

REPORT OF THE ELEVENTH MEETING OF REDCUIDAR+ Training caregivers: challenges and strategies for person-centered care

November 26, 2024

The eleventh meeting of RedCUIDAR+ focused on an exchange of regional and international experiences and good practices on the training of caregivers of older people, with a special emphasis on the person-centred approach to care.

The meeting was led by the **Republic of El Salvador**, the host country, and by the **Secretariat for Central American Social Integration (SISCA)**, which actively participated in the preparation of the content. The institutions that sponsor RedCUIDAR+, the French Development Agency (AFD) and the Inter-American Development Bank (IDB), thank El Salvador and SISCA for their leadership and invite other countries to take on the role of host in future meetings.

RedCUIDAR+

The Long-Term Care Policy Network in Latin America and the Caribbean is an initiative promoted by the Inter-American Development Bank and the French Development Agency. The network's main objective is to advance and facilitate exchanges of knowledge and experience, as well as to strengthen opportunities for collaboration between those who shape long-term care policies in Latin America and the Caribbean. The network thus helps develop the institutional and technical capacity of member countries, promoting good practices in the implementation of long-term care services.

The meeting, which was held virtually, was attended by **139** people, including **97** government representatives from **16** countries.

Fiorella Benedetti, from the long-term care team of the IDB's Social Protection and Health Division, was in charge of opening and moderating the meeting, which consisted of three sessions, preceded by welcoming remarks and followed by closing remarks.

The opening remarks at the event were given by **Elodie Montetagaud**, Deputy Director of Human Capital and Social Development Department at Expertise France (representing the French Development Agency), **Ana Coimbra**, Head of Cooperation of the European Union in El Salvador and the SICA, representing François Roudié, Ambassador of the European Union in El Salvador and the SICA, and **Martha Carolina Recinos de Bernal**, Presidential Commissioner of the Republic of El Salvador. The three speakers highlighted the challenge posed by population ageing and the importance of exchanging practices and experiences to achieve better public policies for older people. Additionally, Martha Carolina Recinos de Bernal highlighted the role of RedCUIDAR+ in generating care initiatives in El Salvador and her country's work in building the Policy of Co-responsibility for Care as a mechanism for economic development and autonomy for women.

After the opening, the first session of the meeting began, with a presentation by **Erkuden Aldaz**, co-director of the Matia Institute in Spain, on how to train in long-term care from a Person-Centered Care (PCC) approach. Erkuden explained that the PCC approach

prioritizes the preferences, tastes and abilities of older people, respecting their dignity, autonomy and participation. This represents a paradigm shift, since it involves planning and providing the necessary support so that people can have a good life in community according to their preferences, instead of caring based on deficit or pathology. She stressed the importance of encouraging professionals to develop skills such as critical capacity, dialogue and flexibility instead of strictly adhering to protocols. Finally, Erkuden reflected on the implementation of the PCC approach in Spain and Latin America. She noted that, although there is progress in our region, the approach needs to be applied to everyday practices. He highlighted the opportunity in Latin America to implement care policies from a community perspective, taking advantage of natural support networks.

During the second session, **Diana Barrera**, Deputy Director of Public Policies of the Salvadoran Institute for the Development of Women (ISDEMU), and **Laura Fernández Cordero**, researcher at the Matia Institute, presented the design of the training curriculum in El Salvador. During the first part of the session, Diana discussed the progress of the implementation of the Care Co-Responsibility Policy in El Salvador, with special emphasis on the design of the training curriculum for caregivers, which emerged within the framework of the ninth meeting of RedCUIDAR+ in Costa Rica. She highlighted the great collaborative effort to generate consensus within the Interinstitutional Commission on Care and with the Matia Institute in the design of this curriculum. During the second part, Laura delved deeper into the process of designing the training, which has a rights-based and PCC approach. She highlighted the importance of creating a curriculum that is adapted to the national context and that can respond to current and future care needs. She mentioned that, to achieve this, the alliance with the Interinstitutional Commission on Care and the incorporation of the voice of the actors involved were fundamental. For this reason, the design process included a mission to El Salvador. The result is a curriculum that includes six specific skills related to good care and self-care, distributed in theoretical-practical modules totaling 200 hours, including 40 hours of supervised practice. The entry requirements are accessible, prioritizing inclusion and equity.

