



# Summary Report

## Questionnaire on challenges faced by service providers



# Statistics

- **10 Organisations from 8 countries (AT, BE, FR, HU, NL, PL, PT, WLS)**
- **Organisations replied in December 2012 and January 2013**



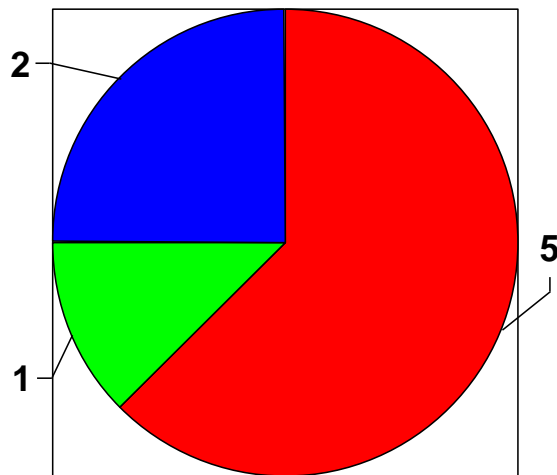
# General part

Country	Specialized facilities	Mixed facilities
Austria	◆	◆
Belgium		◆
France	◆	◆
Hungary	◆	◆
Netherlands		◆
Poland		◆
Portugal		◆
Wales		◆

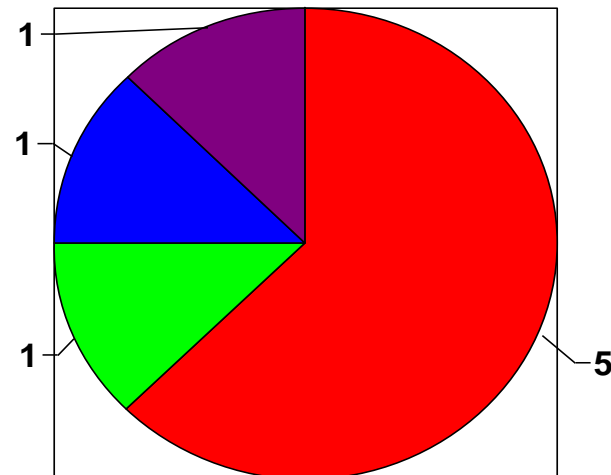
# FUNDING



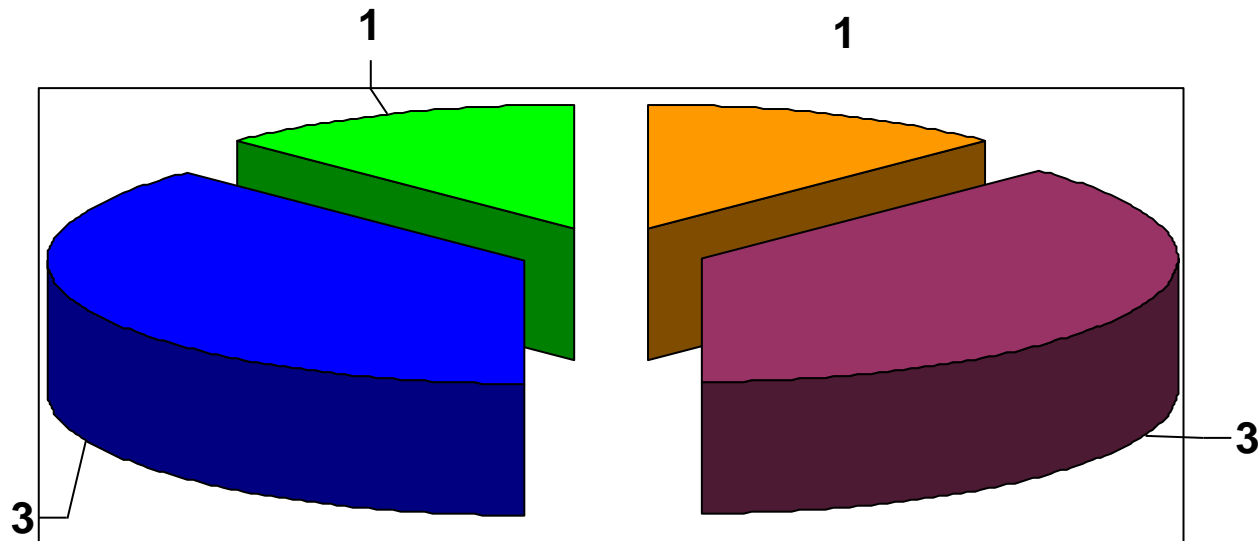
## Specialized



## Mixed

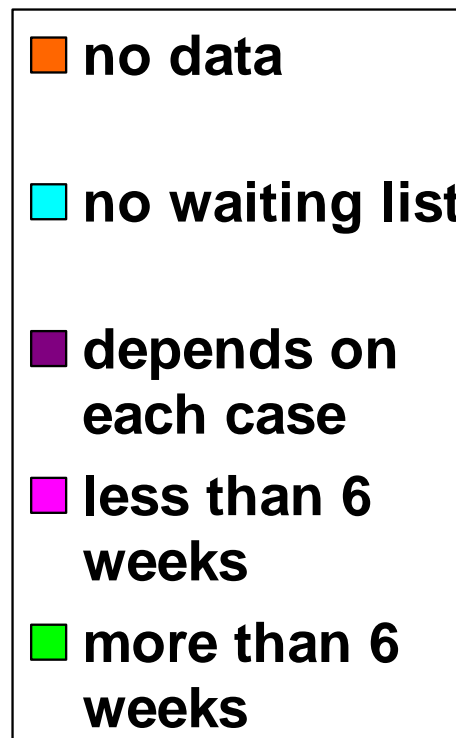
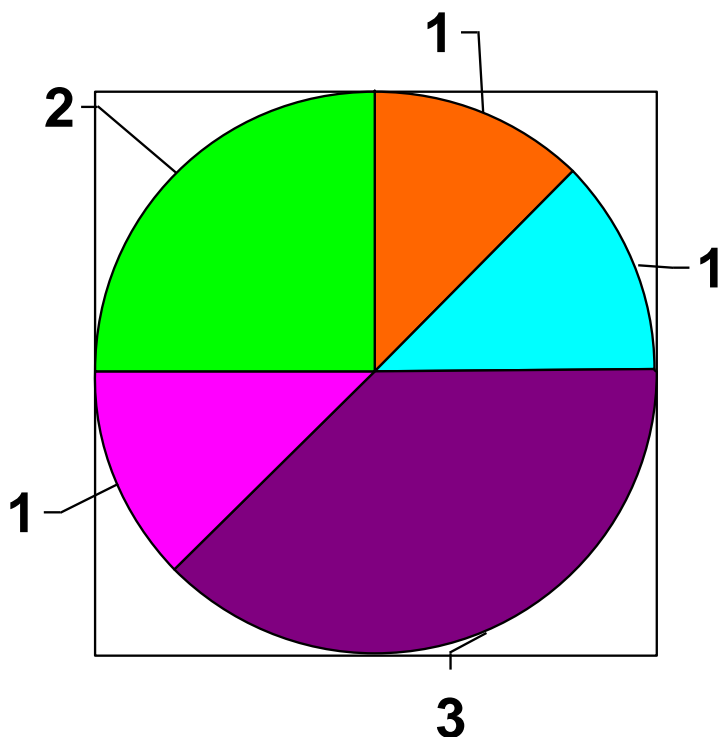


