence by a relative of the client with definitely yes to rather yes with a total of 76 %. In total 24 % feel somewhat unsure or rather unsure.

8. Difficulty to deal with violent behaviour of someone

Chart 8 How difficult is for you to deal with a situation where someone start to behave violently?

How difficult is for you to deal with a situation where someone start to behave violently?

- not sure 7%
- not difficult 42%
- difficult 24%
- very difficult 10%
- not at all difficult 17%
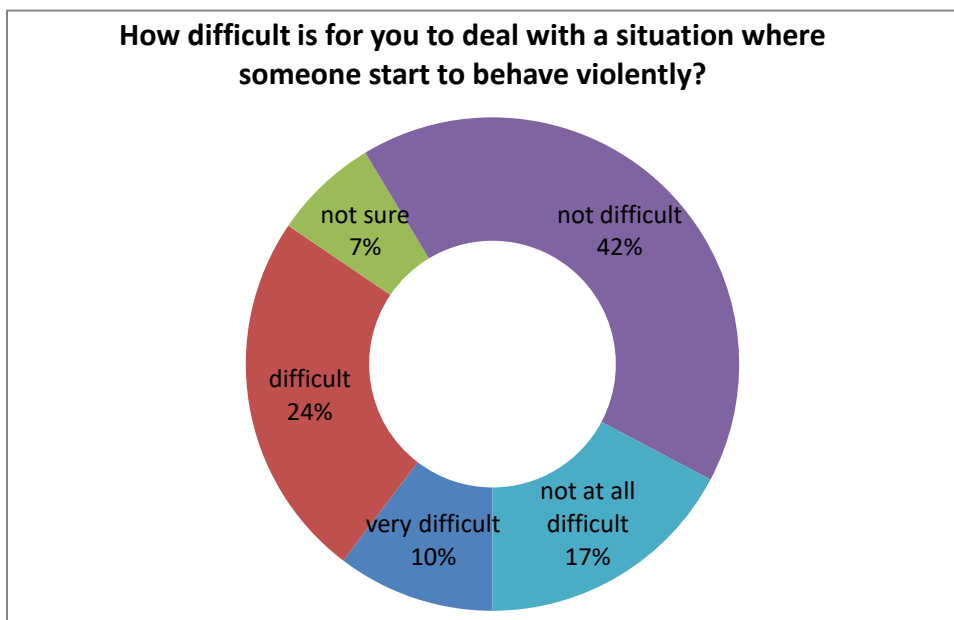
More than a third of the participants answered this question with very difficult to difficult. On the other hand, 59 %, i.e. two thirds of the participants, find it little or not at all difficult.

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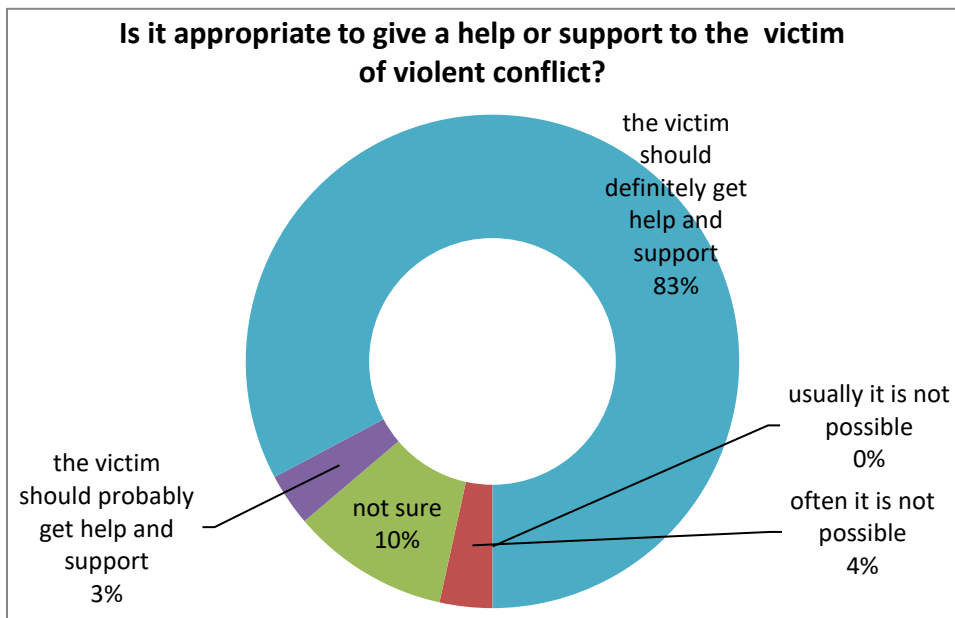9. Appropriate behaviour when there is suspicion of ones´ colleagues violence

Chart 9 What do you think is the appropriate way to act if someone suspects that one of his colleagues is behaving violently towards clients?

What do you think is the appropriate way to act if someone suspects that one of his colleagues is behaving violently towards clients?

Inform superiors as soon as possible	24%
Discuss suspicions with trustworthy person first…	7%
Try to check whether suspicions are right first…	55%
Discuss suspicions with the colleague first,…	14%
Just let it go, because it could turn agianst…	0%
Just let it go, because there is no proof and it…	0%
Just let it go, because it can break relationships in…	0%
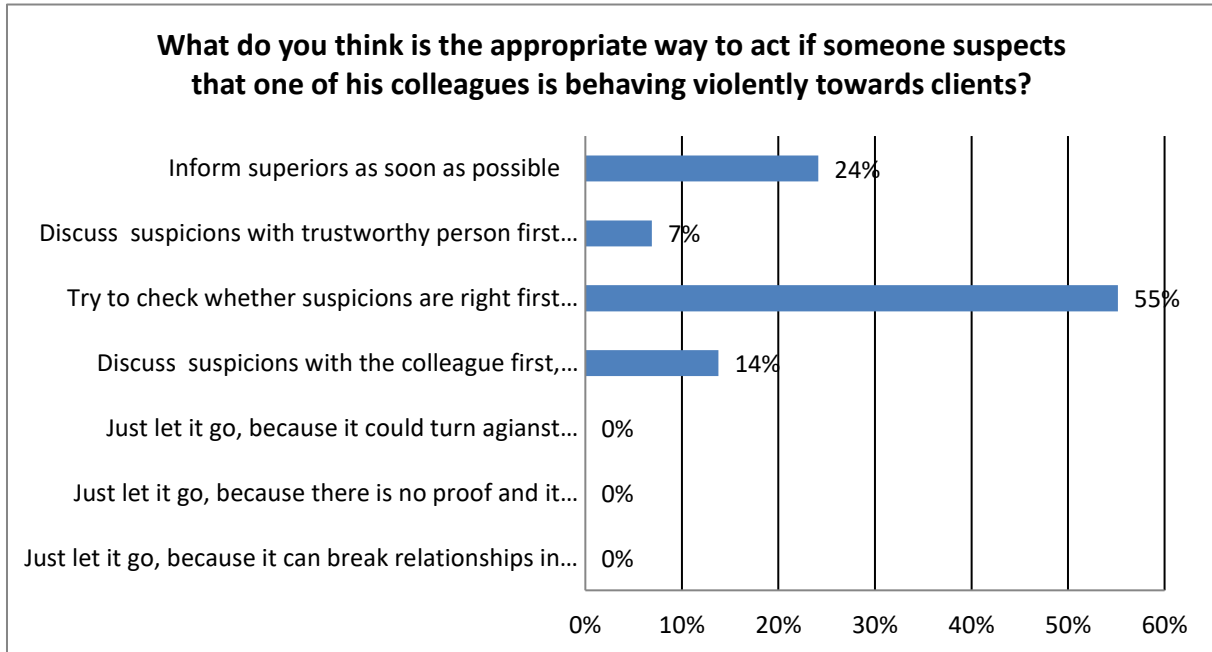
Each of the participants surveyed would act. More than half would reassure themselves whether the suspicion is correct and either inform their superiors beforehand or at least discuss it afterwards.

10. Giving a help to victim

Chart 10 Is it appropriate to give a help or support to the victim of violent conflict?

Is it appropriate to give a help or support to the victim of violent conflict?

- the victim should definitely get help and support 83%
- usually it is not possible 0%
- often it is not possible 4%
- not sure 10%
- the victim should probably get help and support 3%

This question is mostly answered with yes, only 10 % of the participants were not sure.

Rules

11. Existence of rules how witness should behave

Chart 11 Does in your facility exist rules about how to behave if you become a witness/participant in a violent conflict?

Does in your facility exist rules about how to behave if you become a witness/participant in a violent conflict?

