



# **PROCARE**

Professional Caregivers  
Burnout Prevention Initiative

# **NEWSLETTER**

# **November 2023**



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## Best Practices in Mentoring for Caregivers

Pavlos Panagiotou - DEKAPLUS Business Services Ltd

During the summer period of 2023, the PROCARE partners conducted Pilot Tests of the PROCARE VET Course for Mentors in order to gather data regarding the effectiveness of its content. Through the pilot tests, the partners identified 7 Best Practices in Mentoring:



- **Best Practice 1: Choosing the Right Mentor;** An important element in the successful implementation of mentoring is the right choice of mentor, as the mentee needs to feel safe in the relationship to benefit from mentoring.
- **Best Practice 2: Maintain an atmosphere of Trust and Openness;** It is critical to build an atmosphere of trust, openness, and authenticity.
- **Best Practice 3: Implementation of the GROW Model;** It is helpful to apply the structures recommended in the project according to the GROW model as it enables flexibility and control of the mentoring process.
- **Best Practice 4: Monitoring of Daily Factors that may contribute to Burnout;** When analysing the mentee's Reality together, it is good to pay attention to those dimensions of the mentee's functioning that are particularly associated with increased level of stress at work.
- **Best Practice 5: Thinking of Provision of Support as a Long-term Practice;** Thinking about long-term support regardless of the duration of the mentoring process, it is important to help caregivers to set both short- and long-term goals in their work.
- **Best Practice 6: Encouraging Critical Thinking and Teamwork;** The more knowledge and experience that is shared with caregivers, the more skills and confidence they will have in their roles and be inspired to grow as individuals.
- **Best Practice 7: Maintain Long-term, Consistent Mentoring Support;** Mentors must remember that mentoring is not a one-off activity, but a whole process that has its own beginning, specific work around challenges and an end.

For more information, you can access the PROCARE Policy Paper which contains recommendations for implementing the PROCARE Mentoring Methodology, information and practices in mentoring and recommendations for policy makers in Europe. The Policy Paper is available at [www.procareproject.eu](http://www.procareproject.eu)

## The Transnational Project Meeting in Cyprus!

**Vojtěch Měříčka, Karel Vostrý – European Ageing Network**

This time our Fourth Transnational Project Meeting was hosted by sunny Cyprus! One of the initial agenda items were the summarized project's outcomes. They representing a pivotal element of this endeavor. Each project partner presented their work and outputs up to that point. This summary allowed all participants to gain a clear overview of the progress achieved and the direction of the project.

Another essential agenda item was the discussion of multiplier events in each partner's country. Participants deliberated on the main steps, plans, timing, and budget for these events. This section of the meeting was crucial for coordinating efforts among partners and ensuring the successful dissemination of project results. The dissemination and promotion of the PROCARE Project's findings were also addressed. Participants discussed the documentation, timeline and reporting documents. Effective dissemination and promotion are essential to reach a broader audience and maximize the impact of the project.

A dedicated segment of the meeting was focused on the final report. This included a discussion of the documentation and timeline related to the report. Furthermore, a Q&A session provided an opportunity for clarifications and insights, contributing to the comprehensive final report's development.

As the meeting drew to a close, there was a farewell and a concluding session. This marked the end of a productive gathering, where participants shared their expertise and collaborated to advance the PROCARE Project's goals.

In summary, the PROCARE Project is a noteworthy initiative that brings together various stakeholders to enhance burn-out syndrome among care givers in Europe. The recent project meeting provided a platform for sharing progress, coordinating efforts, and ensuring the successful dissemination of project outcomes.



## Eduforma's Multiplier Event in Padova

Marta Tasinazzo – project manager, Eduforma



Eduforma's PROCARE Project Multiplier Event in Padova, Italy, on November 22, 2023, was a dynamic showcase of interest and collaboration.

Hosted at Eduforma's operational headquarters, the afternoon event featured engaging presentations by Eduforma's European Projects Department staff. The speakers, deeply involved in the project's implementation, shared insights into its rationale, outputs, benefits, and overall quality.

The presentation especially emphasized the importance of the prevention of Burnout syndrome among LTC operators and on the Mentoring programmes as a strong solution for this aim. In order to carry out a successful and engaging presentation, the speakers used a visually appealing slide presentation, showcased the project's website and platform, unveiled the Procure Toolkit, and promoted the project's social media channels.

The agenda was meticulously followed, and the Q&A and networking session fostered interactive discussions among stakeholders. With more than 30 local participants in attendance, the audience actively engaged with the comprehensive project presentation, providing positive and satisfactory feedback. The event seamlessly combined informative sessions with the cultivation of a strong professional network, ensuring successful fusion of knowledge dissemination and relationship building.



# Project partners



**The European Ageing Network (E.A.N.)** groups more than 10.000 care providers across the European continent. Members represent all types of organisations and individuals active for older persons and all types of ownership including for profit, not-for-profit and governmental organisations. It is their vision and mission to improve the quality of life for older persons and support them in making each day a better day by providing high quality housing, services and care. EAN is present in 25 European countries.



**Eduforma** is an Educational Center accredited in Veneto Region for Lifelong Learning training interventions, vocational education and training (VET), as well as for Guidance Services and Labour. Founded in 2003, Eduforma offers training and management consulting services; it is specialized in the development of human resources, increasing people's skills to face professional problems concerning their specific competences. Eduforma drafts, coordinates and manages training projects funded by the Veneto Region (through the ESF), targeted to unemployed youth and adults. Eduforma is accredited as "Youth Corner" to implement the European Plan "Youth Guarantee". Thanks to the implementations of different EU projects - Eduforma has now a strong experience in new models of training methods development.



**DEKAPLUS** is a vocational education and training organisation, primarily focusing on the development of competences and skills of SMEs and NGOs. The company has a dedicated department managing EU projects. It undertakes the role of the project writer, project leader or project partner, depending on the nature of the project. Furthermore, since 2014 DEKAPLUS has been the contact point of the "Erasmus for Young Entrepreneurs" Programme in Cyprus.



The Non-Profit Organisation **IASIS** was founded in 2005 in Athens, Greece. The main objectives of the organization are to provide psychosocial support, to combat social exclusion, to provide psychological and counseling services, to create equal opportunities and new perspectives for vulnerable groups, to promote mental health, to provide psychiatric care in the Community based on the principles of Social Psychiatry and Psychosocial Rehabilitation and psychoeducational interventions, based on the standards of Psychiatric Reform and World Health Organization.



**The John Paul II Catholic University of Lublin** is the oldest university in Lublin and one of the oldest universities in Poland. It was founded in 1918 on the initiative of Father Idzi Radziszewski, who became the first rector. From the beginning, the University's mission is to serve God and Homeland - Deo et Patriae. KUL conducts scientific activity and educates Polish and foreign students in 6 faculties: Theology; Law, Canon Law and Administration; Philosophy; Humanities; Social Sciences; Exact Sciences and Health Sciences; Branch of the John Paul II Catholic University of Lublin in Stalowa Wola. A total of 9818 students are enrolled at the University.



**Centrum MEMORY, n.o.** is the model institution for caring for people with dementia. It is first contact for people interested in memory and memory problems and specialised facility for people with Alzheimers disease in the Slovak Republic. It provides early diagnostics of Alzheimers disease. The organization also focuses on prevention, cognitive trainings, runs educational programmes for professionals and also operates a day care center.



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