# Support



- multi-professional team
- individual support
- multi-professional and individual support
- no answer

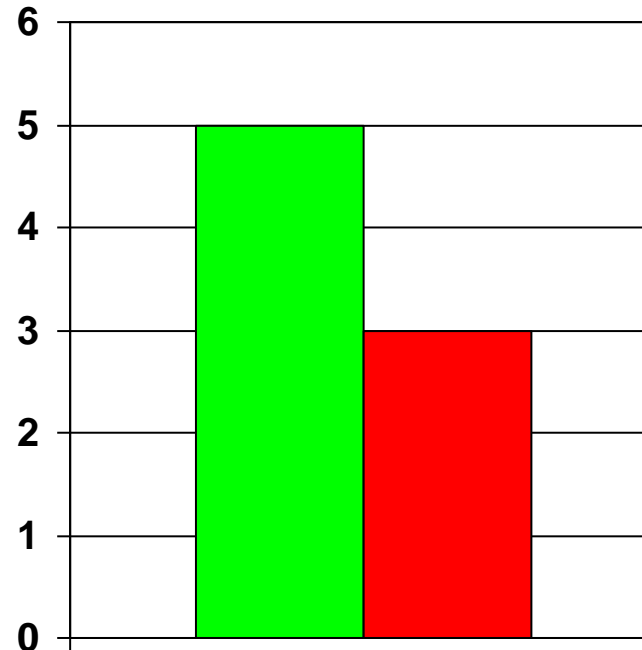
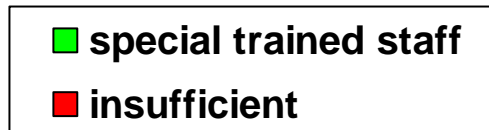
# Time of waiting