- probably exist 17%
- not sure 14%
- probably not exist 10%
- definitely exist 55%
- definitely not exist 4%
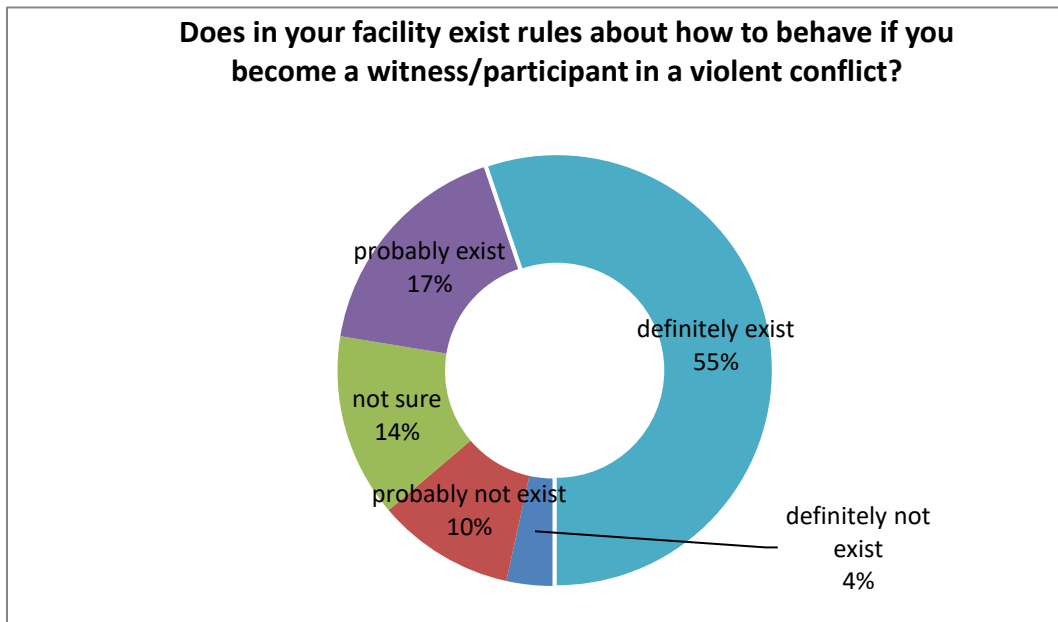
Only half of the participants surveyed were sure that there were rules of conduct in the facility. 14 % were not sure. In some facilities there are no or possibly no rules of conduct.

12. Clarity of rules

Chart 12 If rules in your facility exist, are they clear?

If rules in your facility exist, are they clear?

- rather yes 38%
- not sure 21%
- rather not 7%
- definitely yes 31%
- definitely not 3%
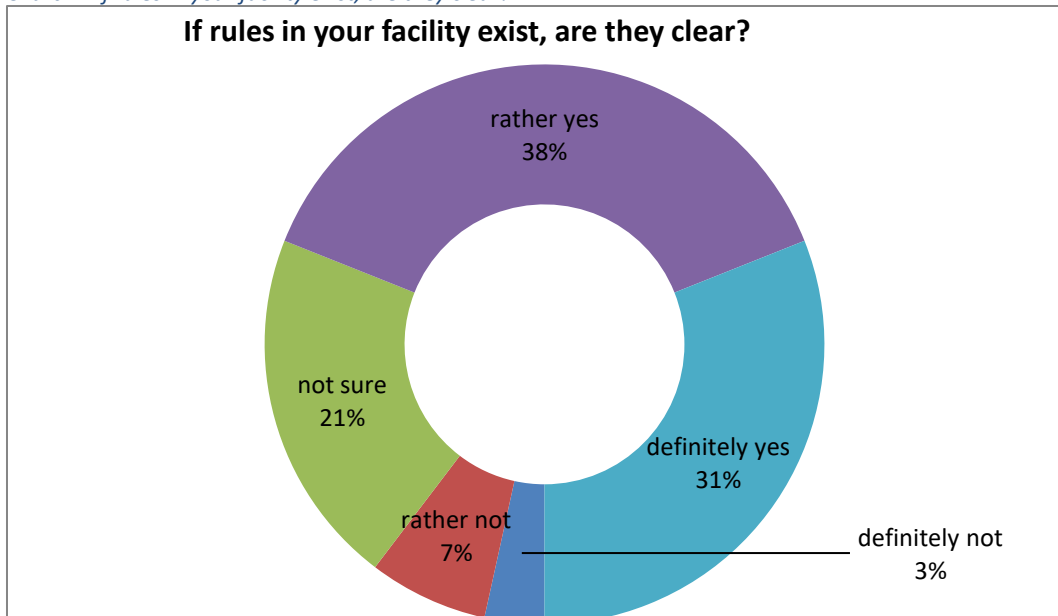
According to the statements of the participants, the existing rules for conflicts and how to deal with them are clear to fairly clear in the facilities in almost 70 % of cases. The rest of the respondents were not sure or rather not sure at 28 %.

13. Usefulness of rules

Chart 13 If rules in your facility exist, are they useful?

If rules in your facility exist, are they useful?

rather yes
31%

definitely yes
35%

not sure
31%

rather not
3%
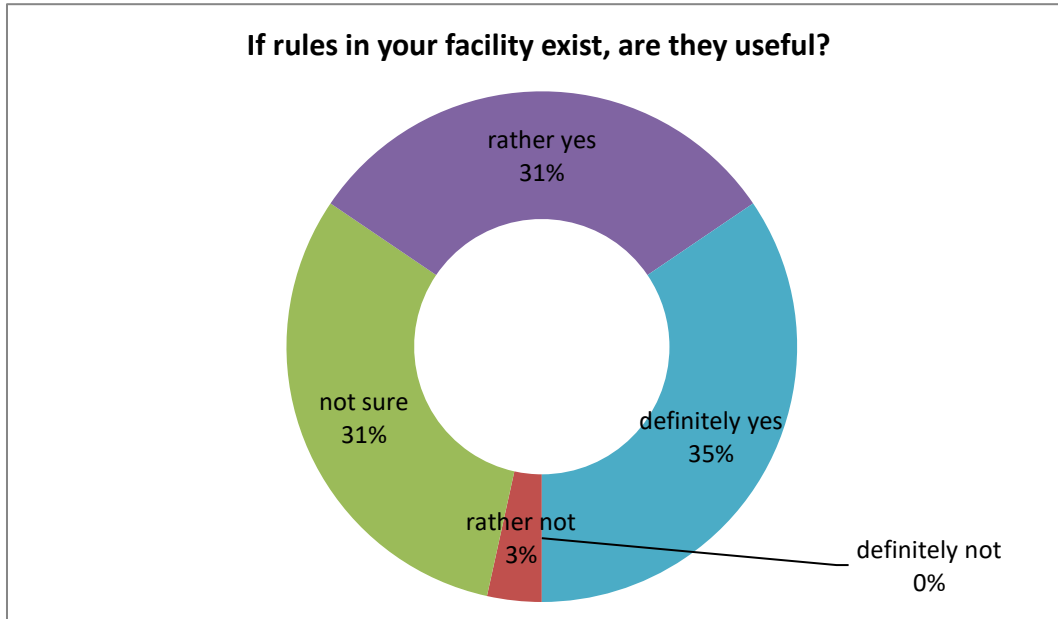
definitely not
0%

More than half of the participants surveyed feel that the existing rules are definitely helpful or somewhat helpful. More than a third of those surveyed found the existing rules to be rather unhelpful or not very helpful.

14. Existence of rules how to deal with a conflict that had happened

Chart 14 Does facility has rules about how to deal with a violent conflict, which had already happened?

Does facility has rules about how to deal with a violent conflict, which had already happened?

probably exist
17%

definitely exist
49%

not sure
17%

probably not exist
17%

definitely not exist
0%
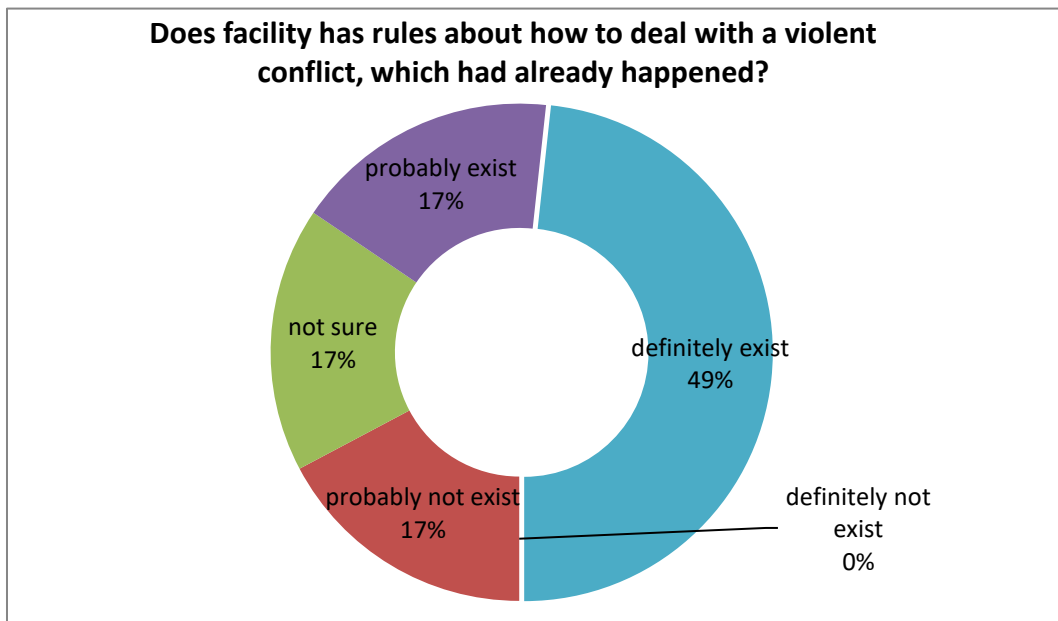
Almost half of the respondents answered yes (49 %) or rather yes (17 %). The rest are not sure or rather not sure.