The third and final session was organized into three brief presentations, followed by a space for discussion and exchange among the members of RedCUIDAR+. During the first, **María del Carmen García Peña**, director of the National Institute of Geriatrics (INGER) of Mexico, presented the process of designing the new standard of competencies for caregivers of the INGER. This standard was developed together with the National Council for Standardization and Certification of Labor Competencies, which depends on the Ministry of Education. The process was carried out in successive phases: first, a “functional map” was created as a basis for the standard through a Competency Management Committee, then a group of experts was convened to define a set of knowledge, abilities, skills and attitudes necessary specific to caregivers, which were validated through pilot tests and went through a technical review process by a group of specialists. Once the standard was defined, it was published in the Official Gazette of the Federation. INGER developed educational materials, allowing people to train and then be assessed and certified, although people with previous experience can go through this process without the need for training. The standard establishes separate processes for training, assessment and certification, ensuring transparency and avoiding conflicts of interest. This approach seeks to professionalize caregivers, elevate their dignity and ensure quality care for the elderly, in addition to economically valuing the work of the sector, which is mostly made up of women.

The third session continued with a presentation by **Laetitia Dugueyt**, Project Manager of the International Cooperation Department of the National Association for the Vocational Training of Adults (AFPA). Laetitia presented the methodologies for training caregivers in France, stressing the importance of training on the job. The training lasts approximately 679 hours (about five months) and is divided into three modules corresponding to three blocks of skills:

housekeeping, supporting people in their personal and social activities, and childcare at home. The modules are flexible and can be validated individually or together to obtain a professional certification. Practical training is the most essential part. Trainers have different tools to enable students to learn professional behaviors in simulated or real situations: digital platforms, equipped laboratories and mandatory internships, which add up to 245 hours in total.

The session concluded with a presentation by **Helena Pátaro**, director of the State Reference Center for Older People Health Care (CREASI) in Bahia, Brazil, who shared the experience of the Family Caregiver Support Program that is run at her institution. At CREASI, there is an interdisciplinary team that assesses the older person and their caregiver for signs of overload, referring the caregiver to a program where a personalized care plan is designed. This plan, coordinated with the access team, includes follow-up for 3-6 months. Finally, needs are re-evaluated, and discharge is decided, considering available care options. The services offered within the program are therapeutic groups, brief psychotherapy, acupuncture, meditation, respite care, and psychoeducation groups. Self-care skills taught to program participants include guidance on how to care for a highly dependent family member, organize routines, set aside personal time for leisure, identify social and family support networks, and foster peer support.

Finally, we have closing remarks from **Ferdinando Regalia**, manager of the Social Sector of the Inter-American Development Bank, **Anita Zetina**, general secretary of SISCA and **Carlos Coca**, legal advisor to the Presidency of ISDEMU, representing the president of ISDEMU, Yanci Salmerón.

The three speakers highlighted the value of RedCUIDAR+ as a space for learning and institutional and technical strengthening of long-term care policies.

Ferdinando Regalia stressed the importance of training caregivers to improve the quality of service, and the well-being of the people cared for and the caregivers. He recalled three key areas for training that were discussed at the meeting, which the IDB is working on and will continue to deepen: definition of professional competencies, training with a people-centered approach and practical training.

Anita Zetina focused on the work of SISCA, which is supporting the authorities of the Social Integration Council in the development and strengthening of long-term care policies, as it is a priority area of work within the framework of the SICA regional comprehensive social policy. This commitment is also reflected in the creation of a Central American chapter of RedCUIDAR+ in 2023 to intensify technical exchange and institutional strengthening in care policies. She stressed the need to professionalize and certify caregivers, both to improve care policies and to open opportunities for labor mobility in the region.

Finally, Carlos Coca reaffirmed El Salvador's commitment to the implementation of the National Policy on Co-responsibility for Care and the development of a National Care System as a way of guaranteeing the right to receive and provide care on an equal basis and to recognize the right to self-care and the improvement of the living conditions of caregivers.

Link to event materials:

<https://vimeo.com/1040202108>

| Name | Country |
|------------------|----------------|
| Eduardo Soria | Argentina |
| Roberta Carvalho | Brazil |