# Allocation



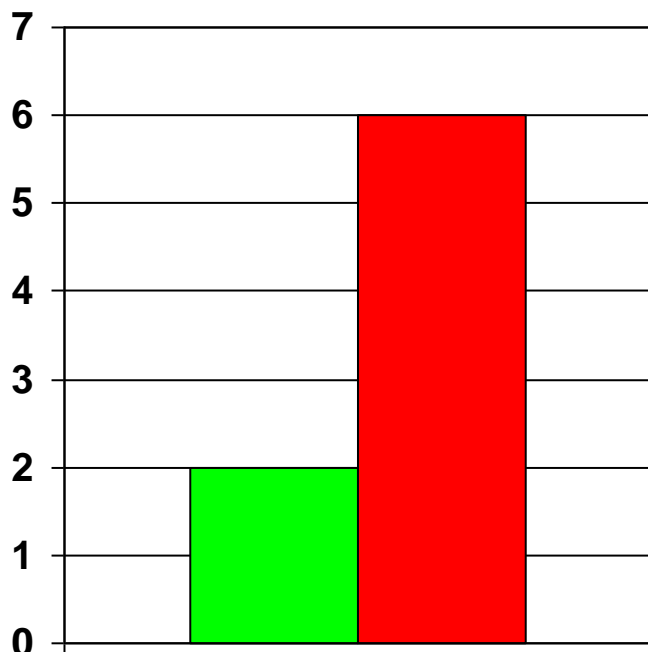
allocation of staff



allocation of space/equipment



# Specific methodology?



specific methodology

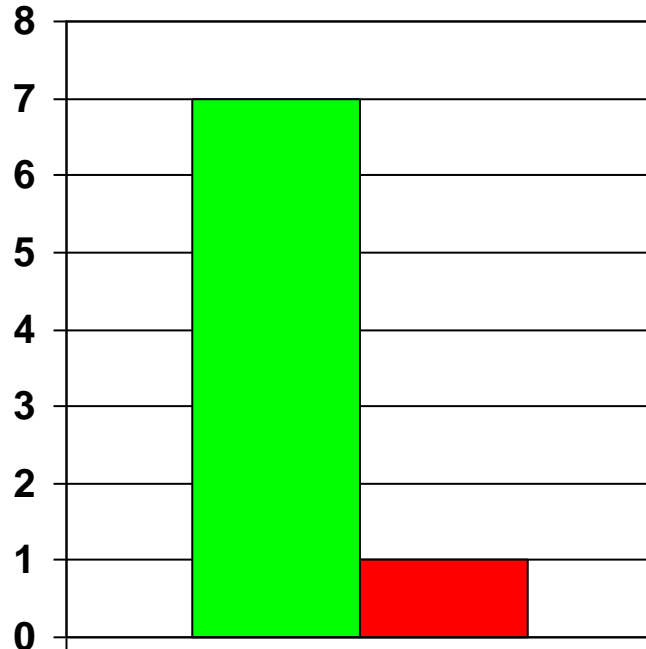


**NL: SIVUS method**

**WLS: multi-agency approach**



# Flexible support?



support flexible enough



**PT: need for specialists**

# There is a need for:



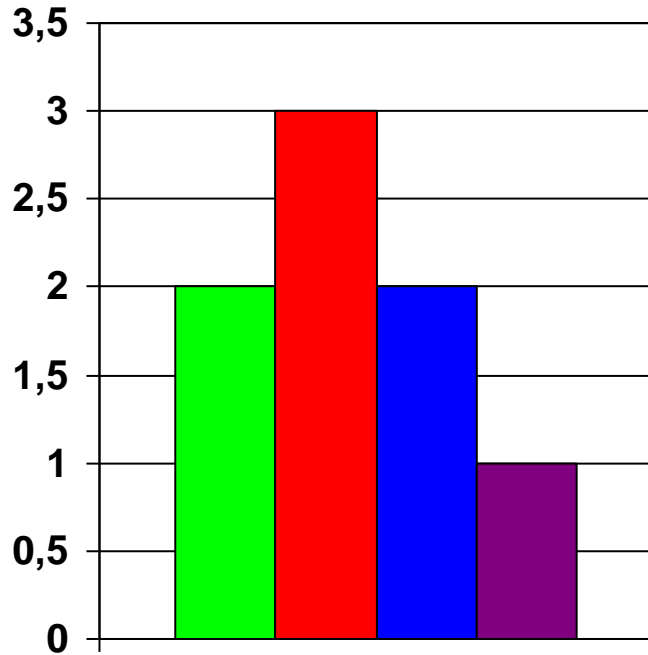
- **Better funding (3 times)**
- **Networking with Health sector (3 times)**
- **Better staff training (1)**
- **More knowlegde (1)**
- **More flexible regulations (1)**
- **Adapted tools (1)**
- **Better diagnosis (1)**

# Challenges:

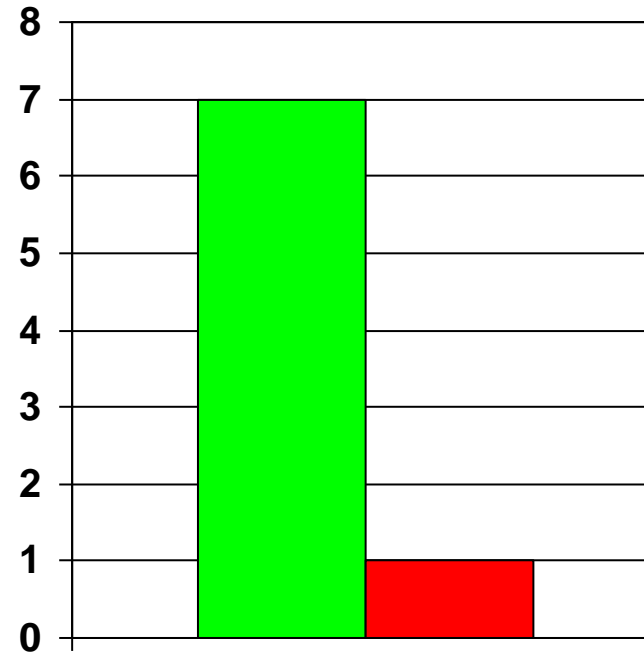


- **Networking with Health sector (3 times)**
- **Appropriate diagnosis (3)**
- **Better staff training (2)**
  
- **need for specific services (1)**
- **fluctuation in the condition of users (1)**
- **specific support methodology (1)**
- **Development of community based services (1)**
- **majority of users are ethnic minorities (1)**
- **additional funding (1)**
- **increase of persons with learning difficulties who develop dementia (1)**