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15. Team discussion about violence conflicts

Chart 15 Do you usually discuss in your work teams about violence conflicts?

Do you usually discuss in your work teams about violence coflicts?

yes, some of them
55%

yes, all of them
24%

no, never
0%

rarely
4%
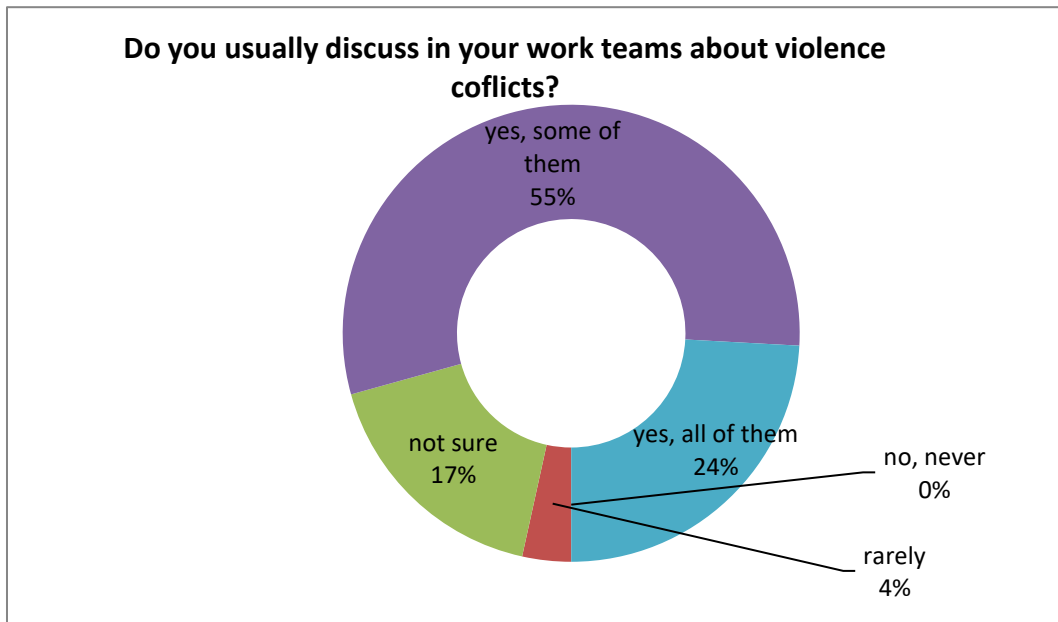
not sure
17%

In total 55 % of respondent's state that some of the conflicts are discussed in the team, all conflicts are discussed by 24 % in the team. In total17 % were not sure and the rare discussion of the conflicts is stated by 4 %.

Culture

16. Support from superiors

Chart 16 Do you think, you would get the support from your superiors if you become a victim of violent behaviour?

Do you think, you would get the support from your superiors if you become a victim of violent behaviour?

definitely yes
83%

not sure
0%

definitely not
0%

rather not
3%

rather yes
14%
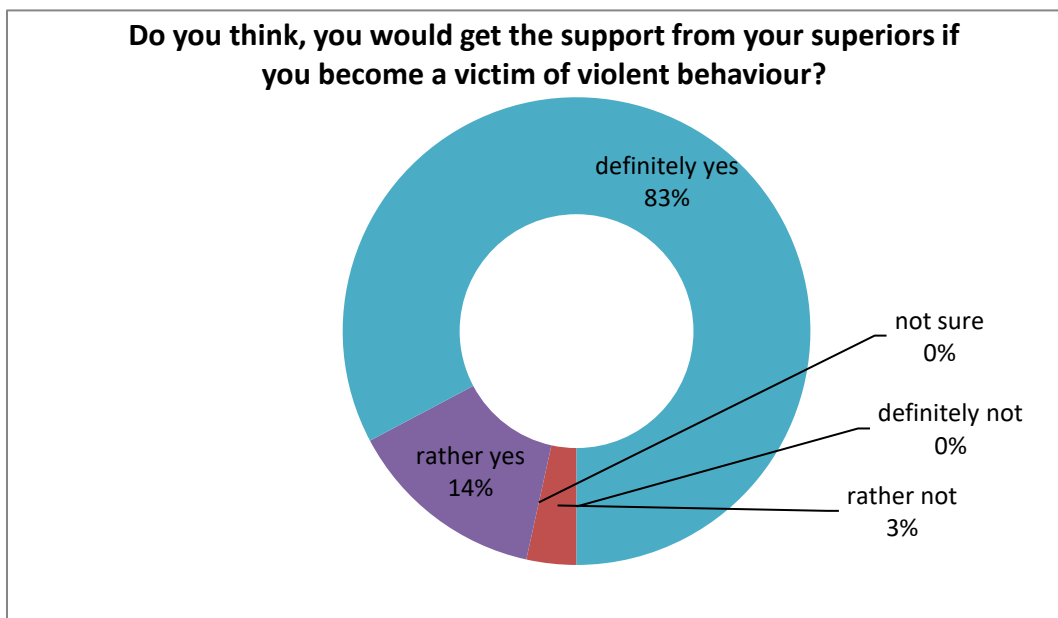
More than 80 % of those surveyed are sure that they will be supported by their superiors, while 14 % are still relatively sure. A small number of respondents felt uncertain about this (3 %). None of the respondents stated that they did not receive any support from supervisors.

17. support from colleagues

Chart 17 Do you think, you would get the support from your colleagues if you become a victim of violent behaviour?

Do you think, you would get the support from your colleagues if you become a victim of violent behaviour?

- definitely yes 59%
- rather yes 34%
- not sure 7%
- definitely not 0%
- rather not 0%
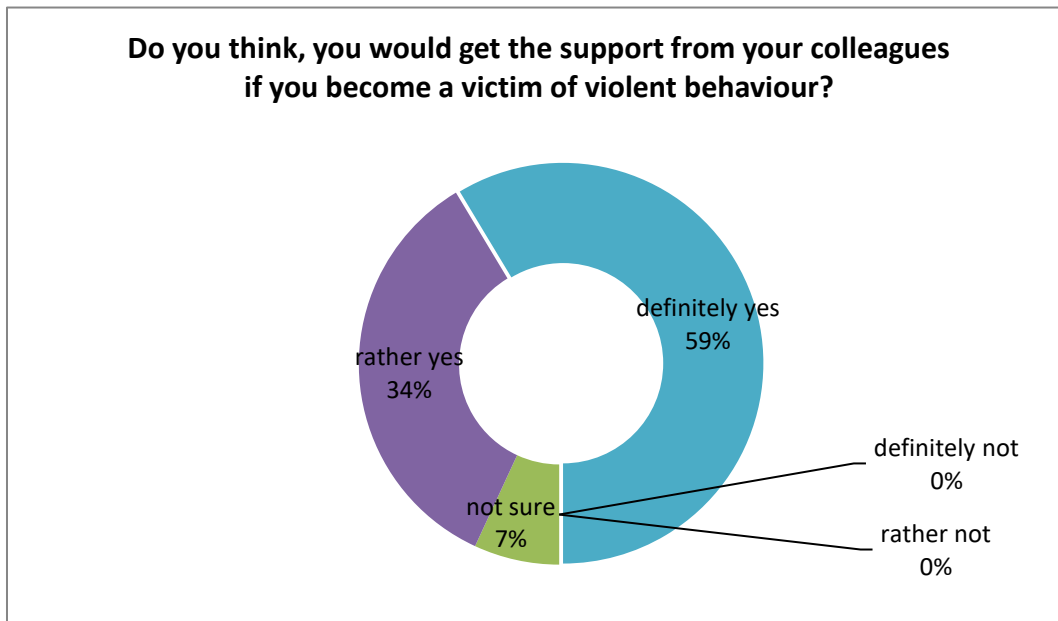
The majority of respondents answered this question with very certain to fairly certain, only 7 % were not sure. None of the respondents could imagine not receiving help.

