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Overall Report on Needs Analysis Research

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1. BACKGROUND INFORMATION

Demographical data about 3rd age

It is a common demographical trend in EU members examined that population is ageing and therefore need for well-instructed caregivers for aged people will be increased in the years to come.

In Belgium, the number of inhabitants aged 65 years and older are in a percentage of 17.44%, while 2.36% were older than 85 (2012). In the UK, inhabitants aged 65 years and older account for 16% of the overall population while in Spain, the percentage is 17.3% for the same ages. In 2011 Greece had a population of 10,815,197 inhabitants while seniors 65+ are in a percentage of 18.9%. According to data from Eurostat, the proportion of the European population aged over 65 will grow to approximately 18% by 2010, 25% by 2030 and 30% by 2050.

In Italy, there was a population of 60,626,442 inhabitants while 20.03% are 65 years and older (2012).

As it is obvious from all the national reports, the percentage of elderly people is increasing dramatically.

Country	Inhabitants aged 65+
Spain	17.3%
Belgium	17.44%
UK	16%
Germany	18%
Greece	18.9%.
Italy	20.03%

Number of migrants, countries of origin, tendencies

Desk research conducted by partners showed that both mobility within the EU (mainly from Central and Eastern Europe to EU15) and influx of migrants from countries outside the EU are phenomena common in all participating countries.

In Belgium, 40% of migrants come mainly from outside the European Union.

In Spain, most of migrants come from Romania (19 %), Morocco (18.8 %) and Ecuador (9.4%). The majority is between 25 and 49 years old and lives in the provinces of Madrid (33.7%) and Barcelona (21.4%). The main reason they moved to Spain is related to job and better life conditions.

In the UK, 13% of the total population is migrants, coming mainly from Poland, Republic of Ireland and India.

10.3% of the total population of Greece is migrants. The three quarters of migrants come from Europe. In some municipalities, there is an advisory body (the Council for the integration of immigrants) which enhances the integration of migrants into the local communities. In a percentage of 54.2% of migrants, their main reason for installation in Greece is work.

As of end 2013, Germany is home to about 7.6 million migrants. 44% represent the EU Member States, 25% from Candidate countries, where 20.3 % of the migrants living in Germany are from Turkey, the second largest portion would be Poland (9.15%) and Italy (7.24%). Greece (4.1%), Croatia (3.15%), Russia (2.8%) and representing Asia countries (12.5%) also were notable... The rest have various nationalities.

In Italy, the number of migrants is 334 thousand more than the previous year, coming mainly from Eastern Europe.

The care system

Care systems for aged people and the way it is funded differ much from country to country.

One in ten people in UK are carers with an employment rate at 67%. In UK there are three primary types of care available, home care, residential care and informal care and support.

In Belgium, the care setting ranges from home (nursing) care to homes for the elderly and nursing homes, with a number of intermediate facilities such as 'service flats', daycare centers and short-stay facilities.

In Greece, care for seniors is provided either at home (nursing, social workers) or at the daily care centres, nursing homes and the hospitals. Besides this, churches have non-profit nursing homes for seniors but they don't provide medical treatment.

In Italy, the National Health Service provides health care and social care for people with disability, frailty and dependency. During the last few years a steady growth has been witnessed in the number of structures such as day care centres that has gone from 3,365 centres surveyed in 1996 to more than eight thousand in 2012.

How they find job

In general, in all countries which participate in the project, there are advisory bodies that assist migrants to find an appropriate job as well as to integrate in the local communities.

In particular in Spain, migrants use many tools in order to find a job, such as specialised publications, Employment services of City councils, Information Centres for young people, Information Centres for women, Non Governmental Organisations and internet. In Germany there are special agencies, whose role is to match the vacancies in the care for aged people with the migrants interested in being employed in these positions.

Language teaching for migrants

Language teaching for migrants seems to show a multifaceted image, differing not only from country to country but having various forms within the same country as well.

Spanish courses are provided by several entities: language academies, vocational training centres, NGOs, etc. even if a recent survey found that 67% of people with migration background learn Spanish through everyday life whilst only 28% through attending courses.

Throughout the UK, large numbers of English language courses are offered, some with vocational emphasis, though this is far more likely to be 'business' oriented than for care workers.

In Belgium, there is the integration program organised by the welcome office and consists of Social Orientation, Dutch language lessons and Career Orientation. As part of the integration program, persons integrating are taught the basics of Dutch.

In Greece, many courses concerning the teaching of Greek are organised by different institutes, private and public, such as universities, municipalities, non-profit organisations, etc. Along with the language courses, teachers give emphasis to familiarise students with the culture, tradition and customs of Greece.

In Germany, the option of visiting language/ integration courses is often mandatory by the government. There are about 7,600 different types of German language/ integration courses available to migrants. Persons working privately in the care sector may not need to provide any specific background information about the language unless their employer requests it.

Concerning Italy, there is not a formal indication for the required level of the language for a migrant carer.

As we can conclude from the national reports, apart from Germany, no much have been done concerning the language teaching of migrant care givers.

International healthcare professionals

The presence of international healthcare professionals is very pronounced in all countries examined, most of them being women coming from Central and Eastern Europe.

Nowadays, in Greece the number of international healthcare professionals has increased. The majority of women migrants coming mainly from outside the EU are working as housekeepers or caregivers in order to care seniors or people with disabilities in their home. There are two types of caregivers. Those coming from Central and Eastern Europe, Philippines or the ex Soviet Union countries in the majority of cases are qualified (even if not always in care giving). In the rest of the cases, usually these people complete a basic education in the country of their origin.

International recruitment of healthcare professionals is relatively small-scale in Belgium, even though it has been on the increase in recent years.

In Germany, they have established special rules and procedures supported by a sector of the Federal Employment agency. Migrants living and registered in Germany may receive support from local Job Centres in finding jobs which are appropriate to their qualifications or receive recommendations on training opportunities. Actions such as FairCare in Germany work to support women from Eastern Europe who help caregivers in Germany work and provide them with a better working environment.

As far as Italy is concerned, individual services rendered at home by foreign women is a phenomenon that has taken on a wider, recently.

Number of completed questionnaires

All countries, as shown below, contributed with a significant number of questionnaires paired with respective comments and responses.

Country	Number of questionnaires
Spain	31
Belgium	51
UK	16
Germany	41
Greece	47
Italy	28
TOTAL	214

2. FINDINGS OF QUESTIONNAIRES FOR CARE GIVERS

😊 PERSONAL DETAILS

The percentage of women in the sample of responses is extremely high, reflecting the situation of distribution of sexes in the participating countries.

Country	Percentage of female caregivers
Spain	81%
Belgium	100%
UK	100%
Germany	95%
Greece	84%
Italy	100%

Q2 Which is your country of origin?

Country	Caregivers' nationality in each country
Spain	Romania
Belgium	African countries
UK	Poland
Germany	Poland
Greece	Albania
Italy	Romania & Byelorussia

😊 WORK EXPERIENCE / LANGUAGE NEEDS

Q3 Do you work currently or have you worked in the past as care giver / house keeping for aged / persons in need of assistance?

In the table below, we see that respondents have considerable experience in the sector.

Country	Positive answers
Spain	100%
Belgium	83%
UK	50%
Germany	90.5
Greece	79%
Italy	100%

Q4.a Have you had specific training related to care work?

Although the majority of respondents have had specific training in the past, it is obvious that this does not constitute an absolute demand of specific qualifications in any of the participating countries.

Country	Positive answers
Spain	57 %
Belgium	83.33%
UK	50%
Germany	57%
Greece	68%
Italy	50%

Q4.b Please specify where. In the country of origin or host country?

Country	Country of origin
Spain	29 %
Belgium	17%
UK	33%
Germany	50%
Greece	11%
Italy	16%

As shown in the table above, less than 50% of the participants in the survey which have received specific training related to care work, have acquired this training in their country of origin.

In the following are depicted the answers on the nature of the job per country.

Q5a Please specify the nature of your current / past care work.	Percentage
Spain	
I do the everyday shopping	62%
I help the person I care after bathing	81%
I go with her to the coiffeur/him to the barber shop	48%
I escort the person I care after to the doctor	81%
I give him/her medication	81%
I buy medication	52%
I cook	71%

Deliverable 8: Overall National Report



I give him/her to eat	71%
I help him/her with physical therapy	43%
I attend the person I care after at hospital	24%
I escort him/her to walk outside	76%
I take care of his/her entertainment	71%
I converse with him/her	95%
I clean the house	67%
I wash the clothes	57%
I communicate by phone with relatives	76%
I communicate by phone with the doctor	33%
I escort the person I care after to the bank	38%

Q5b	Please specify the nature of your current / past care work.	Percentage
Belgium		
	I do the everyday shopping	33%
	I help the person I care after bathing	83%
	I go with her to the coiffeur/him to the barber shop	0%
	I escort the person I care after to the doctor	17%
	I give him/her medication	83%
	I buy medication	0%
	I cook	33%
	I give him/her to eat	67%
	I help him/her with physical therapy	50%
	I attend the person I care after at hospital	17%
	I escort him/her to walk outside	67%
	I take care of his/her entertainment	33%
	I converse with him/her	67%
	I clean the house	17%
	I wash the clothes	17%
	I communicate by phone with relatives	50%
	I communicate by phone with the doctor	50%
	I escort the person I care after to the bank	17%

Q5c	Please specify the nature of your current / past care work.	Percentage
Greece		
	I do the everyday shopping	68%
	I help the person I care after bathing	79%
	I go with her to the coiffeur/him to the barber shop	16%
	I escort the person I care after to the doctor	42%
	I give him/her medication	84%

Deliverable 8: Overall National Report



I buy medication	47%
I cook	63%
I give him/her to eat	63%
I help him/her with physical therapy	5%
I attend the person I care after at hospital	58%
I escort him/her to walk outside	32%
I take care of his/her entertainment	5%
I converse with him/her	63%
I clean the house	58%
I wash the clothes	47%
I communicate by phone with relatives	63%
I communicate by phone with the doctor	5%
I escort the person I care after to the bank	58%

Q5d	Please specify the nature of your current / past care work.	Percentage
UK		
	I do the everyday shopping	66%
	I help the person I care after bathing	100%
	I go with her to the coiffeur/him to the barber shop	50%
	I escort the person I care after to the doctor	50%
	I give him/her medication	50%
	I buy medication	0%
	I cook	33%
	I give him/her to eat	100%
	I help him/her with physical therapy	33%
	I attend the person I care after at hospital	50%
	I escort him/her to walk outside	83%
	I take care of his/her entertainment	50%
	I converse with him/her	83%
	I clean the house	100%
	I wash the clothes	50%
	I communicate by phone with relatives	0%
	I communicate by phone with the doctor	0%
	I escort the person I care after to the bank	0%

Q5e	Please specify the nature of your current / past care work.	Percentage
Germany		
	I do the everyday shopping	24%
	I help the person I care after bathing	76%
	I go with her to the coiffeur/him to the barber shop	38%