# STAFF



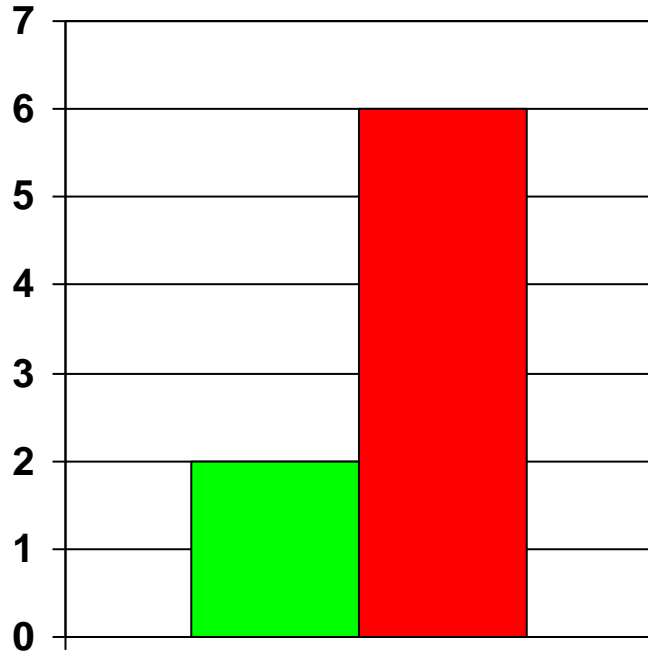
new users part of training



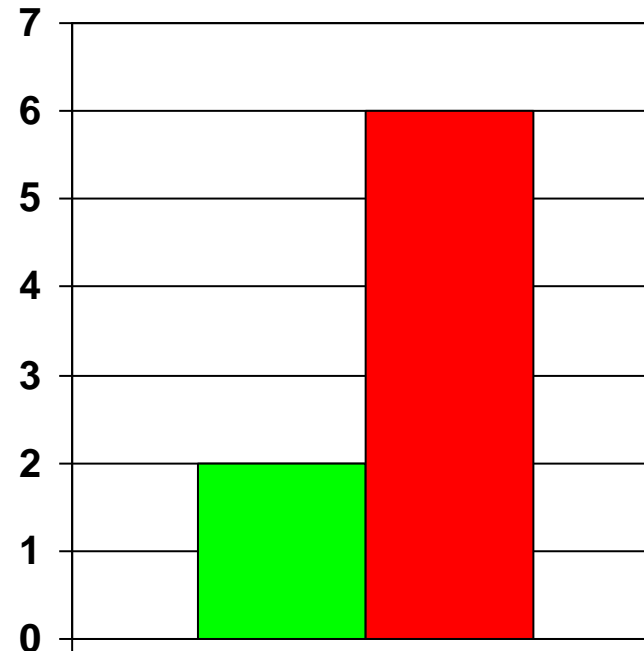
multi-professional team



# STAFF



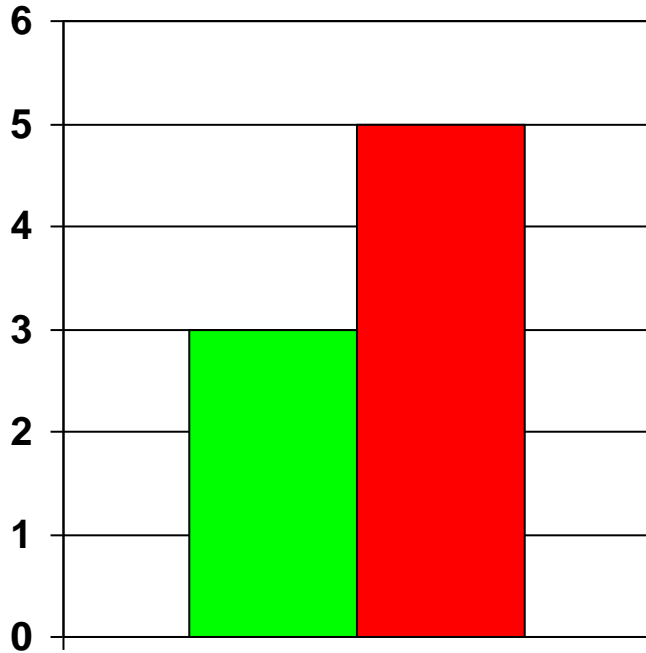
mandatory qualifications



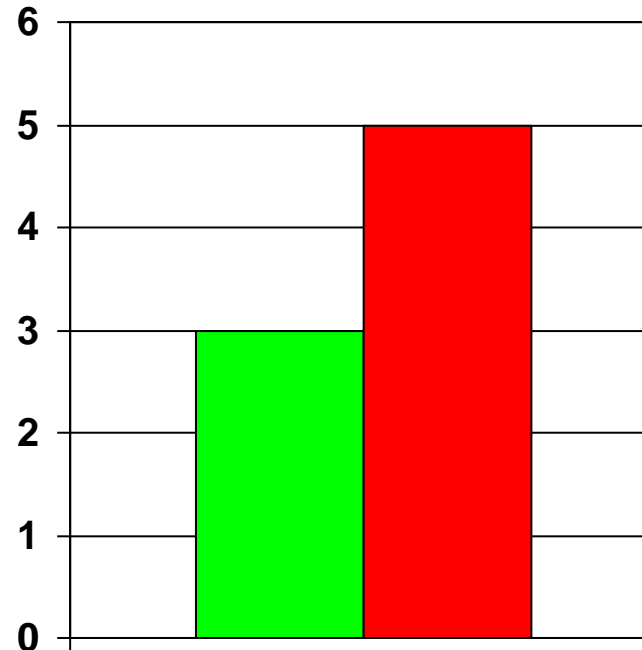
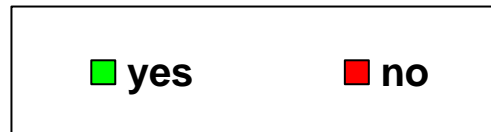
obligatory further training