Educational needs - preliminary question

18. Prepared to deal with violence

Chart 18 How much do you think you are prepared to deal with violent situations?

How much do you think you are prepared to deal with violent situations?

- good 69%
- not sure 10%
- a little 14%
- very good 7%
- not at all 0%
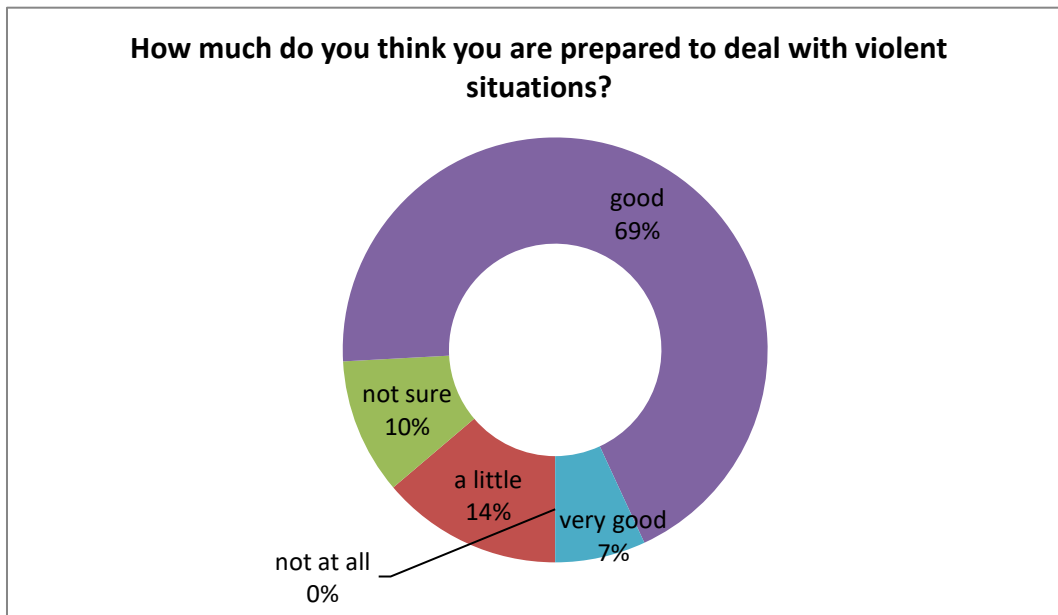
Only 7 % stated that they were able to deal with violent situations very well, the majority rated themselves as "good". After all, almost a quarter of the respondents were not sure or a little bit sure.

Educational needs – topics

Table 1 *Educational needs of employees*

Topic	weighted average
How to prevent or reduce the risks of violent conflicts in my workplace.	**8,86**
How to recognise risky situations in terms of violence	**8,86**
How to act in a conflict, when client start behave violently to you.	**8,79**
Communication techniques which can help reduce and deal with violence behaviour	**8,76**
How to understand the problem of violence in elderly care and what are their types	**8,69**
What to do if you are become witnesses of violent behaviour of your colleague towards client.	**8,55**
How the client's health status/level of dependencies can influence his/her behaviour and how to mitigate this behaviour	**8,52**
What is correct professional approach in terms of violence	**8,45**
How to provide necessary help and support to victims of violent conflict.	8,41
What is my responsibilities in case I will be witnesses or participant in a violent conflict, how to report about it?	8,38
Forms and reasons of our own violent behaviour and how to deal with them.	8,17
What to do if you are become witnesses of violent behaviour of client's relative towards client.	8,17
What is my responsibilities in case I will be witnesses or participant in a violent conflict	8,10
Recommendations of the best practice	8,10
Violence in terms of values and ethics	8,07
Labour and criminal law context of violent behaviour. Legal responsibility of the aggressor, employees, facility.	7,97

List is sorted by the highest mean to the lowest one.

Results of particular topics that represent educational needs show us the high positive scores in every item. That might be concluded that every item, every topic, should be considered as substantial for program.

Part 2 – Employers

<u>Survey tool</u>**:** The questionnaire had several sections - Introduction part, the Ideal program for stuff, the ideal program for management and amount of lessons for target groups.

<u>Sample:</u> The sample of 19 participants was from different kinds of services. All participants was from residential care**.**

Introduction:

1. Keeping track

Chart 19 Do you keep track of violence incidents in your organization?

Do you keep track of violence incidents in your organization?
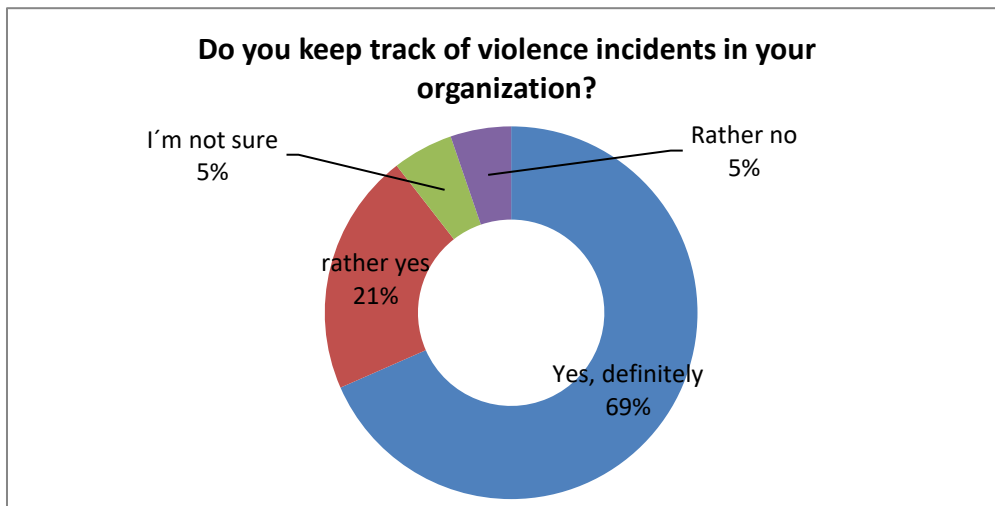
The majority of respondents stated that they were definitely (69 %) following violent incidents in the organization until they were certain (21 %). 5% of those surveyed were not sure. In total 5 % said they tend not to follow up violent incidents.

2. Preventive tools

Chart 20 Do you have any prevention tools to prevent violence incidents?

Do you have any prevention tools to prevent violence incidents?
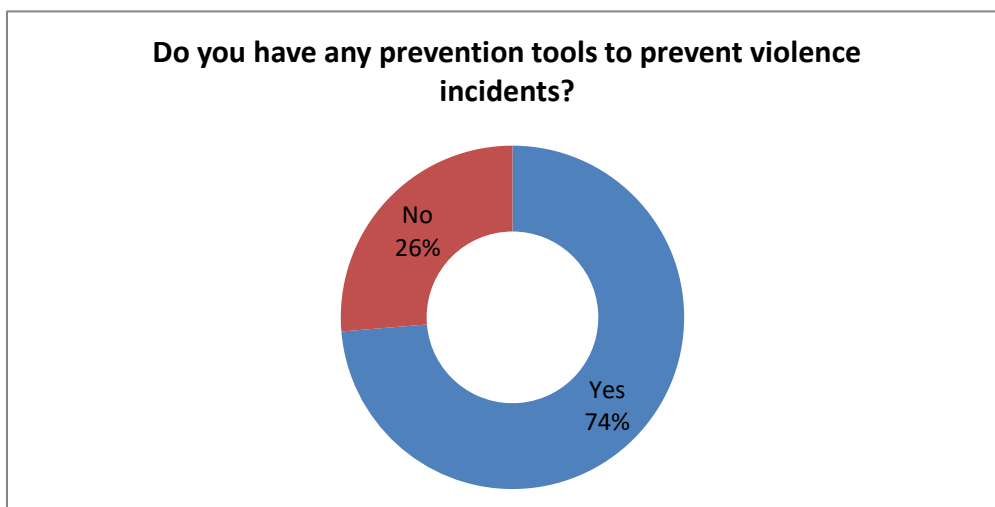
Three quarters of those questioned stated that they also had prevention tools at their disposal.

3. Stuff training last 3 years

Chart 21 Has your staff done any training in the last 3 years in relation of violence in long term care?

Has your staff done any training in the last 3 years in relation of violence in long term care?

