

# Course : From ordinary abuse to good treatment in the care sector

**Practical course - 2d - 14h00 - Ref. SAB**

**Price : 940 € E.T.**

Although we can't define well-treatment as the positive opposite of abuse, the two notions are intimately linked and must be studied together to promote the well-being of patients throughout their healthcare journey. This training course will enable participants to adopt a dynamic of good treatment on a daily basis, to adopt behaviors adapted to each patient, and to report situations of mistreatment within their establishment.

## Teaching objectives

**At the end of the training, the participant will be able to:**

- ✓ Mastering good care practices to prevent the risk of abuse
- ✓ Avoiding ordinary acts of abuse in patient care
- ✓ Provide support for patients/residents and their families in accordance with the rules of good treatment
- ✓ Participate in the improvement and implementation of processes to prevent and identify abuse.

## Intended audience

Nursing staff in care departments.

## Prerequisites

None.

## Practical details

### Hands-on work

Active teaching method: study of concrete cases, reflection on a simple well-treatment method. Implementation of assessment tools, drafting of a good-treatment charter, role-playing to enable participants to put themselves in situations and rethink the relationship between caregiver-caregiver-family.

## Course schedule

### PARTICIPANTS

Nursing staff in care departments.

### PREREQUISITES

None.

### TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

### ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more.

Participants also complete a placement test before and after the course to measure the skills they've developed.

### TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

## 1 Definitions and concepts of abuse and neglect

- Knowing what good treatment means according to the HAS and the concepts of maltreatment/bientraitance.
- Refer to the March 4 law on patients' rights and the quality of the healthcare system.
- Identify the determinants of good treatment on a day-to-day basis.
- Identify the role of the institution and the hierarchy, as well as that of the various players and their involvement.
- Develop the essential pillars of good treatment: posture, verbal and non-verbal communication...

### Hands-on work

Échanges/débats sur les types de maltraitements rencontrés puis sur les recommandations de bonnes pratiques professionnelles.

#### TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

#### ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at [psh-accueil@orsys.fr](mailto:psh-accueil@orsys.fr) to review your request and its feasibility.

## 2 Caring and well-being

- Learn about the history of "bientraitance", the charter and the concept of humanity.
- Caring for the patient and promoting good treatment.
- Apply the 2021 HAS healthcare facility certification standards for quality of care.
- Follow the different stages of a good-treatment approach.

### Hands-on work

Group definition exercise. Based on each of the words thus defined, find an everyday professional situation to study in a role-play. Self-assessment of practices using a questionnaire. Role-playing based on concrete cases, exchanges/debates.

## 3 Ordinary abuse

- Identify the different forms of maltreatment and abuse punishable under the penal code.
- Understand how and why acts of abuse occur in the care sector.
- Identify the profile of vulnerable people and risk factors.
- Set up a risk management system to prevent abuse.

### Hands-on work

Exchange to rediscover the fundamental principles of professional know-how. Self-assessment of practices concerning the institution and its operation, self-checking of participants' professional practices.

## 4 The tools of good treatment and best practices

- Practice good communication.
- Rethinking the caregiver-caregiver-family relationship.
- Focus on the other person.
- Assess patients' degree of autonomy.
- Adopt a professional posture.

### Hands-on work

Reflection and practical application of the concept of relational well-being: personal sensitivity, focusing on others, autonomy, etc.

## 5 Deploying a policy of good treatment within the care department

- Involve all players and ensure the role of the hierarchy.
- Identify the needs and expectations of patients and their families.
- Set up tools to assess good treatment: individual self-assessment of practices.
- Challenge professional practices by reinventing teamwork.

### Hands-on work

Rédaction d'une charte de bientraitance en sous-groupes. Élaboration d'une procédure type portant l'accent sur la bientraitance dans le soin choisi par le groupe.