# STAFF



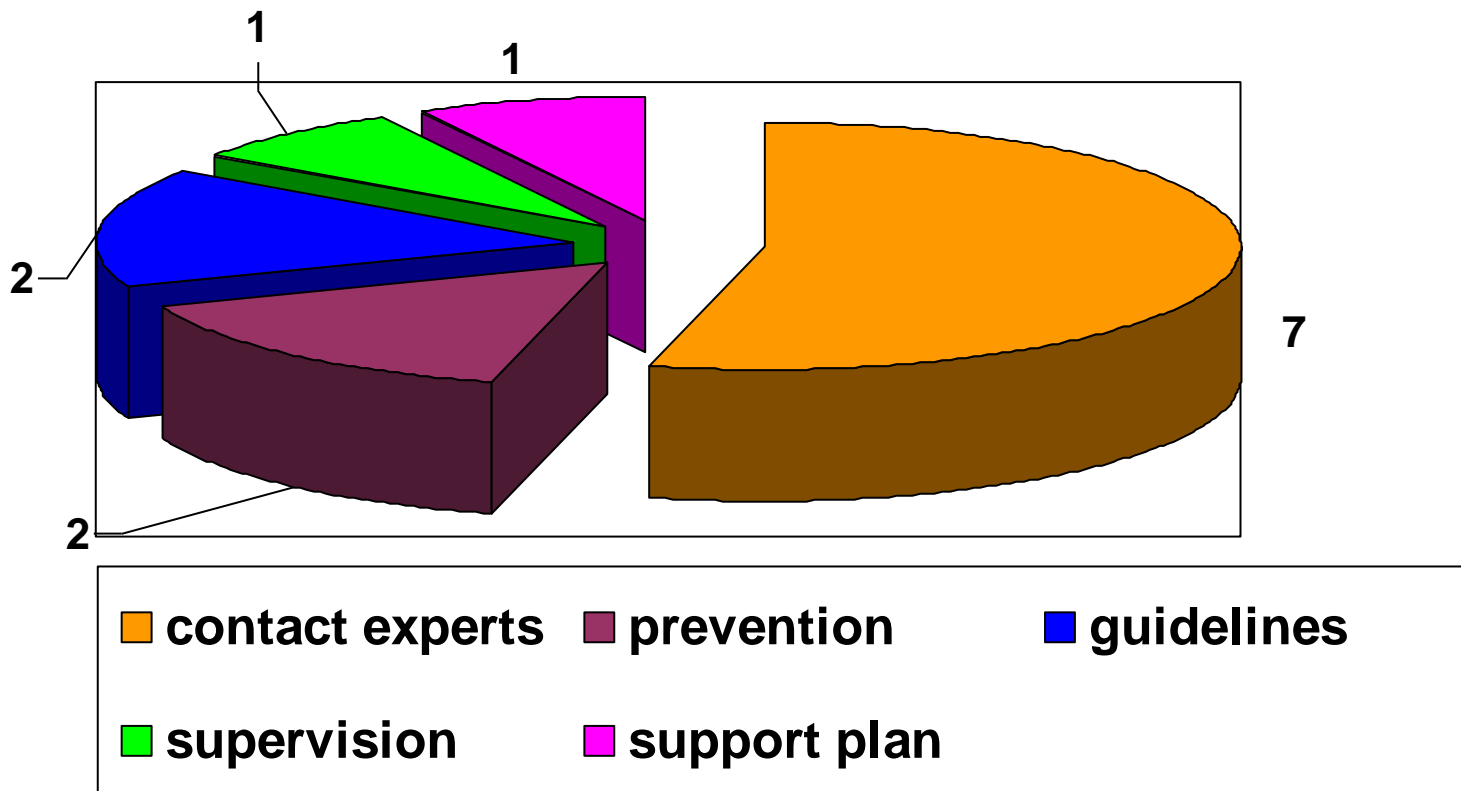
relevant training material



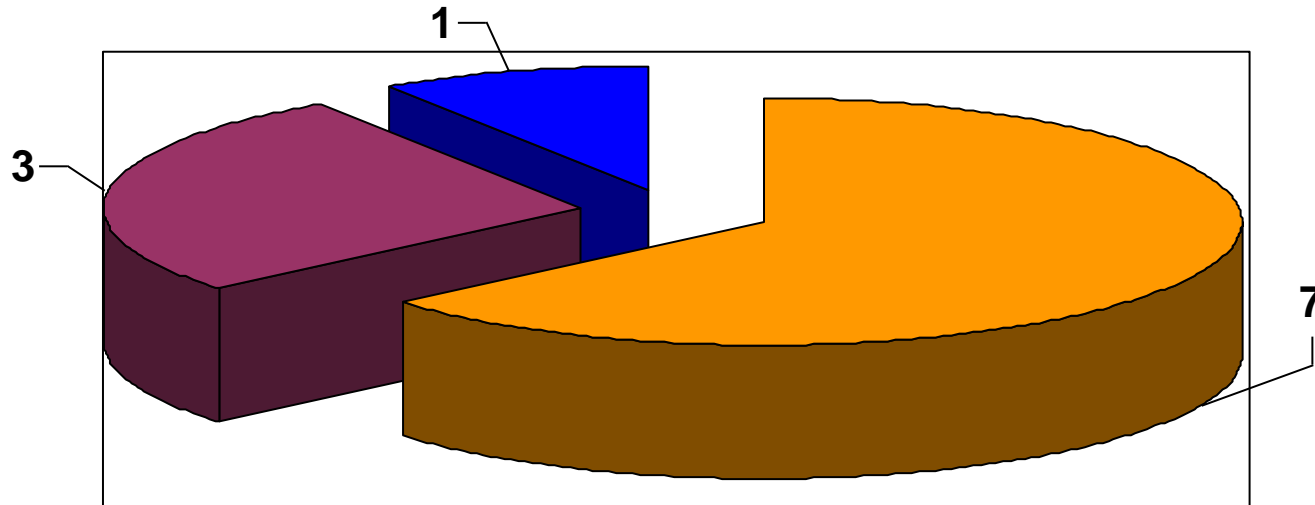
supervision



# Handling of critical situations

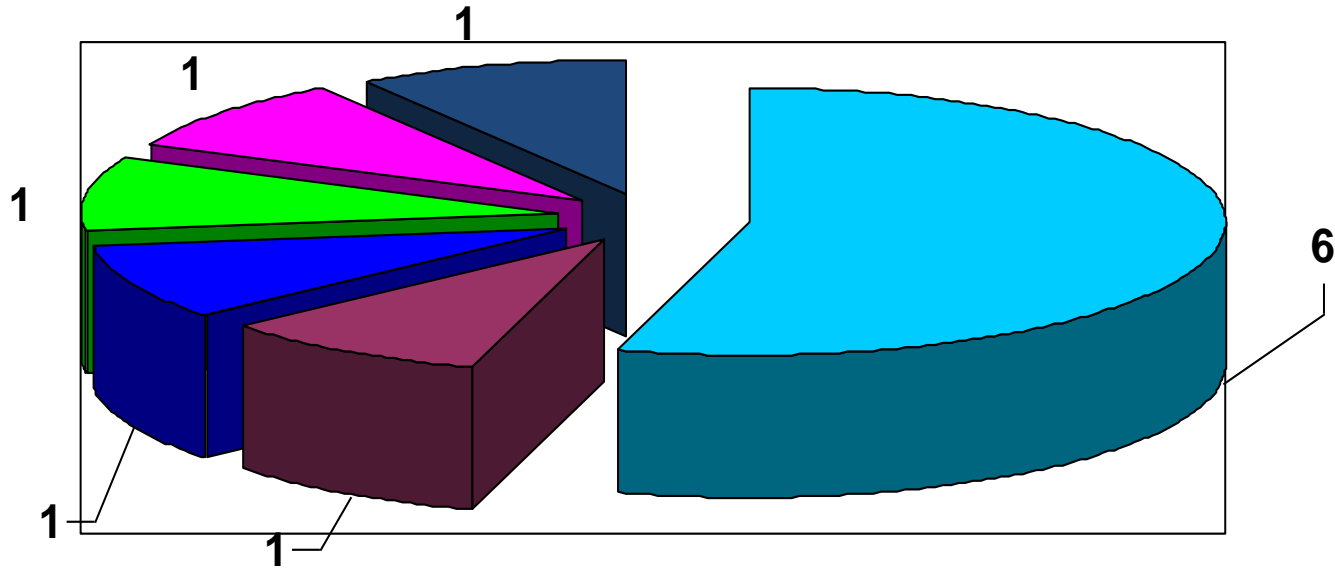