No
32%

Yes
68%
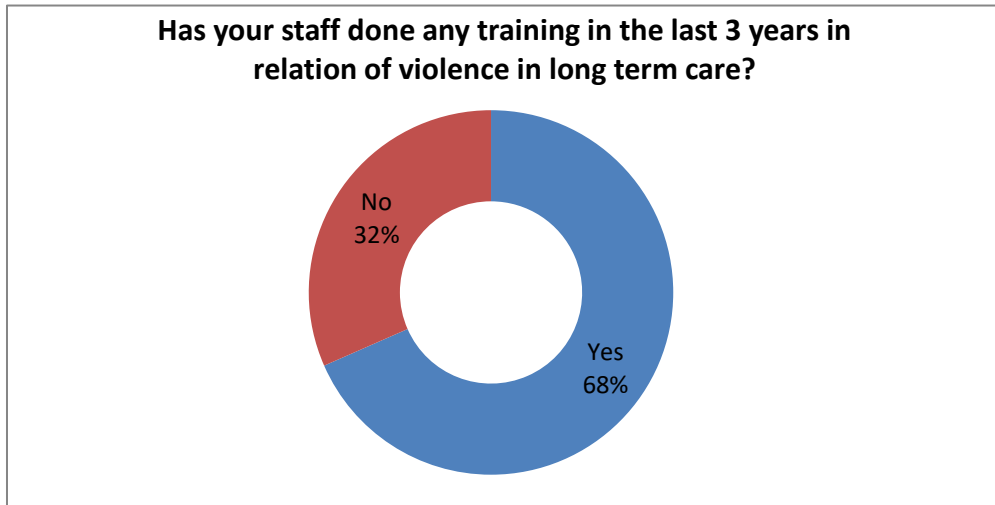
More than 30 % answered no to this question, and 68% stated that they had offered a corresponding training program.

4. Relevant stuff knowledge

Chart 22 Does your staff possess relevant knowledge and information how to detect and handle with violence?

Does your staff possess relevant knowledge and information how to detect and handle with violence?

No
0%

Yes
26%

Yes, but not sufficient
74%
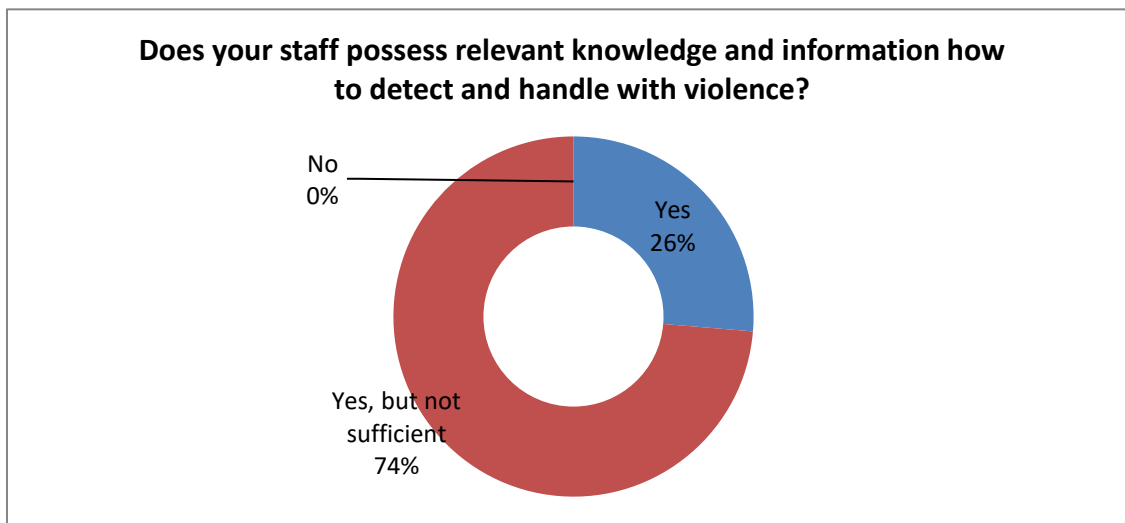
The majority of respondents answered this question with "Yes, but not sufficiently", only 26 % answered with a clear yes.

5. Better to train firstly managers

Chart 23 Do you think, if is better to train managers and executive managers at first?

Do you think if is better to train managers and executive managers at first?

No 26%

Not sure 21%

Yes 53%
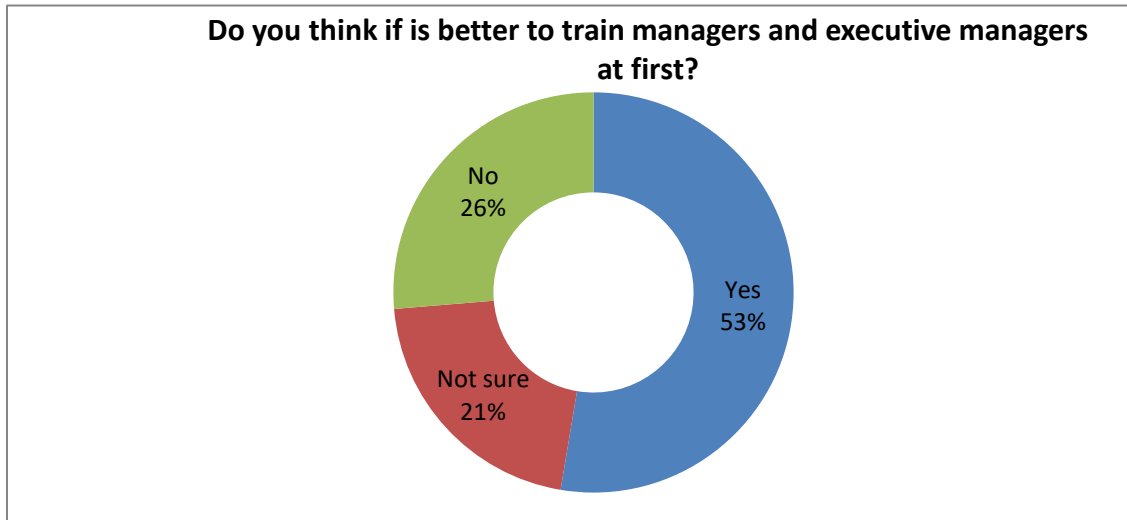
Half of those surveyed felt it was better to train managers first and employees afterwards. Over 20 % were unsure and 26 % answered no, it couldn't be better.

6. Better to train separate professional categories

Chart 24 Do you think that is better to have separate training sessions according to professional categories?

Do you think that is better to have separate training sessions according to professional categories? (for example, training sessions for nurses, carers, cleaning staff…)

No 32%

Not sure 31%

Yes 37%
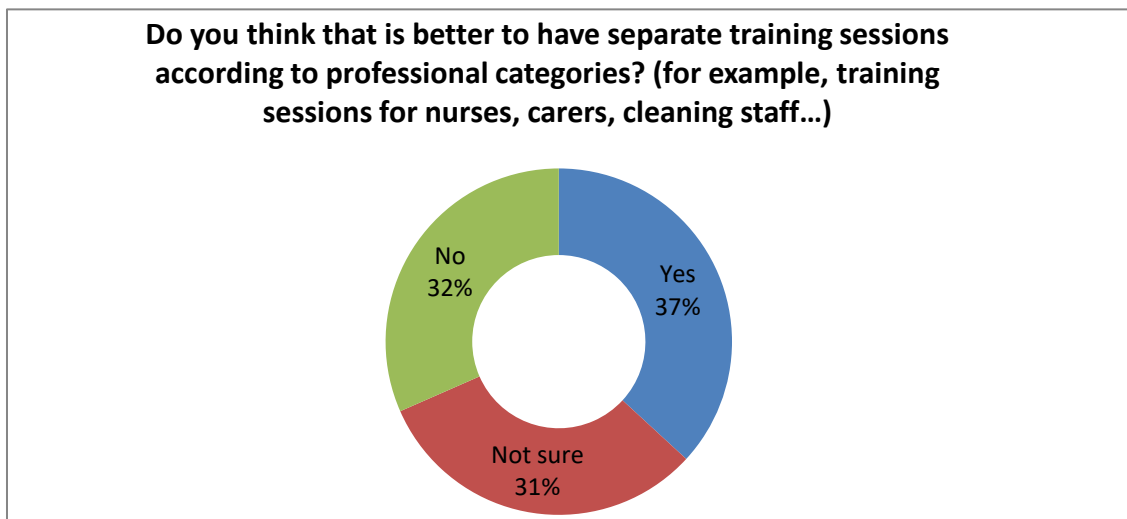
Over a third of respondents were sure they would hold separate training sessions, another third was not entirely sure and a similar third of respondents answered no to this question.

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7. Good method of training

Chart 25 In your opinion what would be a good method of a training program about violence?