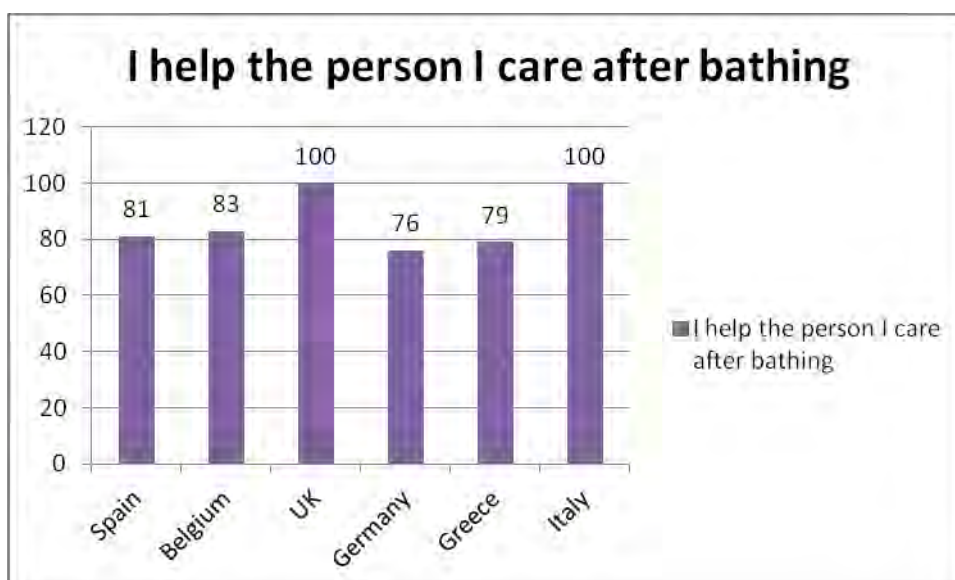
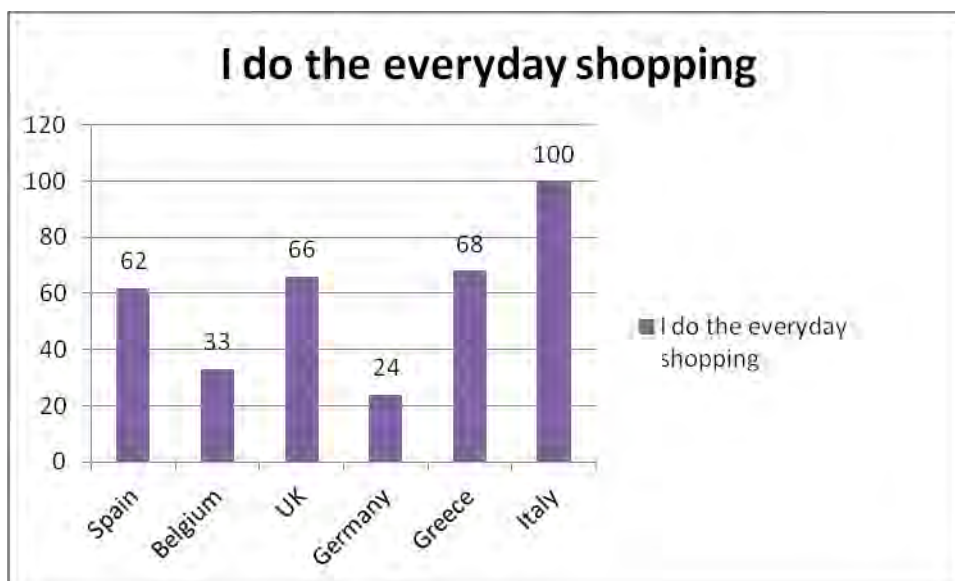
Deliverable 8: Overall National Report



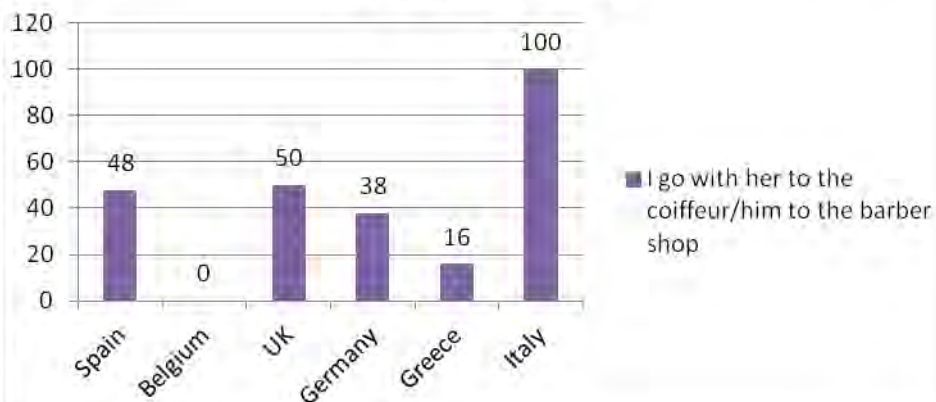
I escort the person I care after to the doctor	29%
I give him/her medication	76%
I buy medication	43%
I cook	24%
I give him/her to eat	52%
I help him/her with physical therapy	33%
I attend the person I care after at hospital	33%
I escort him/her to walk outside	48%
I take care of his/her entertainment	43%
I converse with him/her	62%
I clean the house	29%
I wash the clothes	38%
I communicate by phone with relatives	33%
I communicate by phone with the doctor	57%
I escort the person I care after to the bank	29%

Q5f	Please specify the nature of your current / past care work.	Percentage
Italy		
	I do the everyday shopping	100%
	I help the person I care after bathing	100%
	I go with her to the coiffeur/him to the barber shop	100%
	I escort the person I care after to the doctor	100%
	I give him/her medication	100%
	I buy medication	100%
	I cook	100%
	I give him/her to eat	66%
	I help him/her with physical therapy	0%
	I attend the person I care after at hospital	100%
	I escort him/her to walk outside	100%
	I take care of his/her entertainment	100%
	I converse with him/her	100%
	I clean the house	100%
	I wash the clothes	100%
	I communicate by phone with relatives	100%
	I communicate by phone with the doctor	100%
	I escort the person I care after to the bank	100%

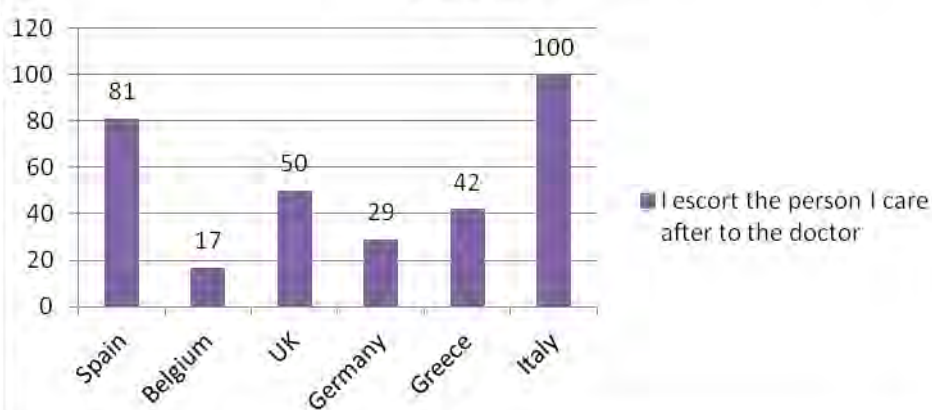
Please specify the nature of your current / past care work

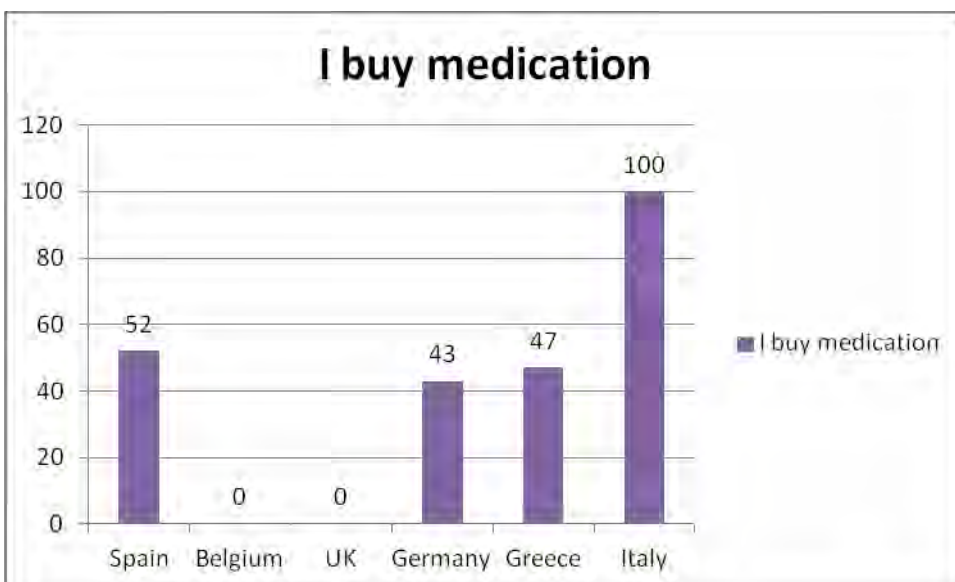
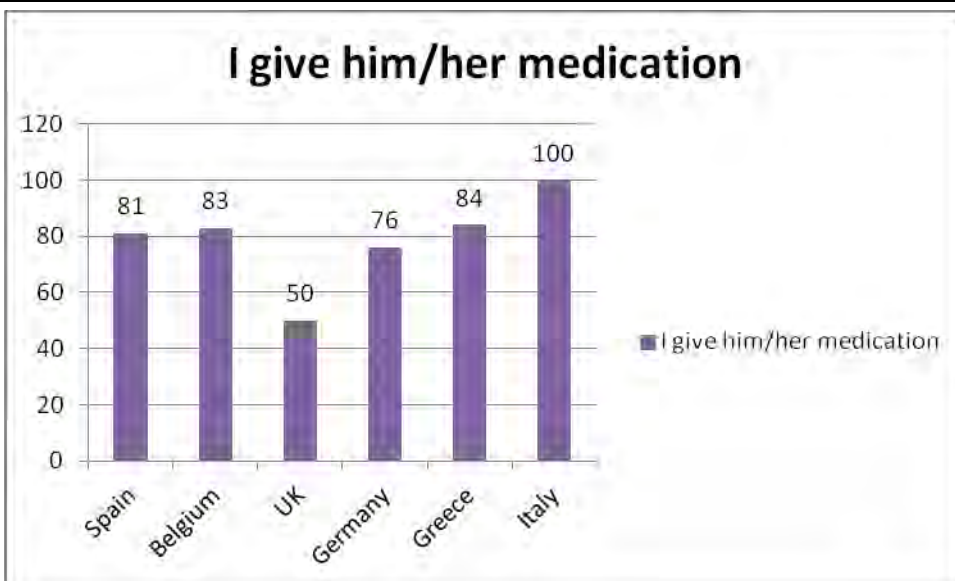