# Support of service providers in critical situations



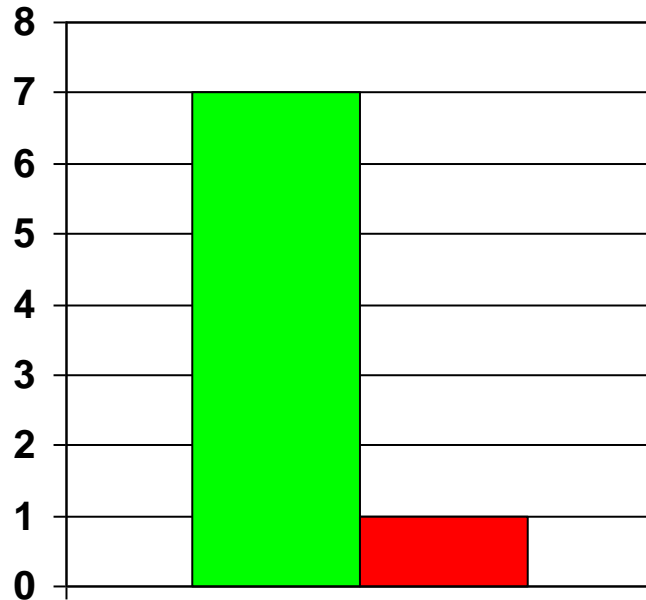


# role of staff

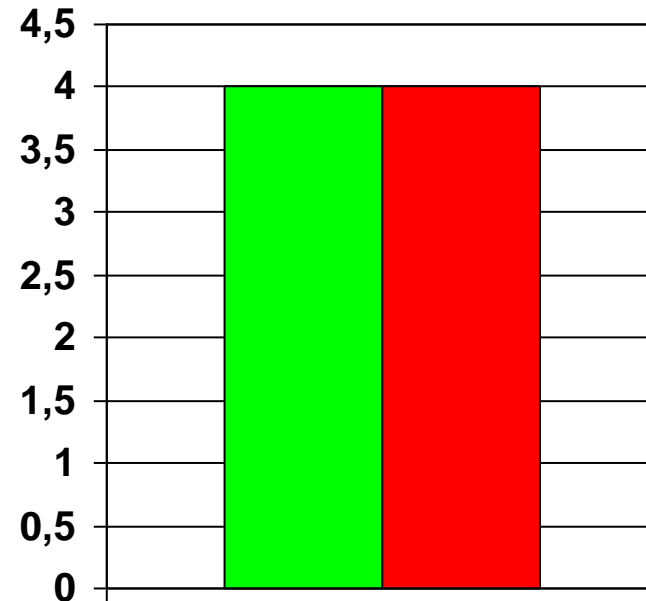


- individual support
- exact documentation
- monitoring
- report to psychology service
- "link worker"
- advocacy groups