In your opinion what would be a good method of a training program about violence? (Multiple choice are possible + free answer)

Category	Percentage
Others	3%
Role playing	27%
E-learning	5%
Traditional course	22%
In professional situation / Real practice analysis with a client or a colleague	43%
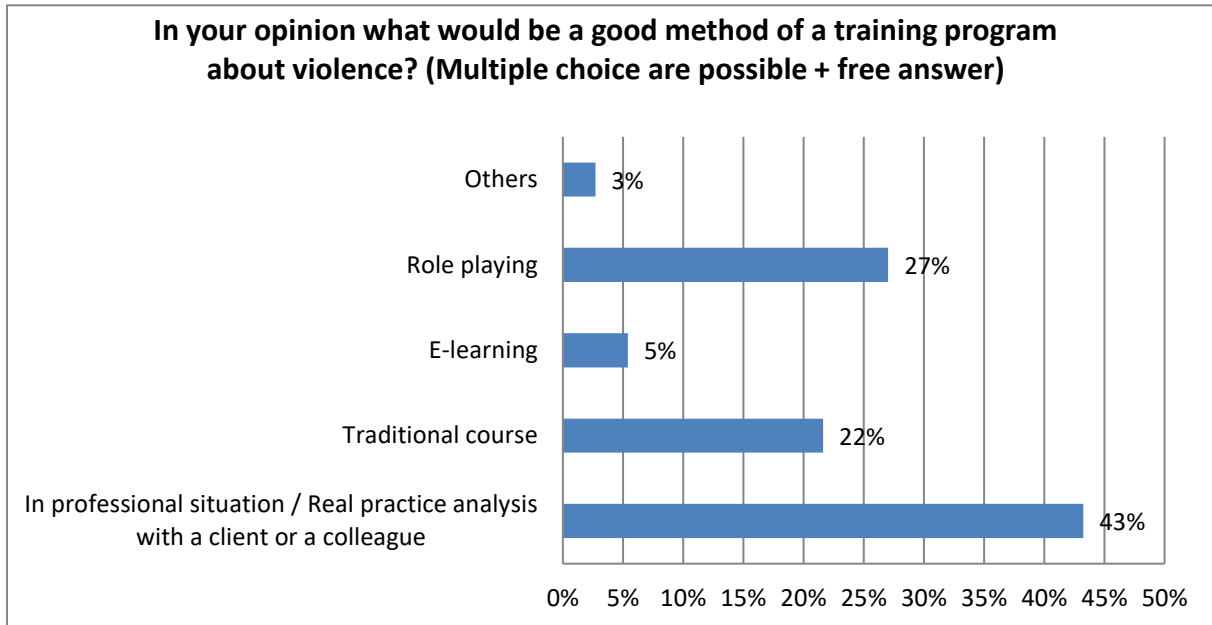
Less importance is attached to e-learning and traditional courses than being able to represent situations in role-playing games. Real events in everyday work, practical analyses with clients or colleagues are given the highest importance.

8. Good form of training program

Chart 26 In your opinion what would be a good form of a training program about violence?

In your opinion what would be a good form of a training program about violence? (%)

- Present — 73
- Distant — 5
- Combination — 21
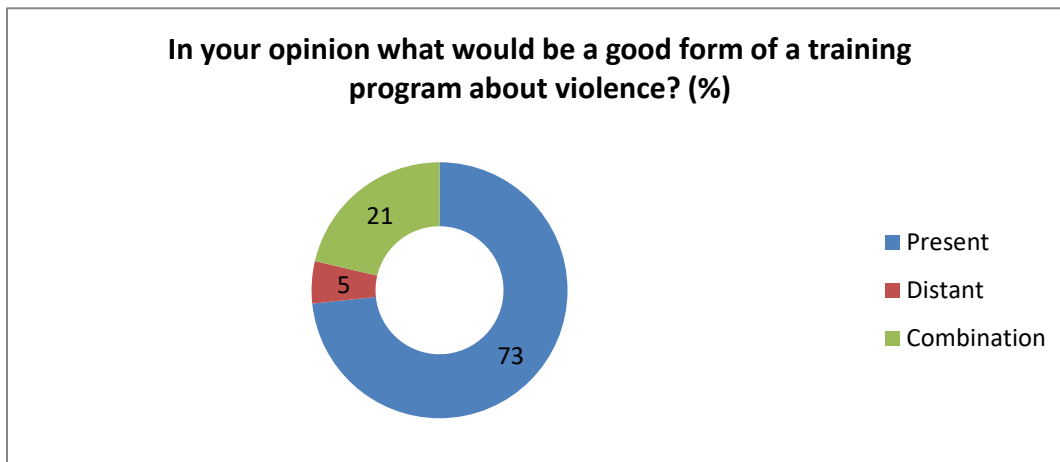
Clear majority of participants (73 %) wanted the present form of training program.

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9. Different levels of training

Chart 27 Do you think that will be better to have a different levels of training modules?

Do you think that will be better to have a different levels of training modules? (e.g. basic, advanced, professional)

Not sure
0%

No
0%

Yes
100%
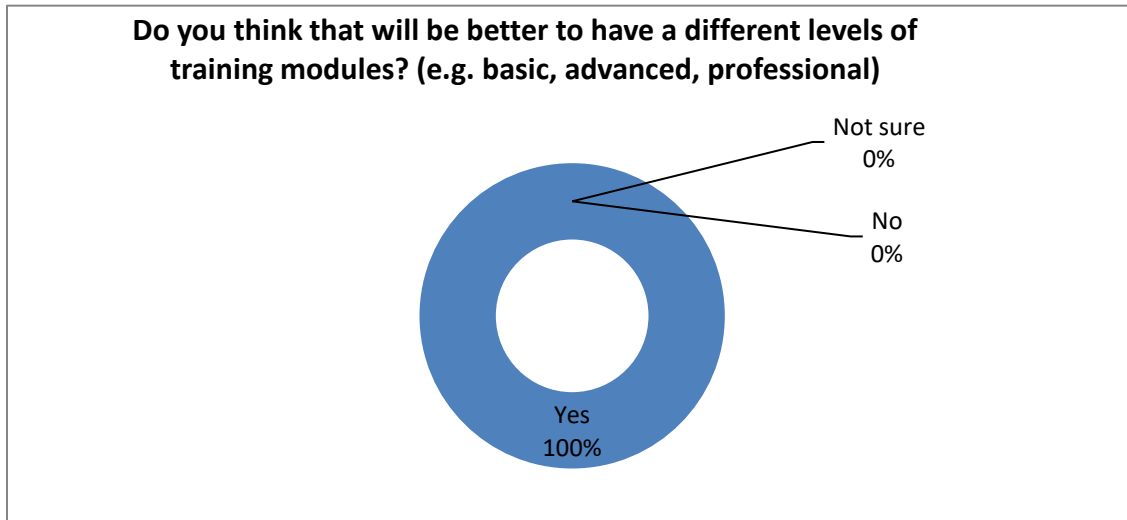
All respondents were sure that different levels of training modules lead to better success.

10. Subsequent implementation support

Chart 28 Do you think the training programme should include a subsequent implementation support for participants?

Do you think the training programe should include a subsequent implementation support for participants?

Not sure
5%

No
0%

Yes
95%
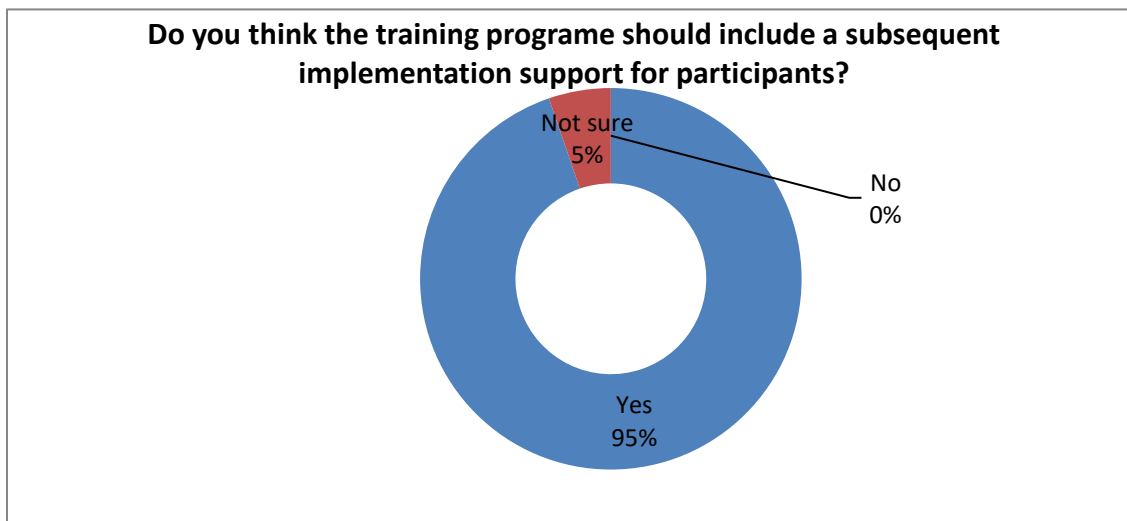
Almost all participants were certain that subsequent implementation support would be necessary.