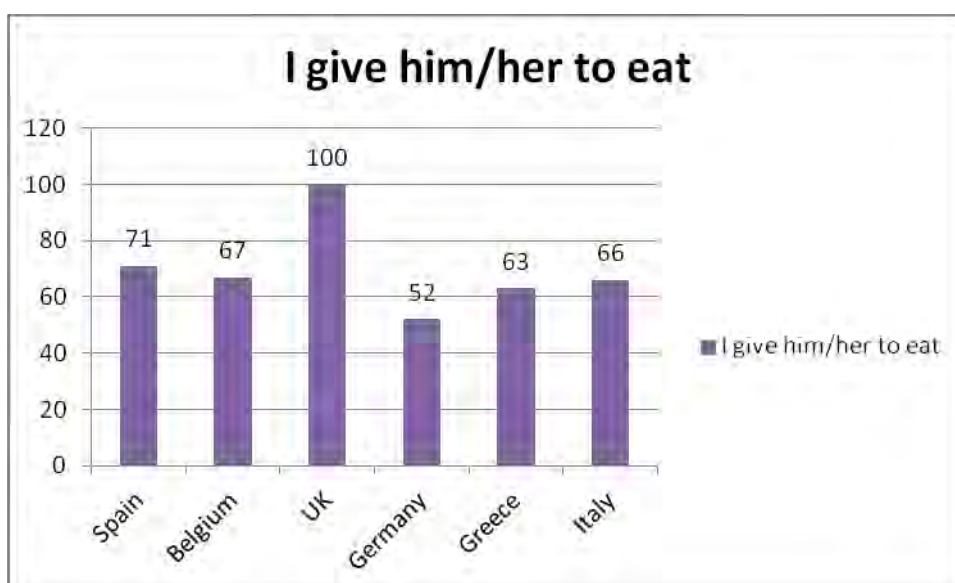
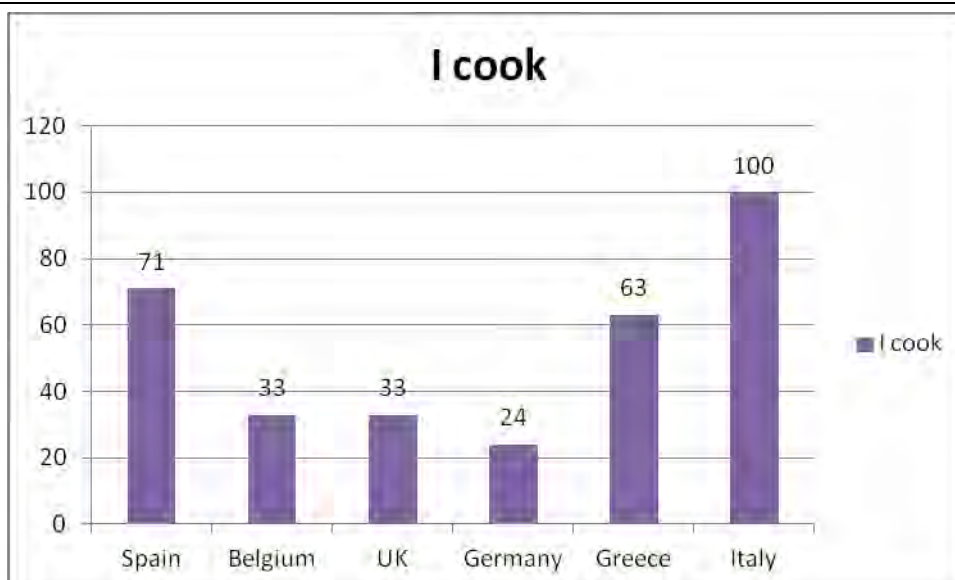
I go with her to the coiffeur/him to the barber shop



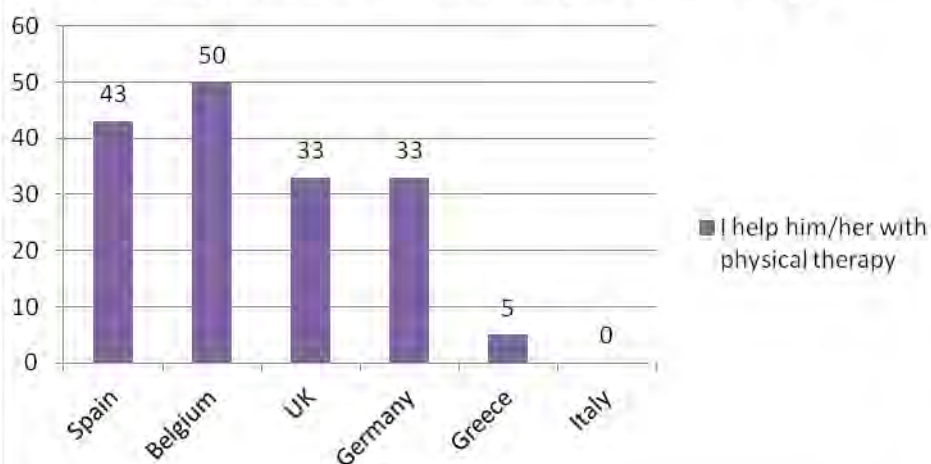
I escort the person I care after to the doctor



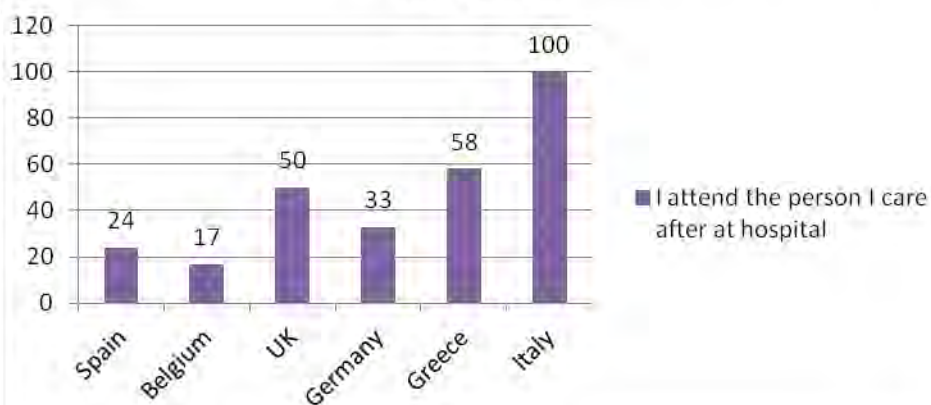




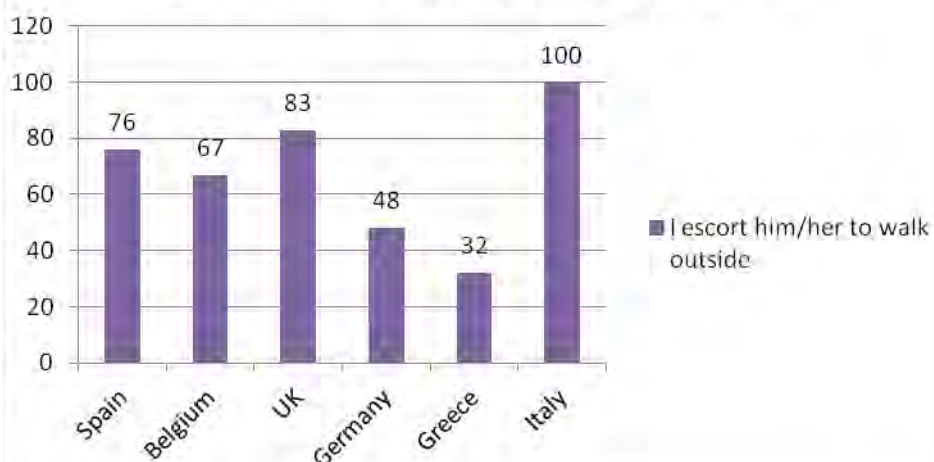
I help him/her with physical therapy



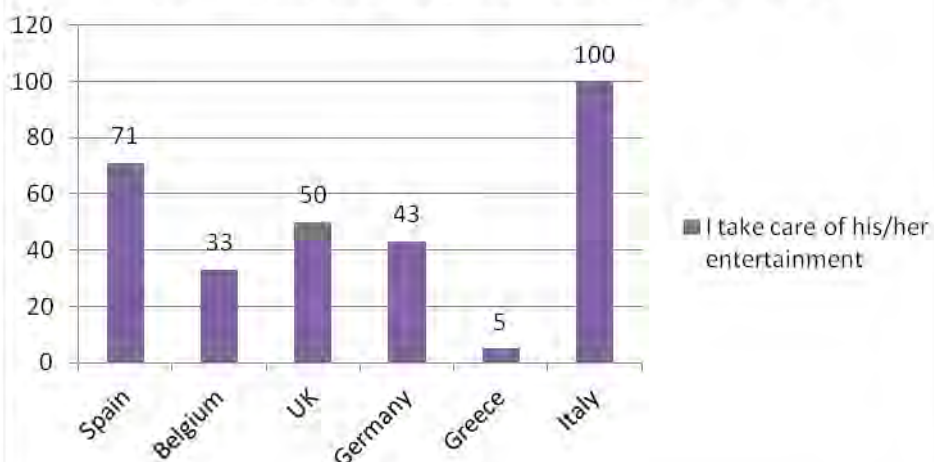
I attend the person I care after at hospital

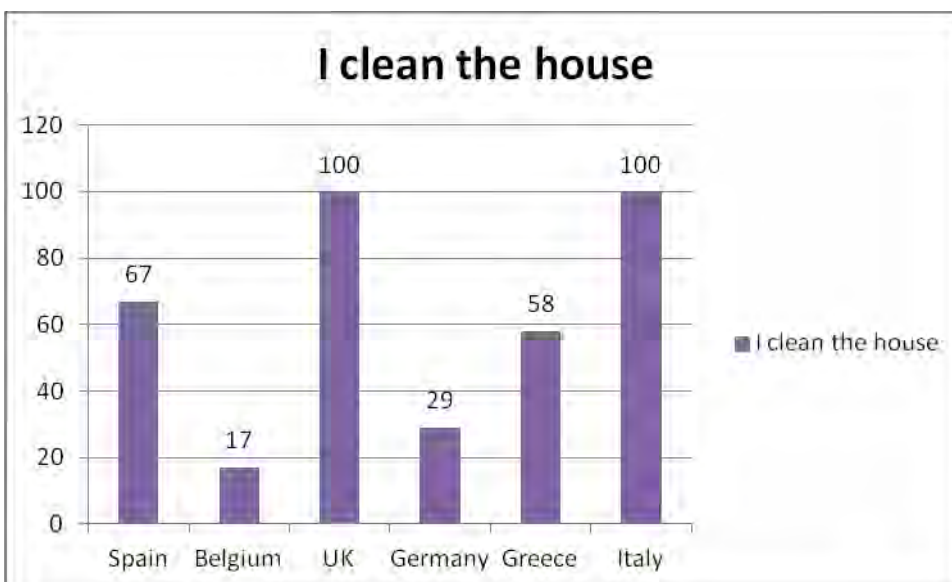
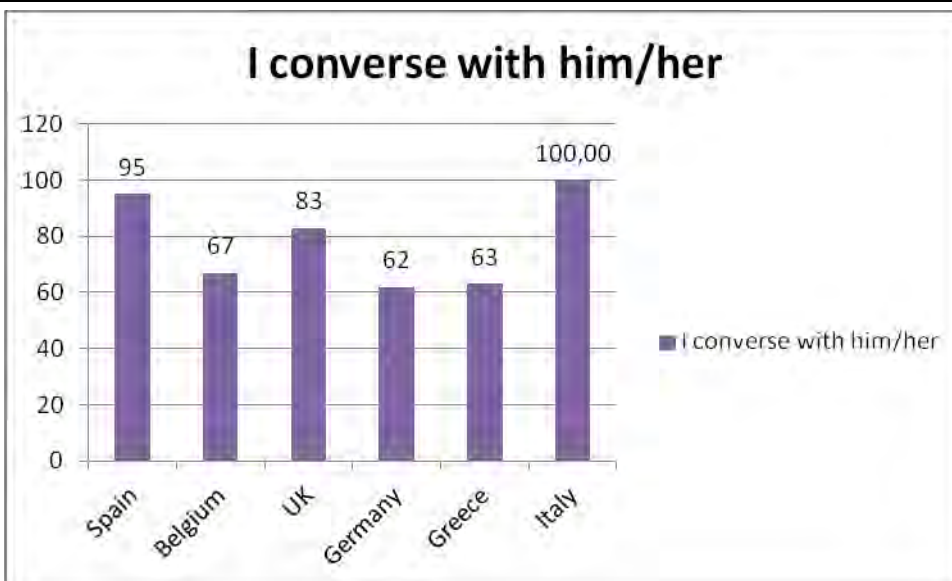