# Networking?



Networking with experts and organisations



sharing information with experts



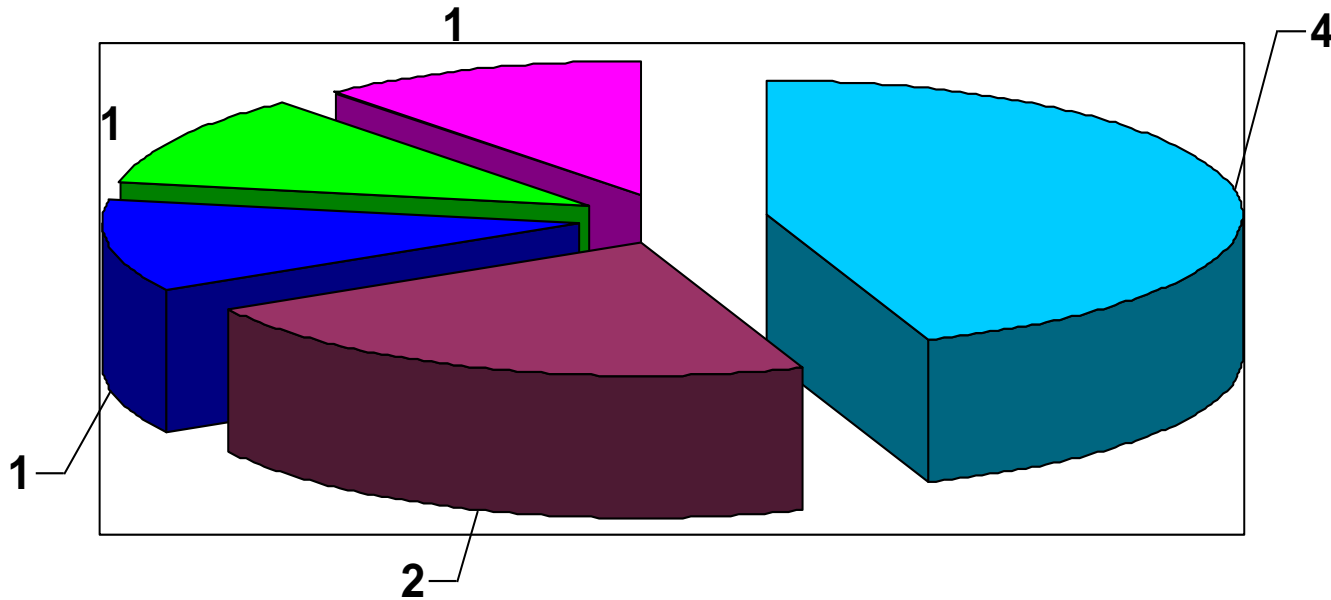
**NL: Munchhausen Society**

# Challenges / staff:



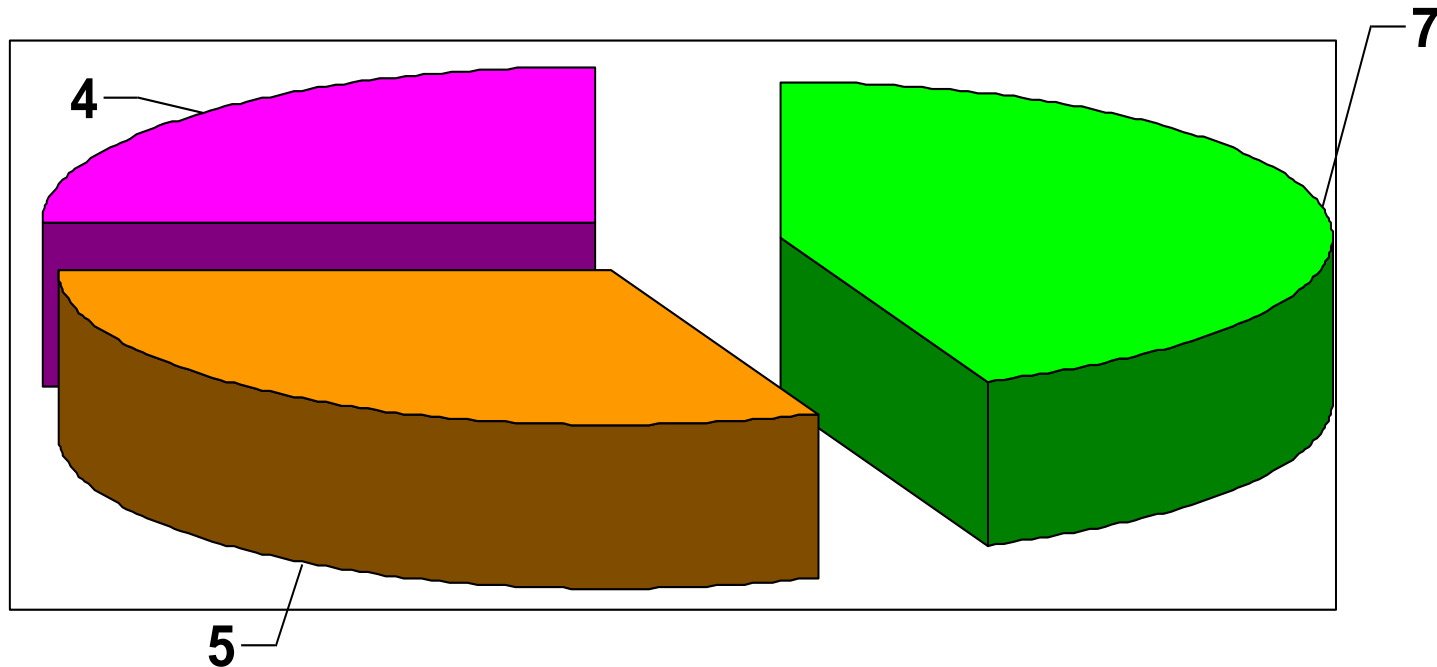
- **Training(3 times)**
- **networking (2)**
  
- **high psychological stress (1)**
- **lack of time (1)**
- **cut down of budgets (1)**
- **different ethnic groups (1)**
- **lack of multidisciplinary teams (1)**
- **prevention (1)**
- **challenging behaviour (1)**
- **lack of information (1)**
- **information on needs of users (1)**

# SERVICE USERS admission

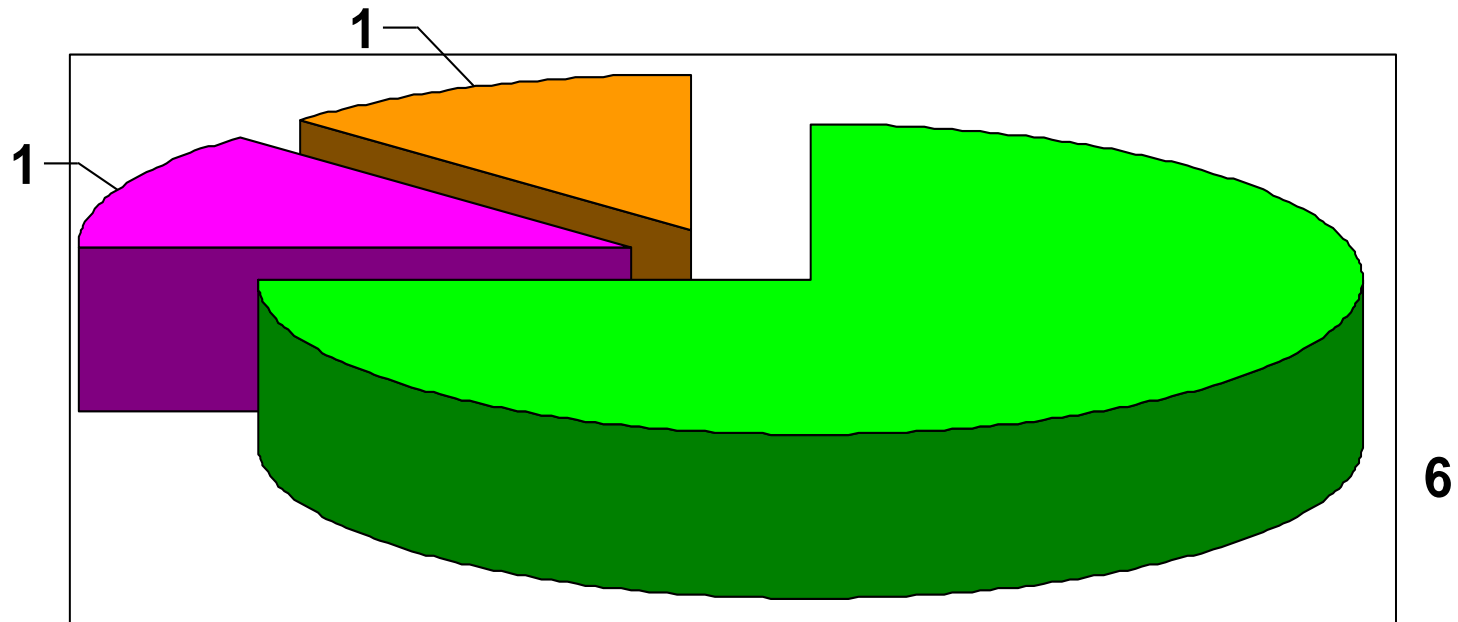


- same criteria as for other users
- no harming of others
- no abuse of substances
- clinically balanced
- depends on referring authority