11. Training sensitization about violence for clients

Chart 29 Would it be useful to propose training sensitization about violence for clients?

Would it be useful to propose training sensitization about violence for **clients**?

No
63%

Not sure
11%

Yes
26%
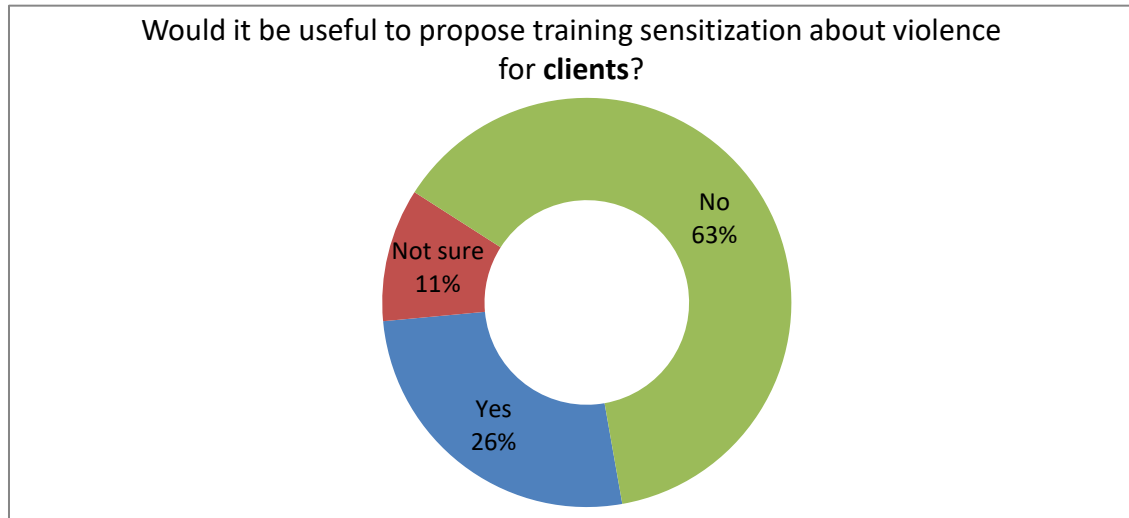
Only 26 % of those surveyed consider it useful to educate clients on the subject of violence. More than 60 % of those surveyed do not think awareness training makes sense, 11 % were not sure.

12. Training sensitization about violence for families

Chart 30 Would it be useful to propose training sensitization about violence for families?

Would it be useful to propose training sensitization about violence for **families**?

Not sure
10%

No
16%

Yes
74%
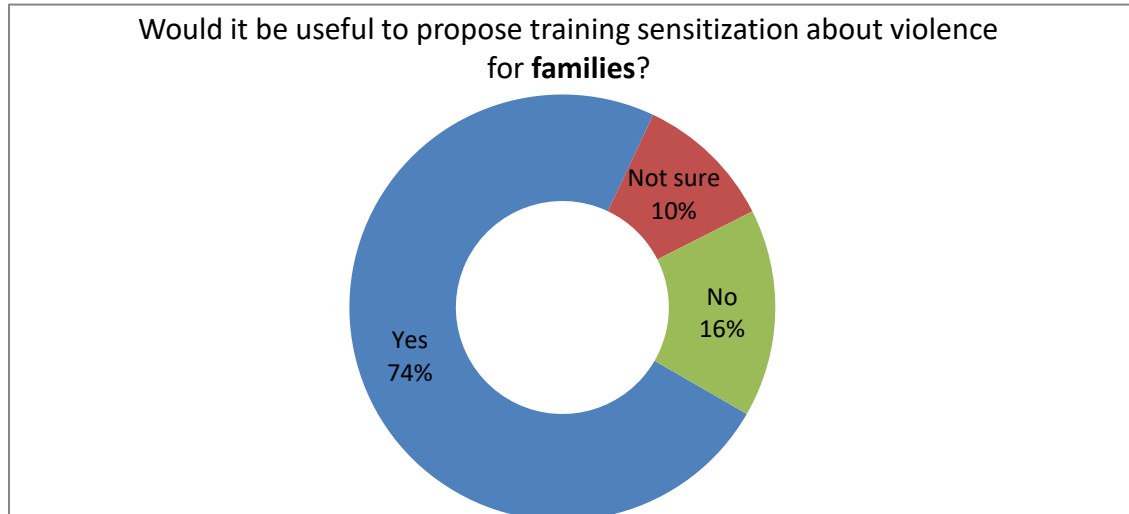
Almost three quarters of all respondents think that training on violence to raise family awareness is useful, 10 % were not sure. Only 16 % answered no to this question.

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13. Training sensitization about violence for volunteers

Chart 31 Would it be useful to propose training sensitization about violence for volunteers?

Would it be useful to propose training sensitization about violence for volunteers?

- Not sure 16%
- No 26%
- Yes 58%
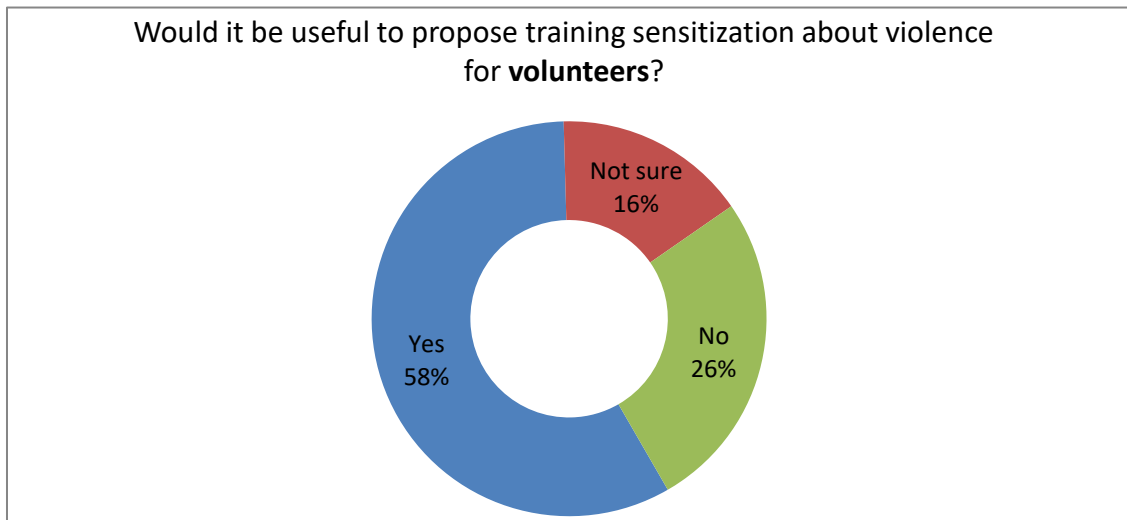
This question is also mostly answered very positively with yes, 26 % of those questioned do not think training makes sense and 16 % are not sure.

14. Preliminary diagnostic about staff practices that may be at risk of violence

Chart 32 Just before a training session about violence, would you think relevant and conceivable for your staff to realize a diagnostic about their practices that may be at risk of violence (in order to position each one)?