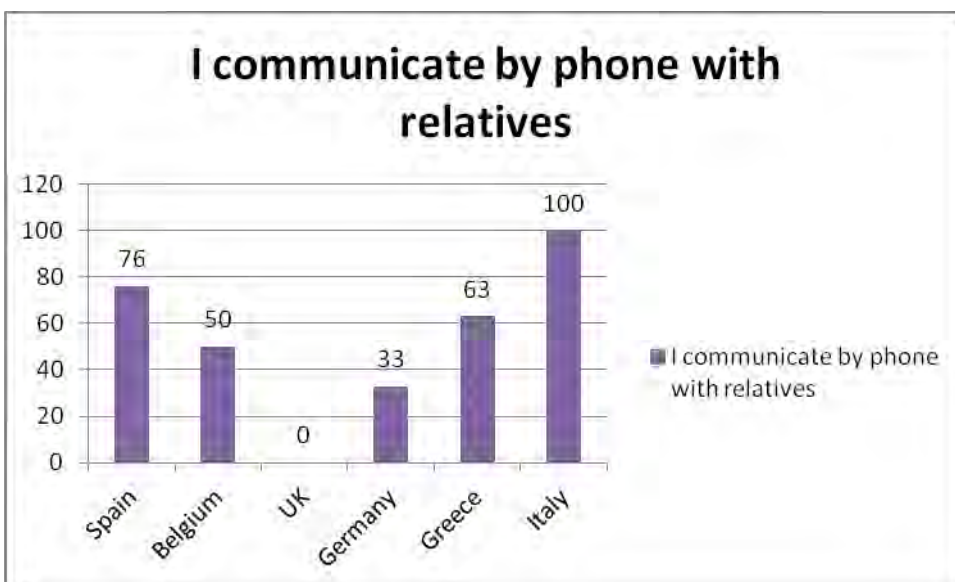
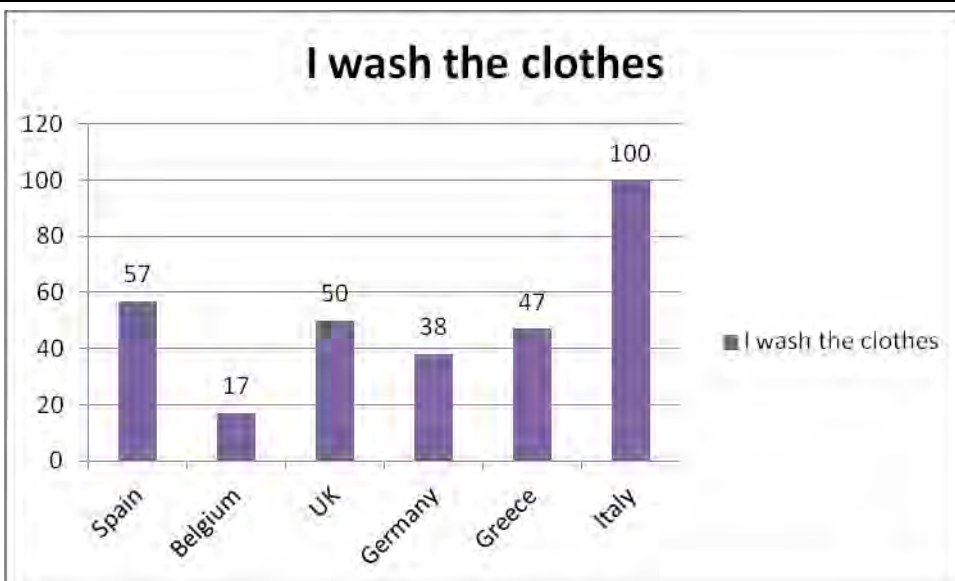
I escort him/her to walk outside

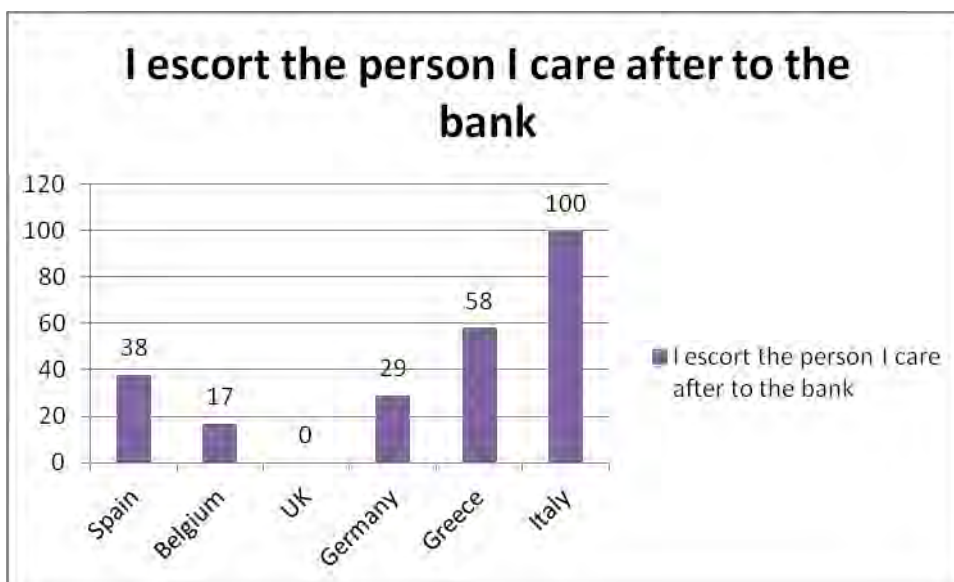
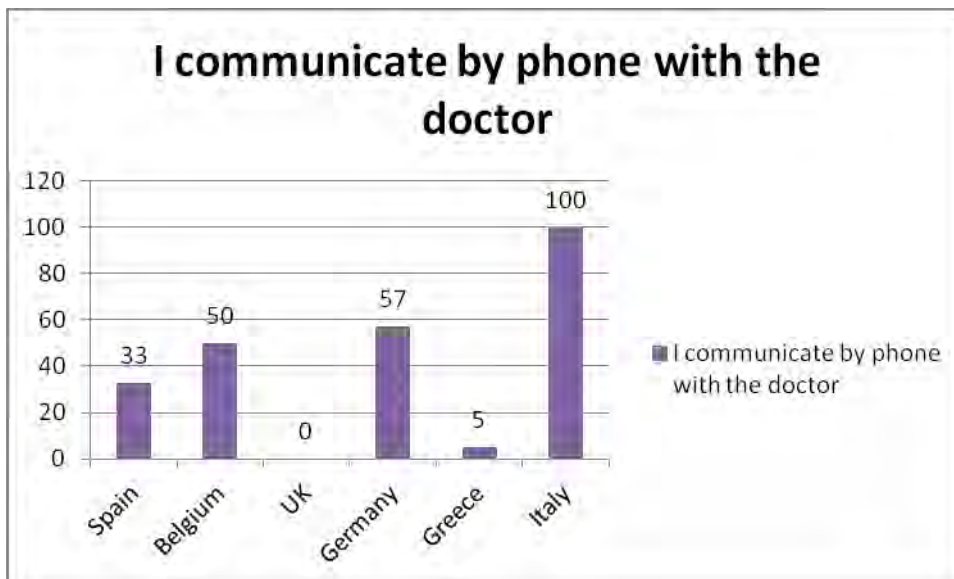


I take care of his/her entertainment









Although percentages differ from country to country, there is a remarkable conformity in the answers as far as the multiplicity of tasks are concerned and as far as the tasks that prevail. Following the field research in all countries, the nature of their current/ past care work mainly involves:

- helping the person they care after bathing
- giving him/her medication
- conversing with him/her
- escorting him/her to walk outside

Other, please specify... – Add answers

Spain:

- Accompanying children to school
- The aged person spends summertime at home, as her/his family goes on holidays

Belgium:

- I make sure that my patient / the residents feel better after I have taken care of him.
- Because I do the night shifts, I stand in for the evening tasks: change their clothes and put on the nightgown, bring them to the toilet, taking the temperature, take care of small wounds, make the bed, take blood pressure (for patients with diabetes).

UK:

- Reading to patients
- Making drinks and snacks
- Playing games with residents
- Writing reports

Germany:

- Grundpflege – Getting dressed, washing, brushing teeth
- Doctor visits, giving IVs and shots, cleaning wounds

Q6

Do you feel that you have any language communication needs to function within your work as a care giver?

Country	Positive answers
Spain	57 %
Belgium	0%
UK	33%
Germany	38%
Greece	21%
Italy	66%

If yes, please specify. – Add answers

Spain:

- Currently not, but I always need to improve my Spanish skills
- Yes, I need to speak Spanish

- I need better communication with the aged person I give care
- It's very important to speak well the language of the person I give care
- I need to improve the specific language related to bank, medicine, etc.
- It 's important to understand and talk with the person I give care
- Some terms about medication
- It's always difficult learning a language, and always it is good to improve

Italy:

- They all have quite good knowledge of Italian, but some of them felt themselves unsure when speaking with doctors, physical therapist, dentist

Greece:

- Problem of communication

UK:

- All aspects
- General communication

The need for writing / reading is a dominant need expressed in the UK report, in a range of quotes. This relates to the task of reporting and transferring of information between care workers. This includes transferring critical information peer to peer but also in a hierarchical structure to medically trained staff. This notion of communicating with co-workers via verbal and written reports was stressed by many care professionals.

Germany:

- I already had acquired good language skills
- The persons only spoke about general topics like the weather
- I used a dictionary for help
- I have language difficulties
- A specialised language course would have been helpful
- Sometimes
- It is important to ask questions when I don't understand

- I heard new vocabulary when speaking with the doctors
- I have problems understanding the dialect



INTERCULTURAL DIFFERENCES

Q7.a

Are you aware that different cultures may have different rules for speaking and behaviour?

Country	Positive answers
Spain	43%
Belgium	0%
UK	No answers
Germany	52%
Greece	32%
Italy	100%

Q7.b Has this ever created problems for you in your care work?

Country	Positive answers
Spain	14%
Belgium	No answers
UK	No answers
Germany	0%
Greece	16%
Italy	No answers

Limited positive answers from care givers concerning any problems that have occurred in care work.