# Possibility to express needs?

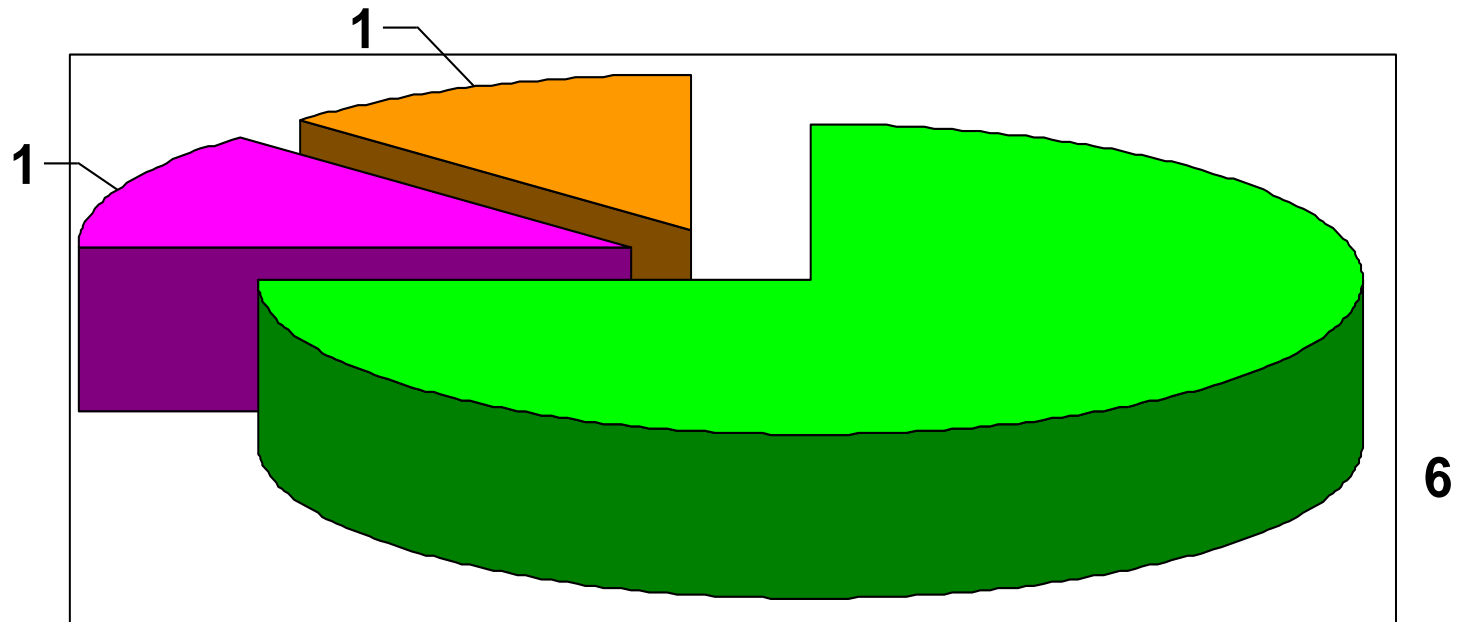


# Part-taking of users



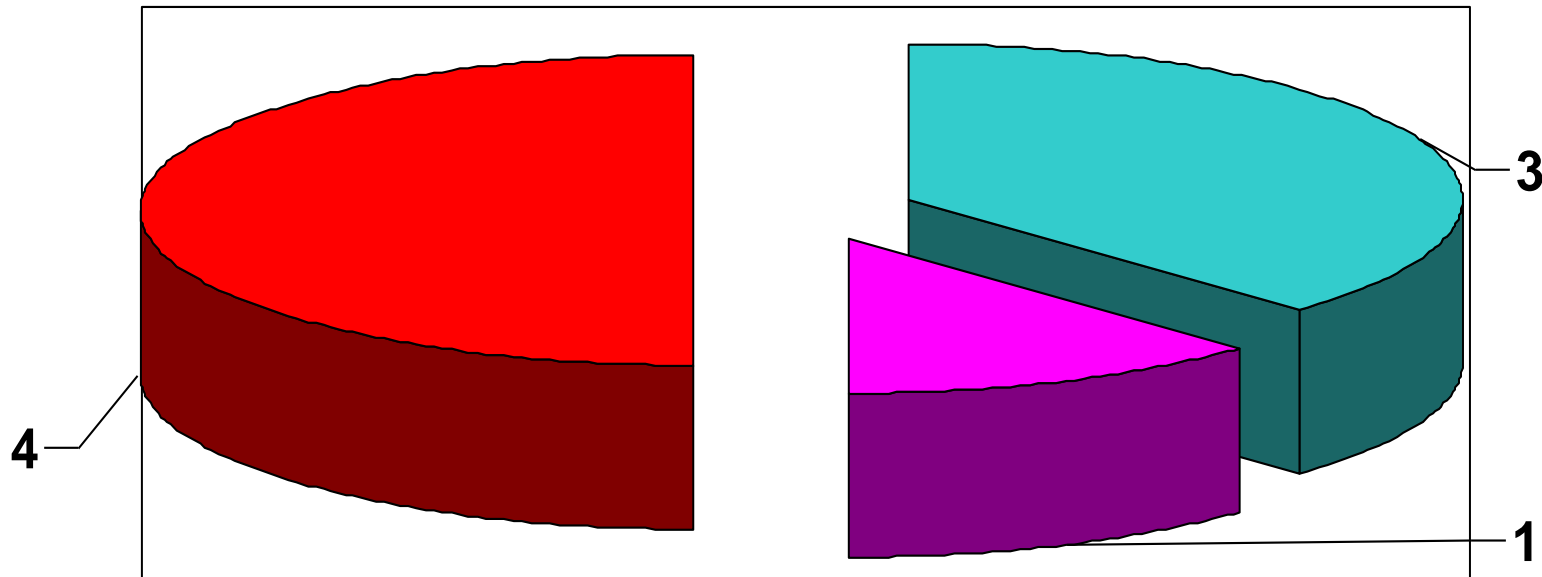
- person-centred approach
- individualised support plan
- not possible

# Involvement of families



- Yes, if necessary and user requests it
- Yes
- Regularly

# Innovative services





# Challenges / service users:



- **funding(2 times)**
- **full inclusion (2)**
- **innovative services (2)**
  
- **not enough knowledge (1)**
- **mix of users with different needs (1)**
- **Enable users to decide on their future (1)**
- **appropriate methods (1)**
- **lack of motivated staff (1)**
- **lack of evaluation (1)**
- **increase user-participation (1)**
- **secure support outside of services (1)**
- **appropriate diagnosis (1)**
- **staff training (1)**
- **choice of activities and housing (1)**



## There is a need for:

- **better and multidisciplinary staff training**
- **networking and cooperation with experts & Health sector**
- **specific methodology**
- **better funding**
- **appropriate diagnosis**
- **training material**
- **innovative services**
- **full inclusion of users**

# Thank you!

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## Contact:

Jugend am Werk  
Begleitung von Menschen mit Behinderung GmbH  
**Wolfgang Bamberg**  
Thaliastraße 85  
A – 1160 Vienna, Austria  
+43 / 1 / 405 02 86-20  
[pr@jaw.at](mailto:pr@jaw.at) / [www.jaw.at](http://www.jaw.at)