Just before a training session about violence, would you think relevant and conceivable for your staff to realize a diagnostic about their practices that may be at risk of violence (in order to position each one)

- Not sure 26%
- No 5%
- Yes 69%
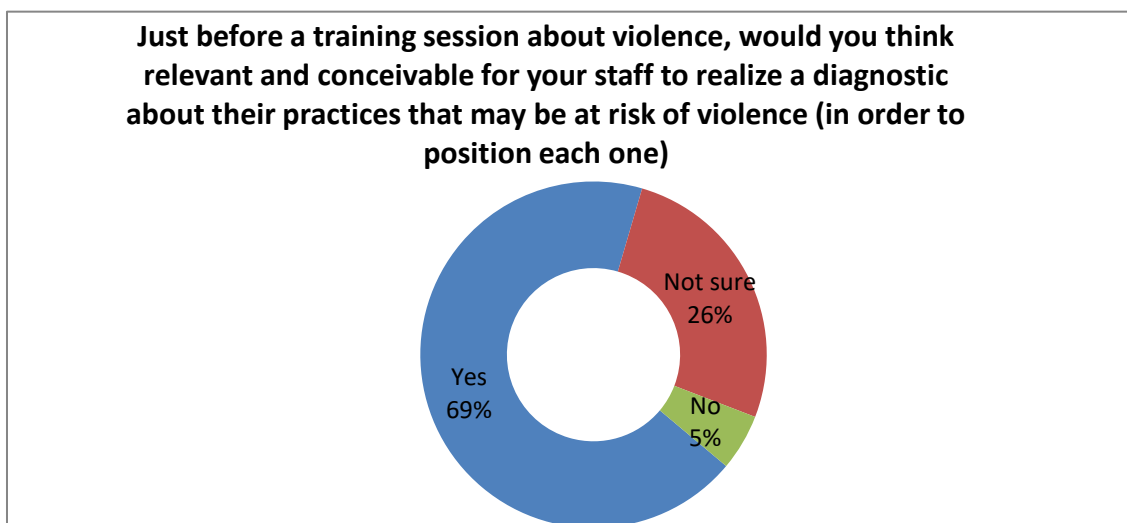
Almost 70 % of respondents believe their employees are capable of completing a self-assessment just prior to a violence training session to explain their behaviour regarding and dealing with violence. In total 26 % were not sure and only 5 % thought that employees could not carry out this diagnostic.

Training program for management

Table 2 *Educational needs of employers (management)*

Topic/ importance	weighted average
Recognize violence behaviour and identifying risky situations	**9,42**
Prevention tools	**9,32**
What is correct professional approach in terms of violence	**9,26**
Correct professional approach and behaviour	**9,11**
Character of violence in the care of elderly, definition, types, prevalence	**8,79**
Situation and communication factors and violence	8,47
Methods for early detection of risk patterns of job seekers' behaviour. How to recognize an unsuitable job seeker	8,21
Measures and techniques for setting the right practice in terms of violence: rules, procedures, event´s analyses and debriefing the best practice etc.	8,16
Legal consequences of violent behaviour. Legal responsibility of the aggressor, employees and organizations	8,16
Recommendations of the best practice	7,89
Referring about violence, rules for staff and management	7,84
Role of working stress and burnout, methods of prevention	7,42
Violence in terms of values and ethics	6,89
How age and health status of clients affects his/her behaviour	6,89
Violence in family	5,79

The items are ordered by their means. The means are generally high what can be interpreted that participants considered all items as important. Five highest ones are highlight by the red letters.

Training program for stuff

Table 3 *Educational needs of employees according to opinion of their employers*

Topic/ importancy	weighted average
Knowledge and competencies how to detect violence behaviour	**9,47**
Knowledge and competencies how to prevent violence incidents	**9,21**
Physical and mental violence	**8,95**
Violence behaviour of employee towards clients	**8,74**
Knowledge and competencies how to handle violence incidents	**8,58**
Violence behaviour of client towards client	7,84

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

AVEC, No. 2020-1-CZ01-KA202-078332

Legal consequences of violent behaviour. Legal responsibility of the aggressor, employees and organizations	7,21
Violence behaviour of client towards employee	7,00
Violence behaviour of family member towards client and/or employee	6,32
Self-defence techniques to protect staff from physical violence	6,26

The items are ordered by their means. The means are generally high what can be interpreted that participants considered all items as important. Five highest ones are highlight by the red letters.

Target groups/ lessons

Chart 33 *Which workers should become the target group of the training program and to what extent?*
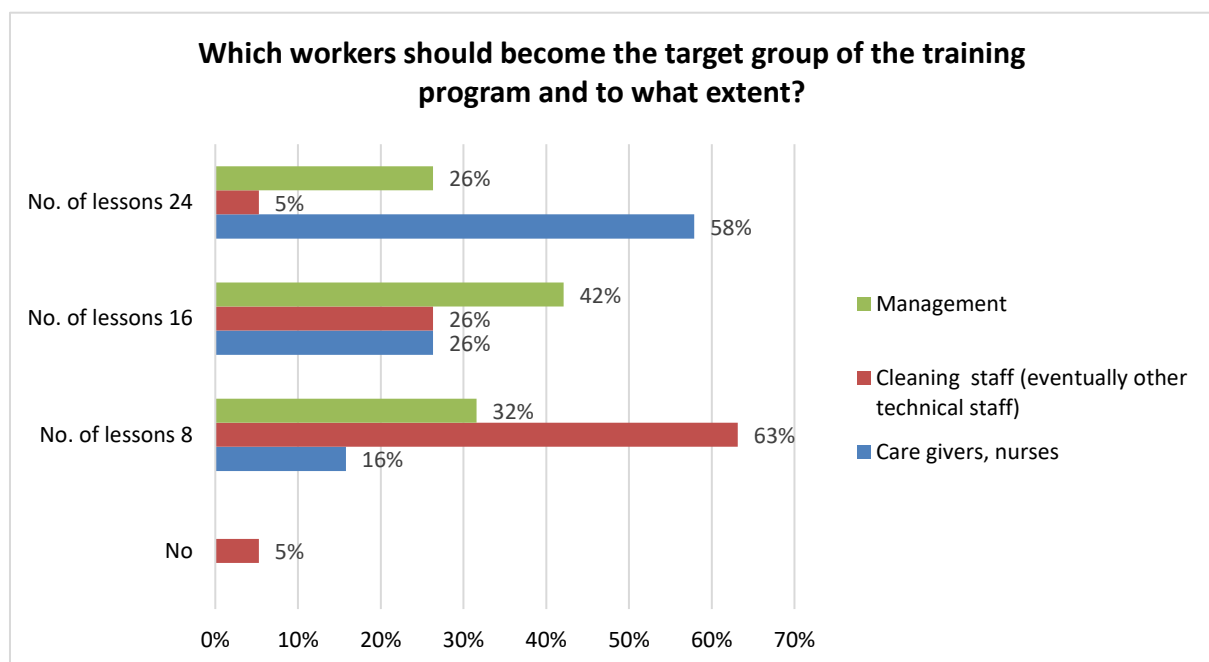
Almost the same importance is always attached to the training program for the management. Depending on the area of responsibility, the importance of good and comprehensive training is made clearly visible for the nursing staff and care givers on the one hand, and for the cleaning staff and technical staff on the other.

Main conclusions- questionnaire for employees

Employees perceive the use of force by customers as a common occurrence. The use of mainly verbal violence against employees as well as against other customers is found to be common. The trigger or the origin of this violent occurrence is most often determined during care activities. Mobilization and eating can also be triggers, very rarely the cause is during care and animation. Employees are ready to intervene in a conflict, although knowledge and training make it easier to act. It was also found that employees are very likely to intervene when they witness verbal violence being used by a colleague against customers. Employees are also prepared to report observations and incidents to their nearest manager as soon as possible, with their own perceptions being checked first.

In any case, there is an awareness that the victims of violent conflicts should be offered help or support. However, there are only supporting rules of conduct in about half of the institutions surveyed. More than half of the participants surveyed found the existing rules to be very helpful to helpful. More than half of the facilities also had a defined procedure for dealing with violent conflicts that had already occurred. Violent conflicts are discussed at different levels. Many of the respondents indicated that some of the conflicts are discussed within the team, only about a quarter of the respondents indicated that all conflicts are discussed. In total 21 % rarely talked about it or were unsure. When asked about support from supervisors, there was a lot of agreement, and support from colleagues was mostly answered positively.

When dealing with violent situations themselves, only a small proportion of those questioned said they were able to deal with these situations very well, the majority rated themselves as "good". A not inconsiderable proportion of those questioned stated that they were not sure or only a little bit sure.

Main conclusions - questionnaire for employers

Incidents of violence are mostly followed up by supervisors in the organization. Only a small proportion stated that they did not pursue them. Prevention tools to prevent incidents of violence are largely (75 %) in place. Training on violence in long-term care has been provided by nearly 70 % of organizations over the last three years, but managers feel that while relevant knowledge and information on how to recognize and deal with violence exists, it is not considered to be felt sufficient.

When asked about the training, half of the respondents said that managers and executives should be trained first and then the employees, 26 % of the respondents disagreed. The breakdown of the training courses according to occupational categories was answered very heterogeneously, as one third for separate training courses, another third was not quite sure and the third answered this question with no. As for the training method itself, preference was given to role plays and the discussion of real events in everyday work life, practical analyses with clients or colleagues. The training should be offered at different levels and always include implementation support.

Awareness training on violence for families and volunteers was given more importance than for clients.

Almost 70 % of respondents believe their employees are capable of conducting a self-assessment on violence and dealing with violence. Management training is always given almost the same importance. Depending on the area of responsibility, the importance of good and comprehensive training is made clearly visible for the nursing staff and care givers on the one hand, and for the cleaning staff and technical staff on the other.

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