Q8a Have you ever felt uncomfortable about....	Percentage
Spain	
How close the person you care after sits/stands next to you?	29%
The way the person you care after speaks to you?	38%
The way relatives speak to you?	24%
The time the person you care after sleeps?	10%
The way the person you care after behaves to you?	33%
The way person you care after behaves in general?	19%
The time the person you care after eats?	24%
The food the person you care after eats?	29%
Any gestures that may be misinterpreted?	43%

Q8b Have you ever felt uncomfortable about....	Percentage
Belgium	
How close the person you care after sits/stands next to you?	0%
The way the person you care after speaks to you?	16.7%
The way relatives speak to you?	0%
The time the person you care after sleeps?	16.7%
The way the person you care after behaves to you?	33.3%
The way person you care after behaves in general?	0%
The time the person you care after eats?	0%
The food the person you care after eats?	0%
Any gestures that may be misinterpreted?	16.7%

Q8c	Have you ever felt uncomfortable about....	Percentage
UK		
	How close the person you care after sits/stands next to you?	0%
	The way the person you care after speaks to you?	33%
	The way relatives speak to you?	0%
	The time the person you care after sleeps?	0%
	The way the person you care after behaves to you?	0%
	The way person you care after behaves in general?	0%
	The time the person you care after eats?	0%
	The food the person you care after eats?	0%
	Any gestures that may be misinterpreted?	0%

Q8d	Have you ever felt uncomfortable about....	Percentage
Germany		
	How close the person you care after sits/stands next to you?	10%
	The way the person you care after speaks to you?	19%
	The way relatives speak to you?	19%
	The time the person you care after sleeps?	5%
	The way the person you care after behaves to you?	5%
	The way person you care after behaves in general?	10%
	The time the person you care after eats?	5%
	The food the person you care after eats?	10%
	Any gestures that may be misinterpreted?	10%

Q8e	Have you ever felt uncomfortable about....	Percentage
Greece		
	How close the person you care after sits/stands next to you?	11%
	The way the person you care after speaks to you?	11%
	The way relatives speak to you?	37%
	The time the person you care after sleeps?	11%
	The way the person you care after behaves to you?	26%
	The way person you care after behaves in general?	26%
	The time the person you care after eats?	0%
	The food the person you care after eats?	0%
	Any gestures that may be misinterpreted?	32%

Q8f	Have you ever felt uncomfortable about....	Percentage
Italy		
	How close the person you care after sits/stands next to you?	0%
	The way the person you care after speaks to you?	25%
	The way relatives speak to you?	25%
	The time the person you care after sleeps?	0%
	The way the person you care after behaves to you?	25%
	The way person you care after behaves in general?	0%
	The time the person you care after eats?	0%
	The food the person you care after eats?	0%
	Any gestures that may be misinterpreted?	0%

As it is obvious from the results above, care givers have felt uncomfortable about the way the person they care after speaks to them as well as about gestures that may be misinterpreted.

Other, please specify... – Add answers
UK: Some old people are not patient
Germany: It was the case that the person did not communicate/corporate well with unknown persons.

Q9a	Does the person you care after or his/her relatives ever complain about...	Percentage
Spain		
	How close to the person you care after sits/stands?	5%
	The way you speak to the person you care after?	19%
	Your not being punctual?	10%
	Your not speaking with the person you care after?	5%
	Your speaking too much?	29%
	They don't understand you are sensitive?	19%
	You are irritable?	24%

Q9b	Does the person you care after or his/her relatives ever complain about...	Percentage
Belgium		
	How close to the person you care after sits/stands?	33.3%
	The way you speak to the person you care after?	33.3%
	Your not being punctual?	33.3%
	Your not speaking with the person you care after?	0%
	Your speaking too much?	0%
	They don't understand you are sensitive?	33.3%
	You are irritable?	33.3%

Q9c	Does the person you care after or his/her relatives ever complain about...	Percentage
UK		
	How close to the person you care after sits/stands?	0%
	The way you speak to the person you care after?	0%
	Your not being punctual?	0%
	Your not speaking with the person you care after?	0%
	Your speaking too much?	0%
	They don't understand you are sensitive?	0%
	You are irritable?	0%

Q9d	Does the person you care after or his/her relatives ever complain about...	Percentage
Germany		
	How close to the person you care after sits/stands?	0%
	The way you speak to the person you care after?	0%
	Your not being punctual?	0%
	Your not speaking with the person you care after?	5%
	Your speaking too much?	0%
	They don't understand you are sensitive?	0%
	You are irritable?	0%

Q9e	Does the person you care after or his/her relatives ever complain about...	Percentage
Greece		
	How close to the person you care after sits/stands?	16%
	The way you speak to the person you care after?	11%
	Your not being punctual?	0%
	Your not speaking with the person you care after?	11%
	Your speaking too much?	5%
	They don't understand you are sensitive?	0%
	You are irritable?	5%

Q9f	Does the person you care after or his/her relatives ever complain about...	Percentage
Italy		
	How close to the person you care after sits/stands?	0%
	The way you speak to the person you care after?	0%
	Your not being punctual?	0%
	Your not speaking with the person you care after?	33.3%

Deliverable 8: Overall National Report



Your speaking too much?	16.7%
They don't understand you are sensitive?	0%
You are irritable?	33.3%

In the previous question, we have limited answers from the participants, and also the results are not comparable.

Other, please specify... – Add answers	
Spain:	<ul style="list-style-type: none">• My way of dressing – I had to change it• My way of making some foods or cleaning
UK:	<ul style="list-style-type: none">• Some of the meals

3. FINDINGS OF QUESTIONNAIRES FOR TEACHERS, LANGUAGE COURSE DESIGNERS OR ORGANISERS AND DIDACTIC EXPERTS

Q1a	What intercultural issues are you aware of that any of your foreign learners face?	Percentage
Spain		
	How close the person he/she cares after sits/stands next to him/her	No answers
	The way the person he/she cares after speaks to him/her	No answers
	The way relatives speak to him/her	No answers
	The time the person he/she cares after sleeps	No answers
	The way the person he/she cares after behaves to him/her	No answers
	The way person he/she cares after behaves in general	No answers
	The time the person he/she cares after eats	No answers
	The food the person he/she cares after eats	No answers
	Gestures that may be misinterpreted	No answers

Q1b	What intercultural issues are you aware of that any of your foreign learners face?	Percentage
Belgium		
	How close the person he/she cares after sits/stands next to him/her	44%
	The way the person he/she cares after speaks to him/her	89%
	The way relatives speak to him/her	67%
	The time the person he/she cares after sleeps	0%
	The way the person he/she cares after behaves to him/her	89%
	The way person he/she cares after behaves in general	44%
	The time the person he/she cares after eats	0%
	The food the person he/she cares after eats	33%
	Gestures that may be misinterpreted	67%

Q1c	What intercultural issues are you aware of that any of your foreign learners face?	Percentage
UK		
	How close the person he/she cares after sits/stands next to him/her	43%
	The way the person he/she cares after speaks to him/her	29%
	The way relatives speak to him/her	29%
	The time the person he/she cares after sleeps	43%
	The way the person he/she cares after behaves to him/her	29%
	The way person he/she cares after behaves in general	14%
	The time the person he/she cares after eats	29%

The food the person he/she cares after eats	14%
Gestures that may be misinterpreted	14%

Q1d	What intercultural issues are you aware of that any of your foreign learners face?	Percentage
Germany		
	How close the person he/she cares after sits/stands next to him/her	66.6%
	The way the person he/she cares after speaks to him/her	100%
	The way relatives speak to him/her	100%
	The time the person he/she cares after sleeps	0%
	The way the person he/she cares after behaves to him/her	100%
	The way person he/she cares after behaves in general	100%
	The time the person he/she cares after eats	0%
	The food the person he/she cares after eats	66.6%
	Gestures that may be misinterpreted	66.6%

Q1e	What intercultural issues are you aware of that any of your foreign learners face?	Percentage
Greece		
	How close the person he/she cares after sits/stands next to him/her	0%
	The way the person he/she cares after speaks to him/her	60%
	The way relatives speak to him/her	20%
	The time the person he/she cares after sleeps	0%
	The way the person he/she cares after behaves to him/her	20%
	The way person he/she cares after behaves in general	20%
	The time the person he/she cares after eats	0%
	The food the person he/she cares after eats	20%
	Gestures that may be misinterpreted	40%

Q1f	What intercultural issues are you aware of that any of your foreign learners face?	Percentage
Italy		
	How close the person he/she cares after sits/stands next to him/her	0%
	The way the person he/she cares after speaks to him/her	62%
	The way relatives speak to him/her	62%
	The time the person he/she cares after sleeps	0%
	The way the person he/she cares after behaves to him/her	62%
	The way person he/she cares after behaves in general	0%
	The time the person he/she cares after eats	0%

The food the person he/she cares after eats	0%
Gestures that may be misinterpreted	50%

The main intercultural issue that foreign learners face is the way the person he/she cares after speaks to him/her and gestures that may be misinterpreted.

Other, please specify... – Add answers

Belgium:

- Sometimes there is discrimination and / or racism in the workplace among colleagues and residents. It is sometimes difficult to deal with diversity; foreign language learners receive sometimes little understanding, the L2¹-speaker is often too much focused on talking "perfect" Dutch and less on the work performance. And this, while their native speaker colleagues speak with a heavy dialect.
- Communication with Dutch-speaking peers; for example L2-speakers formulate issues to directly, causing tensions with the Dutch-speaking colleagues.
- The 'cool, distant' Belgians versus 'warm, open' Spaniards
- Dialects (residents and colleagues)
- Religion (e.g. very Catholic African healthcare experts versus non-believer residents / staff)
- Euthanasia (Belgian law is very progressive)
- hHw the Belgian health insurance works, what do when ill, what to do when doctor visits (issues on the 'remgeld', the non-refundable part of medical expenses).

Italy:

- Religion (Italian elderly are usually strict catholic)
- Problems with the more formal use of the Italian language

¹ L1= native speakers, in this case speaking Dutch as their first language > < L2= foreign language speakers

Q2 Would you like to receive further information about TLC Pack?

Country	Positive answers
Spain	40%
Belgium	75%
UK	43%
Germany	33%
Greece	40%
Italy	100%

4. FINDINGS OF QUESTIONNAIRES FOR CARE PROFESSIONALS

Q1 Do you have experience in the care giving sector?

