

## Improving the Quality of Service and Innovative Workplace Training in the Elderly Care Sector: The workplace learning.

Tuesday, October 7th 2014 | 9-13 h. | Nazaret Zentroa, Aldakoenea 36. Donostia-San Sebastian (Basque Country, Spain)



Around 40 interested people followed the invitation of Nazaret Zentroa and Kutxazabal, to work and exchange on the topic "Improving Quality of Service and Innovating Workplace Training in the Elderly Care Sector"

The event was part of the EU-funded project TDAR - Transfer and Development of ArbetSam Results . The project aims to transfer and adapt successful Swedish models for professional qualification and language learning at workplace to Spain and other European countries.

The diversity of participants involved care workers, nurses, managers and human resource professionals in an exchange of ideas to improve the quality of service in the elderly care sector as well as the development of the training at the workplace.

**More Information on the EU-Project TDAR – Transfer and Development of ArbetSam Results see:** <http://www.aldrecentrum.se/Utbildning1/TDAR/>

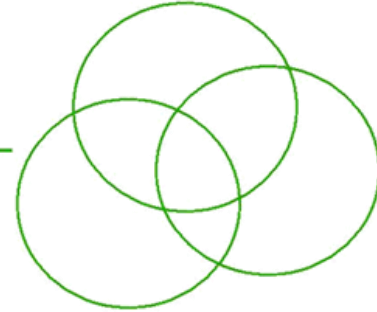
**For questions do not hesitate to contact us:**

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## Kutzazabal and Nazaret Zentroa – welcome and presentation.

*Itziar Igartua, Director of Kutzazabal Program for Kutxa Social Work and Garbiñe Etxezarreta, Kutzazabal Solidarity and Social Inclusion.*



Representatives from Kutxa Social Work programme introduced the audience to the main activities, goals and approaches of the socially conscious institution in Gipuzkoa.

**See the video presented here: [link video](#)**

## TDAR Project: Workplace Learning in the elderly care sector in Sweden

*Kerstin Sjösvärd, Aldrecentrum Stockholm, Project leader TDAR*

Kerstin Sjösvärd, TDAR project coordinator opened the conference introducing the approaches of the EU project.

The project aims to contribute to the linguistic and professional qualification of migrant care-workers. To do so, it transfers and adapts successful Models from Sweden to other European countries and organizations. TDAR focuses the organizational learning combining the workplace learning based on the practical reference to the daily work. Through this the organization responds appropriately to changing conditions while continues to ensure a high quality of care services.



**Presentation**

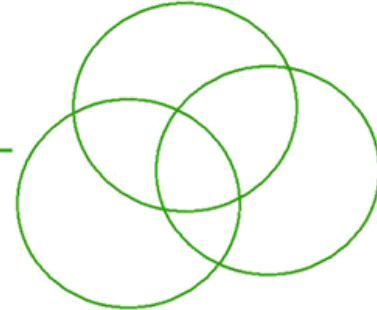
## Elderly care in our community: present situation and future perspectives

*Joseba Zalakain, Director of SIIS Documentation and Research Centre.*

The presentation made by the Basque documentation and research centre was focused on showing data and figures on the care services and its labor forces.



The SIIS has developed to become now a fundamental reference for research and documentation in the domain of Social Services. The main aim of the centre is to contribute to the improvement of social wellbeing policies, organization of Social Services and practice of all the professionals.



## Presentation

### Learning Programmes for professionals working in the elderly care sector

*Jose Miguel Oskoz, Coordinator of VET area at KEI-IVAC Basque Institute of Qualifications and Vocational and Educational Training, Basque Country.*

In addition to analyze the regulation and framework for professional certification in the care sector, KEI-IVAC presented the legal context for professionals in the Basque Country and Spain.



*Instituto Vasco de Cualificaciones y Formación Profesional  
Kualifikazioen eta Lanbide Heziketaren Euskal Institutua*

## Presentation

### New approach and Experiences in the Care Sector

*Miguel Leturia, Responsible of Plan and Models at Ingema, Matia Foundation.*



Matia Foundation and its research institute Ingema presented “Etxean ondo”, an innovative housing project in the elderly care field who aims to improve the quality of service. The project is focused providing a personalized and user centered service.

## Presentation

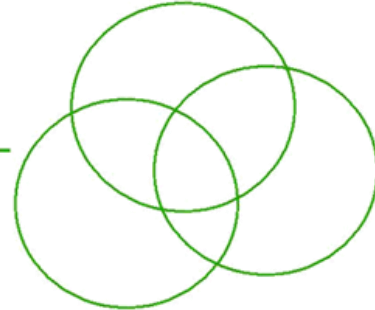
### Good Practices: work-relations in elderly care and the basque language. The case of the Basque Country.

*Eider Alustiza, Innovation technician at EMUN and Petra Elser, Coordinator at Banaiz Bagara Association.*

A practitioner’s view was taken into consideration at the conference showing how the use Basque language could be extended in the workplace. The importance of the language and communication skills for workplace development contributes to develop high performance organizations as well as a better service to the residents, enhancing better work and service relations.



## Presentation



## Workplace Innovation and Public Administration.

*Joseba Amondarain, Chief of the Innovation department service in the Provincial Council of Gipuzkoa.*

In relation to present the Regional Public Policy for Innovation and Lifelong learning, the public representative of the Provincial Council of Gipuzkoa summarized the public programmes and funding in areas relate to innovation and workplace based learning.



### Gipuzkoako Foru Aldundia

Berrikuntzako, Landa Garapeneko eta Turismoko Departamentua  
Departamento de Innovación, Desarrollo Rural y Turismo

Finally, there was the possibility to obtain advice of competent partners on relevant topics individually on site.

Folders on the following topics were provided:

- Project TDAR – Transfer and Development of ArbetSam Results brochure and leaflet

### Project partners TDAR – Transfer and Development of ArbetSam Results

#### Stockholm Gerontology Research Center

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