Country	Positive answers
Spain	80 %
Belgium	81.25%
UK	100%
Germany	75%
Greece	100%
Italy	100%

If yes, please specify. – Add answers

Spain:

- Yes, I have been caring of disabled adults (psychic disability) for 8 years. I go to their houses during the day, and when it is needed I spent also the night with them.
- Yes, I was caring a disabled person – 5 years
- Yes, 4 years of experience.
- Yes, I have been working as care giver for 3 years (ill and aged people)
- Yes, I am care giver of children and aged people
- Yes, I have been working as care giver of an aged person for 8 years

Belgium:

- Yes, as a senior/head nurse.
- Operation at assisted living centre (WZC = woonzorgcentra). Here the tasks of the foreign-language care givers are slightly different than in home care. Hence the score some points got there do not apply to us.
- 37 years
- 26 years managing director of a assisted living centre (WZC)
- 10 years in elderly facilities (staff position)
- 30 years as a nurse
- Yes; acting as educator since 2005

- Yes , head nurse in a assisted living centre (WZC)
- 25 years as physiotherapist in a home for the elderly (RVT = Rusthuizen en verzorgingstehuizen) and assisted living centre (WZC)
- Yes, for 17 years in WZC. 10 years as a physiotherapist and 7 years as a quality coordinator.
- Yes , 10 years in residential and nursing home
- 20 years working as a nurse in the elderly sector.
- 22 years' experience in a assisted living centre (WZC)
- As a security advisor for both my colleagues and our residents.
- Head of nursing department
- Yes , head nurse in operating room
- Yes, I am nursing director.
- I work in the health sector since 01/02/1986. Our institution has a workforce of which 22 % of foreign origin (EU and non-EU). Multicultural work was one of the items in our entry level plan diversity of 2013-2014.
- Nursing care and teacher care taking.
- Yes, as a nurse and head nurse.
- Care giver for 8 years.
- Yes, now working in assisted living centre (WZC); I have worked as a nanny and in home care.
- I have 23 years' experience in the elderly care.
- Senior/head nurse2

Italy:

- Yes
- I'm a nurse (2)
- I'm a physiotherapist (2)

- I work in a residential centre (3)
- I manage a residential centre for elderly (1)

Greece:

- 19 years
- 40 years
- 28 years
- 8 years

UK:

- Sharon Sidebottom: Senior carer in a care home with 18 staff
- Caroline: Manager responsible for general running of the care home and the recruitment / selection of staff
- Sharon Bentley: Concierge – dealing with a range of different requests from residents and ensuring all needs are met
- Fony Augustine: Senior nurse – looking after care supervision and supervising junior staff
- Alison Blundell: Registered General Nurse overseeing running of the care home at certain times and supervising staff
- Helen Spencer: Care manager – general day-to-day running of the care home. Also sits on the interview panel when selecting new staff
- Jenny Cantwell: Deputy manager – assisting running of the care home and also part of the recruiting / interviewing process
- Wendy Smith: Operations manager – operational work on a national level
- Helen Crookshank: Nurse – incorporate a range of roles including communicating with general caseworkers via their daily case reports
- Keith Gordon: Staff nurse – when on duty is responsible for the running of the care home including the supervision of staff
- Jo Paddock: Senior care assistant with responsibility for junior care assistants
- Carol Smith: Lead nurse – responsible for the activities of junior nurses and care assistants
- Ashleigh Savage: Receptionist who feels that she has a good overview of the running and

needs of a care home

- John Joby: Head of care – Senior RGN overseeing junior nurses and care assistants throughout the care home
- Helen Workman: Registered staff nurse with full charge of the care home (when on duty)

Germany:

- Seven persons have long-time experience in the care giver sector. Some of these persons also have migration background. They come from an array of areas such as physical therapy, homecare, head of senior citizen homes, lead caregiver etc.
- Three persons did not provide an answer to this question.

1. Spain

Q2 How important do you think the following subjects are when teaching language to foreigners who take care of persons in need? <i>Please rate from 1 to 5 (1: not important at all – 5: very important).</i>	1		2		3		4		5	
	no	%	no	%	no	%	no	%	no	%
Everyday shopping	0	0 %	1	10%	4	40%	3	30%	2	20%
Helping the person they care after bathing	0	0 %	0	0 %	1	10%	7	70%	2	20%
Going with her to the coiffeur/him to the barber shop	0	0 %	1	10%	6	60%	3	30%	0	0%
Escorting the person they care after to the doctor	0	0 %	0	0 %	0	0%	5	50%	5	50%
Medication	0	0 %	0	0 %	0	0%	1	10%	9	90%
Cooking	0	0 %	0	0 %	2	20%	5	50%	3	30%
Giving him/her to eat	0	0 %	0	0 %	0	0%	8	80%	2	20%
Helping him/her with physical therapy	0	0 %	0	0 %	1	10%	6	60%	3	30%
Attending the person they care after at hospital	0	0 %	0	0 %	0	0%	6	60%	4	40%
Escorting him/her to walk outside	0	0 %	0	0 %	4	40%	6	60%	0	0%
Taking care of his/her entertainment	0	0 %	0	0 %	1	10%	5	50%	4	40%
Conversing with him/her	0	0 %	0	0 %	1	10%	4	40%	5	50%

2. Belgium

Q2 How important do you think the following subjects are when teaching language to foreigners who take care of persons in need? <i>Please rate from 1 to 5 (1: not important at all – 5: very important).</i>	1		2		3		4		5	
	no	%	no	%	no	%	no	%	no	%
Everyday shopping	3	10.34%	2	6.9%	4	13.79%	9	31.03%	11	37.93%
Helping the person they care after bathing	0	0%	0	0%	5	16.67%	10	33.33%	15	50%
Going with her to the coiffeur/him to the barber shop	2	6.67%	5	16.67%	15	50%	5	16.67%	3	10%
Escorting the person they care after to the doctor	1	3.33%	1	3.33%	4	13.33%	10	33.33%	14	46.67%
Medication	1	3.33%	0	0%	1	3.33%	3	10%	25	83.3%
Cooking	4	13.79%	2	6.9%	11	37.93%	8	27.59%	4	13.79%
Giving him/her to eat	0	0%	1	3.33%	2	6.67%	11	36.67%	16	53.33%
Helping him/her with physical therapy	1	3.33%	1	3.33%	7	23.3%	11	36.67%	10	33.33%
Attending the person they care after at hospital	2	6.67%	0	0%	9	30%	12	42.86%	7	23.33%
Escorting him/her to walk outside	2	6.67%	2	6.67%	9	30%	12	40%	5	16.67%
Taking care of his/her entertainment	2	6.67%	1	3.33%	6	20%	13	43.33%	8	26.67%
Conversing with him/her	0	0%	0	0%	0	0%	5	16.67%	25	83.33%

3. UK

Q2 How important do you think the following subjects are when teaching language to foreigners who take care of persons in need? <i>Please rate from 1 to 5 (1: not important at all – 5: very important).</i>	1		2		3		4		5	
	no	%	no	%	no	%	no	%	no	%
Everyday shopping	6	40%	0	0%	3	20%	3	20%	3	20%
Helping the person they care after bathing	0	0%	0	0%	1	7%	0	0%	14	93%
Going with her to the coiffeur/him to the barber shop	0	0%	0	0%	2	13%	3	20%	10	67%
Escorting the person they care after to the doctor	0	0%	1	7%	2	13%	2	13%	10	67%
Medication	6	40%	0	0%	1	7%	0	0%	8	53%
Cooking	4	27%	0	0%	2	14%	6	40%	3	20%
Giving him/her to eat	0	0%	0	0%	1	7%	3	20%	11	73%
Helping him/her with physical therapy	3	20%	0	0%	3	20%	3	20%	6	40%
Attending the person they care after at hospital	1	7%	2	14%	1	7%	6	40%	5	33%
Escorting him/her to walk outside	1	7%	1	7%	2	14%	3	20%	8	53%
Taking care of his/her entertainment	4	27%	0	0%	2	14%	5	33%	4	27%
Conversing with him/her	0	0%	0	0%	0	0%	3	20%	12	80%

4. Germany

Q2 How important do you think the following subjects are when teaching language to foreigners who take care of persons in need? <i>Please rate from 1 to 5 (1: not important at all – 5: very important).</i>	1		2		3		4		5	
	no	%	no	%	no	%	no	%	no	%
Everyday shopping	5	31.25%	1	6.25%	2	12.5%	3	18.75%	5	31.25%
Helping the person they care after bathing	1	6.25%	0	0%	0	0%	6	37.50%	9	65.25%
Going with her to the coiffeur/him to the barber shop	3	18.75%	2	12.5%	7	43.75%	3	18.75%	0	0%
Escorting the person they care after to the doctor	2	12.5 %	0	0%	4	25%	1	6.25%	9	56.25%
Medication	4	25%	0	0%	0	0%	2	12.50%	10	62.50%
Cooking	2	12.5%	3	18.75%	7	43.75%	2	12.50%	2	12.5%
Giving him/her to eat	2	12.5%	1	6.25%	2	12.5%	5	31.25%	6	37.5%
Helping him/her with physical therapy	4	25%	4	25%	5	31.25%	1	6.25%	2	12.5%
Attending the person they care after at hospital	5	31.25%	2	12.5%	2	12.5%	5	31.25%	2	12.5%
Escorting him/her to walk outside	1	6.25%	1	6.25%	5	31.25%	4	25%	5	31.25%
Taking care of his/her entertainment	1	6.25%	0	0%	2	12.5%	4	25%	9	56.25%
Conversing with him/her	1	6.25%	0	0%	0	0%	1	6.25%	14	87.5%

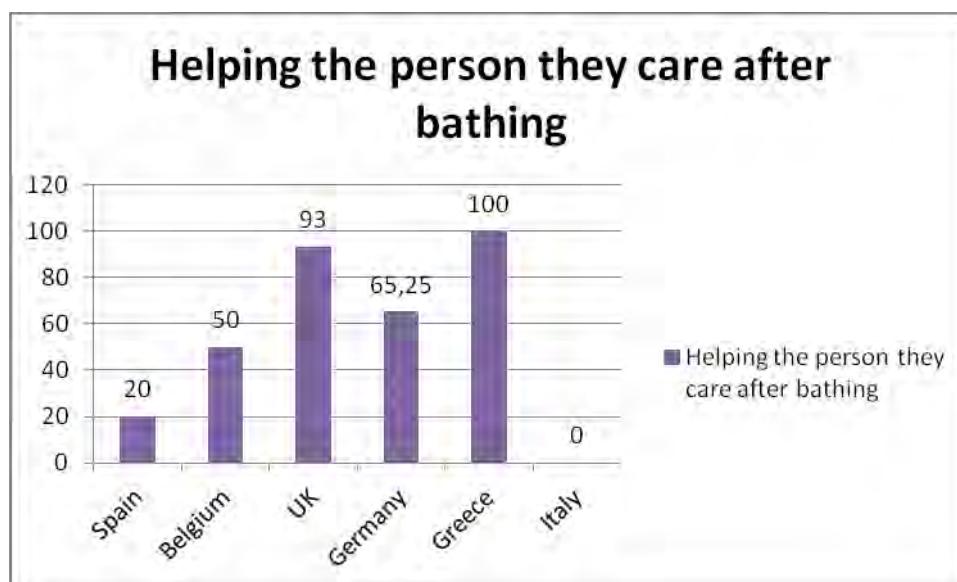
5. Greece

Q2 How important do you think the following subjects are when teaching language to foreigners who take care of persons in need? <i>Please rate from 1 to 5 (1: not important at all – 5: very important).</i>	1		2		3		4		5	
	no	%	no	%	no	%	no	%	no	%
Everyday shopping	0	0%	2	50%	0	0%	0	0%	0	0%
Helping the person they care after bathing	0	0%	0	0%	0	0%	0	0%	4	100%
Going with her to the coiffeur/him to the barber shop	1	25%	0	0%	0	0%	0	0%	0	0%
Escorting the person they care after to the doctor	0	0%	0	0%	0	0%	0	0%	1	25%
Medication	0	0%	0	0%	0	0%	1	25%	2	50%
Cooking	0	0%	0	0%	0	0%	1	25%	1	25%
Giving him/her to eat	0	0%	0	0%	0	0%	0	0%	3	75%
Helping him/her with physical therapy	0	0%	0	0%	1	25%	0	0%	0	0%
Attending the person they care after at hospital	0	0%	2	50%	0	0%	0	0%	0	0%
Escorting him/her to walk outside	0	0%	0	0%	0	0%	1	25%	0	0%
Taking care of his/her entertainment	0	0%	1	25%	0	0%	0	0%	0	0%
Conversing with him/her	0	0%	0	0%	0	0%	0	0%	4	100%

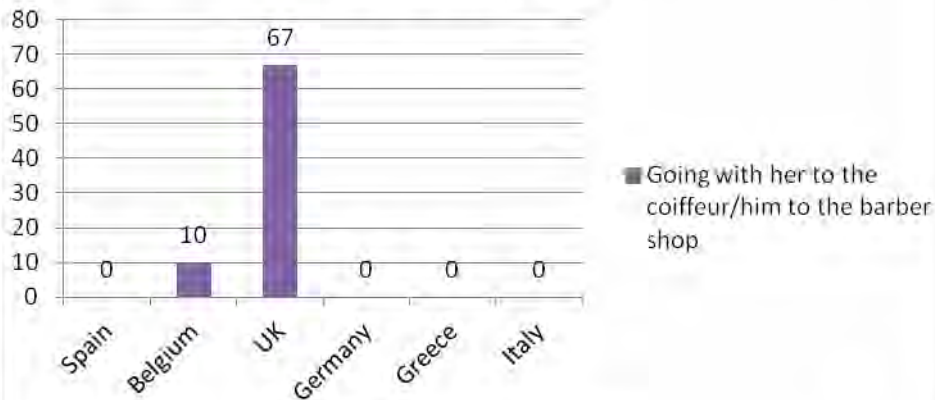
6. Italy

Q2 How important do you think the following subjects are when teaching language to foreigners who take care of persons in need? <i>Please rate from 1 to 5 (1: not important at all – 5: very important).</i>	1		2		3		4		5	
	no	%	no	%	no	%	no	%	no	%
Everyday shopping	0	0%	0	0%	4	50%	4	50%	0	0%
Helping the person they care after bathing	0	0%	8	100%	0	0%	0	0%	0	0%
Going with her to the coiffeur/him to the barber shop	0	0%	8	100%	0	0%	0	0%	0	0%
Escorting the person they care after to the doctor	0	0%	0	0%	0	0%	0	0%	8	100%
Medication	0	0%	0	0%	0	0%	0	0%	8	100%
Cooking	0	0%	0	0%	0	0%	8	100%	0	0%
Giving him/her to eat	0	0%	8	100%	0	0%	0	0%	0	0%
Helping him/her with physical therapy	0	0%	0	0%	0	0%	8	100%	0	0%
Attending the person they care after at hospital	0	0%	0	0%	0	0%	0	0%	8	100%
Escorting him/her to walk outside	0	0%	2	25%	0	0%	4	50%	2	25%
Taking care of his/her entertainment	0	0%	0	0%	0	0%	4	50%	4	50%
Conversing with him/her	0	0%	0	0%	0	0%	0	0%	8	100%

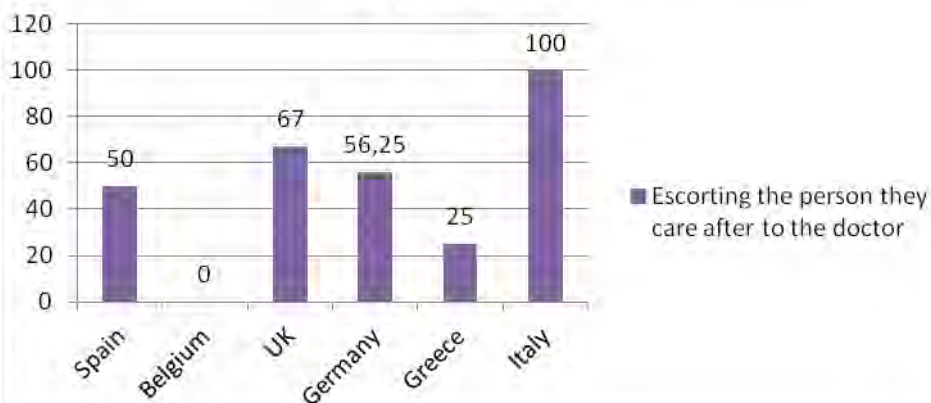
How important do you think the following subjects are when teaching language to foreigners who take care of persons in need?

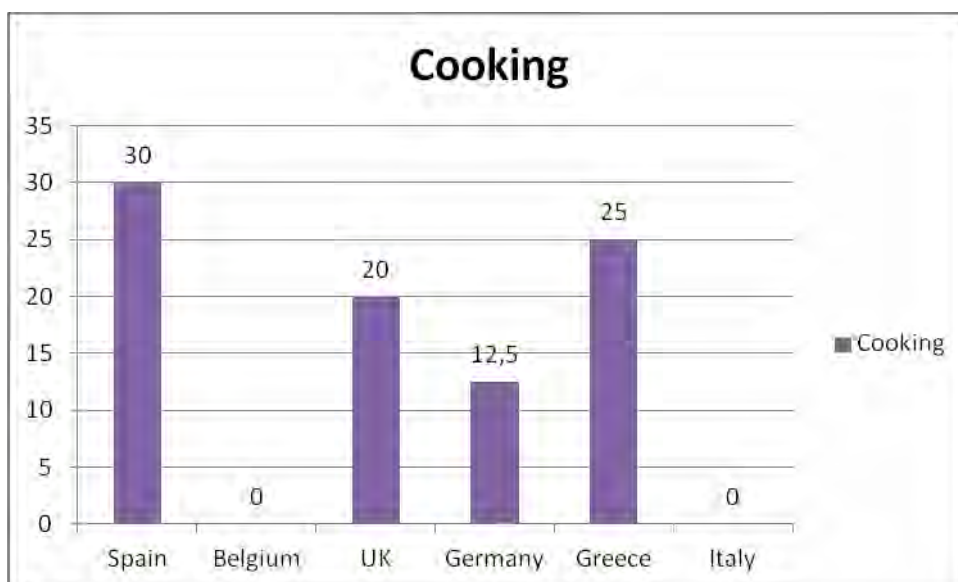
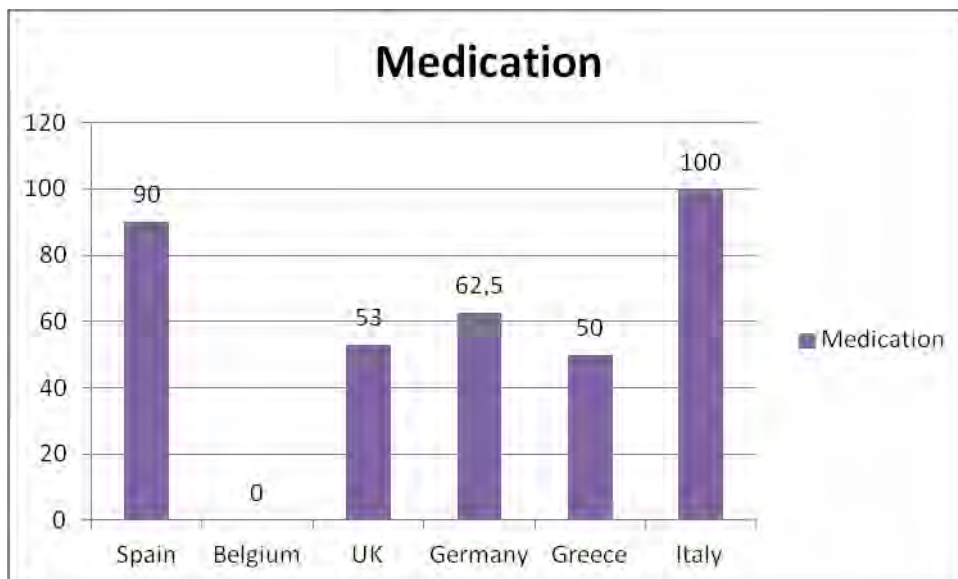


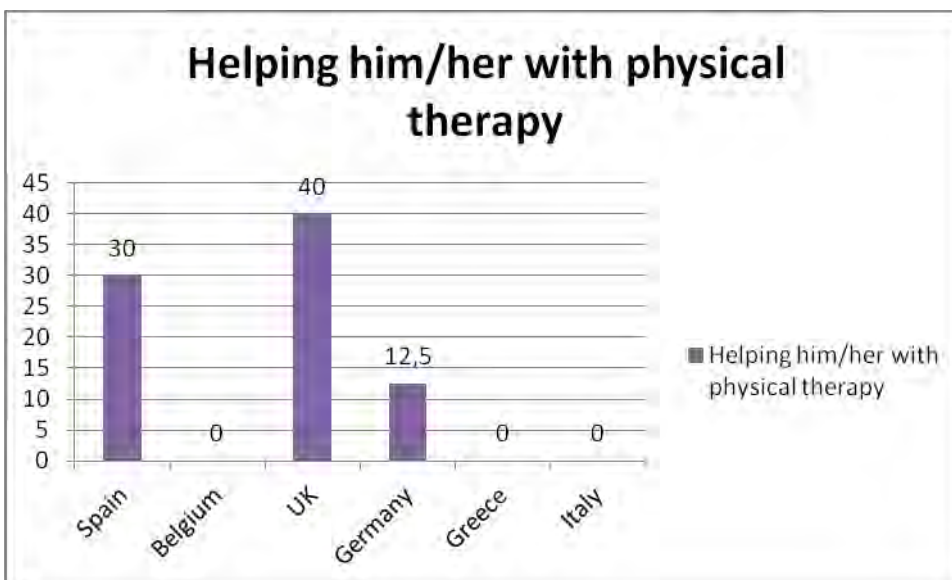
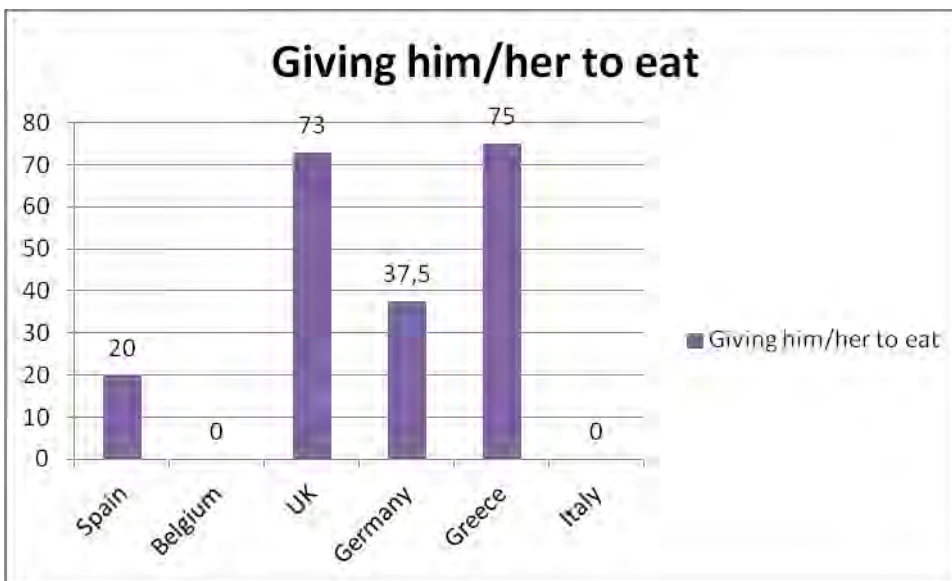
Going with her to the coiffeur/him to the barber shop



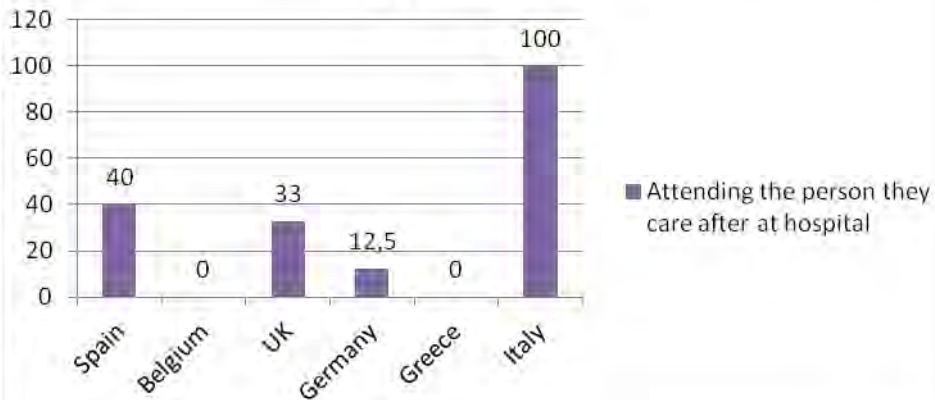
Escorting the person they care after to the doctor



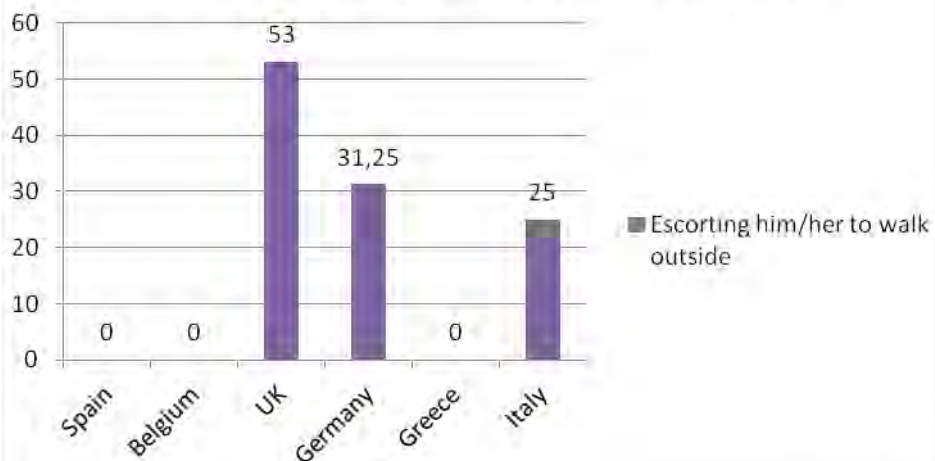


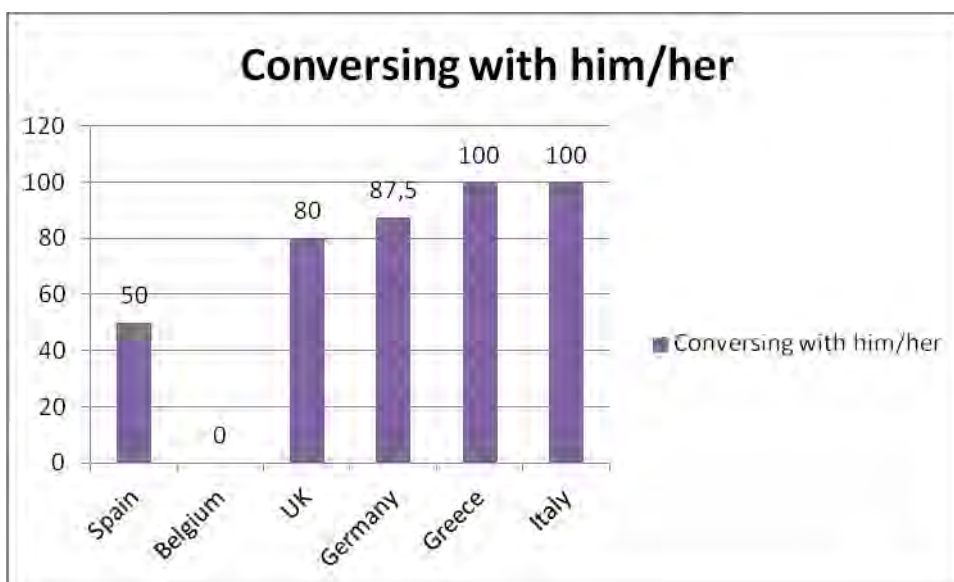
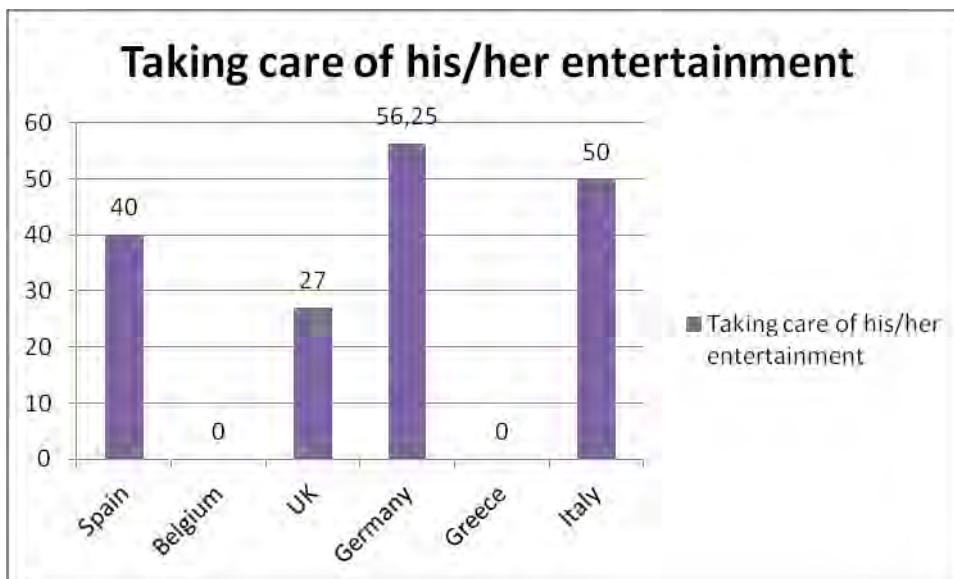


Attending the person they care after at hospital



Escorting him/her to walk outside





As far as care professionals are concerned, they consider the following subjects as very important when teaching language to foreigners who take care of persons in need:

1. Helping the person they care after bathing
2. Medication
3. Conversing with him/her

On the other hand, care professionals consider as less important the subjects: going with her to the coiffeur/him to the barber shop and helping him/her with physical therapy.

Q3 Would you like to receive further information about TLC Pack?

Country	Positive answers
Spain	40%
Belgium	33.33%
UK	14%
Germany	37.5%
Greece	75%
Italy	100%

5. CONCLUSIONS - RECOMMENDATIONS FOR THE DEVELOPMENT OF THE LEARNING MATERIALS

Findings of the research on needs analysis

As a basic remark regarding the field research, the caregivers, despite the efforts to collect as many questionnaires as possible, the task proved to be quite difficult due to several reasons (e.g. lack of language skill from caregivers) in all countries that participated in the project.

Regarding the findings, as expected, it is a common demographical trend in EU members examined that population is ageing and therefore need for well-instructed caregivers for aged people will be increased in the years to come.

Desk research showed as well that both mobility within the EU (mainly from Central and Eastern Europe to EU15) and influx of migrants from counties outside the EU are phenomena common in all participating countries. The way they find a job and requirements for recognising a qualification acquired in the home country or for getting a job differ from country to country.

Health care systems (at home, residential, open care, institutional, day care etc.) and the way it is funded (public or private funding) also differ much from country to country. Moreover, as expected, according to questionnaires selected, the majority of the persons working as caregivers are female.

Provision of language learning is abundant in all countries participating, yet not designed for specific needs of migrant care givers, and although care-giving constitutes one of main female migrant occupations. In several countries (e.g. Belgium, Germany, the UK) respondents have noted the fact that conversation and communication in many cases are hindered by the use of expressions, idioms and dialects by the cared persons, namely of language forms other than the standard one.

From all the reports, we can conclude that the most important issues addressed by care givers and care professionals are:

- helping the person bathing
- giving him/her medication
- conversing with him/her.

Simple everyday conversations, including vocabulary related to various parts of the body and simple activities are designated as very important by most national reports.

As care givers stated, it is of major importance for them to be able to understand and talk with the person they give care. As they need to communicate effectively with residents and other staff, general communication in all aspects of the care home should be also taken into account.

The subject they considered as the less important is going with the person to the coiffeur/ barber shop. Nevertheless, a German caregiver can be responsible for almost anything.

As far as the professional experience is concerned, except for the Spanish care givers the majority of respondents don't have specific training in this field.

The majority of the persons participated in the research analysis have worked in the past as care givers or housekeeping for aged persons or people in need of assistance.

Concerning the question if different cultures have different rules for speaking and behaviour, some of the care givers agree while some of them do not, in general. However, caregivers tend to believe that the cultural differences have never created problems in their care work, apart from the beginning.

On the other hand, partners didn't have the chance to collect enough questionnaires from teachers. This is mainly because language courses are not addressed to care givers so they could not answer the questionnaires properly.

As far as the care professionals and teachers are concerned, they believe that carers face some intercultural problems, such as the way the person he/she cares behaves to him/her and gestures that are misinterpreted. Some reports speculate that some misunderstandings or bad impression is due to the fact that migrant caregivers do not master well enough the grammatical polite forms, so their answers might be interpreted by relatives and persons they cared after as non polite.

Roles that were not undertaken by any of the respondents were: the everyday shopping, cooking, helping with the physical therapy and escorting to the barber shop.

Most of the care professionals have experience in care giving as nurses or for children and aged persons. We should also note that in Germany, some of the persons have also a migration background.

Due to cultural differences, care givers have problems of communication when they are looking for a job.

Most of the responders were interested in receiving further information about the TLC pack.

The major problem that migrants face is the linguistic and cultural differences. The learning materials of the project should give emphasis on the intercultural problems migrants face while caring after the person that needs assistance.

Recommendations about the development of learning materials

Following the findings of the research, TLC Pack learning material should include:

Vocabulary and expressions related to simple everyday communication, with emphasis on that related to bath, physical fitness, medication etc. This, if used while taking care of the person by explaining what the caregiver is doing, can have an appeasing effect on the person cared after. The same vocabulary may be used for reporting to another shift, or to the family on how things have gone and what is the actual situation.

Apart from verbal reporting, skills for preparing a simple written report have also to be developed, as it may be needed (mostly in cases of care offered within an institution).

Useful also would be to include in the learning material, following a suggestion of the national UK report, knowledge that would facilitate understanding of two aspects of their patients' / residents' characteristics. The first relates to the physical impairments that are brought on by old age and/or illness. Hearing was cited a number of times, however memory could be another issue, as could general mobility and speed of movement. The second area is more related to attitudes that are typical of the person's generation, and these may include prejudices (even to migrants), religious beliefs, morality, modesty, political opinions, taste etc.

Ethical subjects, such as respect to the person cared and relation between the person cared and the carer may also be tackled.