| | |
|----------------------------------|-------------|
| Aline Souza | Brazil |
| Ivania Pereira | Brazil |
| Leticia Pelissari | Brazil |
| Mariana Dias | Brazil |
| Brenda Fucker | Brazil |
| Helena Pataro | Brazil |
| Elaine Scantamburlo | Brazil |
| Vyna Leite | Brazil |
| Luis Munoz | Chili |
| Constanza Piriz Tapia | Chili |
| Daniela Garcia Rojas | Colombia |
| Lina Perez | Colombia |
| Andres Villamil | Colombia |
| Paula Velez | Colombia |
| Laura Reyes Gomez | Colombia |
| Diana Valverde | Costa Rica |
| Diana Barrier | El Salvador |
| M Mazariego | El Salvador |
| Cristina Herrera | El Salvador |
| Dr. Nidia Cañas | El Salvador |
| HP | El Salvador |
| Antonia Hernandez | El Salvador |
| Irma Yolanda Nunez | El Salvador |
| Carlos Coca | El Salvador |
| Nerea Etxaniz | Spain |
| Laura Fernandez | Spain |
| Erkuden Aldaz | Spain |
| Laetitia Dugueyt | France |
| Lorena Pereira | Guatemala |
| Cecilia Diaz | Guatemala |
| Lorena Patricia Patzan Rodriguez | Guatemala |
| Natalee Contreras | Guatemala |
| Margarita Lopez | Guatemala |
| Jocelyne Marroquin | Guatemala |
| Melissa Dehaarte | Guyana |
| Hamwantie Bisesar | Guyana |
| Oneyda Mora | Honduras |
| Peter Lloyd Sherlock | England |
| Beatrice Fabiani de Leva | Italy |
| Cassandra Morrison | Jamaica |
| Norman Dunn | Jamaica |

| | |
|-----------------------------------|--------------------|
| Karla Edith Olvera | Mexico |
| little star flowers | Mexico |
| Rosario Vargas Ramos | Mexico |
| Pamela Escobedo | Mexico |
| Hector Robles | Mexico |
| gpe margarita cruz colunga | Mexico |
| Jesus Enrique Uribe Santillan | Mexico |
| Cynthia | Mexico |
| Oscar Isidro Bruno | Mexico |
| Silvia Leticia Velasco Velasco | Mexico |
| Lizbeth Mendoza | Mexico |
| lucia yveth sanchez herrera | Mexico |
| Juan Antonio Vargas Roque | Mexico |
| Leticia Lopez Mejia | Mexico |
| Brenda Emilia Chino Hernandez | Mexico |
| Eduardo Sosa Tinoco | Mexico |
| Claudia Isela Silva Corona | Mexico |
| Gabriel Corte Hernandez | Mexico |
| Carmen Garcia-Peña | Mexico |
| Johana Flores | Nicaragua |
| Erenia by Fatima Zamora Rivera | Nicaragua |
| Jeanneth Vega | Nicaragua |
| Yayseline Moscote | Panama |
| Maria Isabel Rosas | Panama |
| Roxana Hurtado | Panama |
| Juan Vasquez | Peru |
| Gladys Farje | Peru |
| Norma Postigo | Peru |
| Elia Luna del Valle | Peru |
| Jessica Melina Ruiz Atau | Peru |
| Mabel Gallegos | Peru |
| Isabel Chauca | Peru |
| Adriana Aguilar Munoz De Aguilar | Peru |
| Jamile Morey | Peru |
| Yoanna Medina | Dominican Republic |
| Hamlert Gomez | Dominican Republic |
| Crystal Perez Tapia | Dominican Republic |
| Paula Peralta | Dominican Republic |
| Tania Hernandez | Dominican Republic |
| Alfredo De Oleo | Dominican Republic |
| Diana Carolina Mejia from Moronta | Dominican Republic |

| | |
|-------------------------------|--------------------|
| Saoni Brea | Dominican Republic |
| Rosmery Maria Correa De Jesus | Dominican Republic |
| Emily Ega | Dominican Republic |
| Noemi Espinal | Dominican Republic |
| Glenis Vasquez | Dominican Republic |
| Daisy Vizcaino | Dominican Republic |
| Florence Faedo | Uruguay |
| Nathalia Balmelli | Uruguay |
| Manuel Piriz | Uruguay |
| Florence Krall | Uruguay |
| Manuela Spinola | |
| Guadalupe Paredes | |
| Christiane Carneiro | |
| Gustavo Martinez Portillo | |
| Laiana Reis | |
| Mary Cruz Barrier | |
| Claudia Sampaio | |
| Sergio Romo | |
| Ma. Del Socorro Crown | |
| Alfonso Martinez Saenz | AFD |
| Elodie Montetagaud | AFD |
| Virginia Tedeschi | AFD |
| Sofia Castro | IDB |
| Rhina Fortuna | IDB |
| Hajime Takeuchi | IDB |
| ofir marer | IDB |
| Lesley O'Connell | IDB |
| Masato Okumura | IDB |
| Marcela Caceres | IDB |
| Daniel Hernandez | IDB |
| Emma Santana | IDB |
| Ferdinand Regalia | IDB |
| Adriana | IDB |
| Patricia Jara | IDB |
| Nicolette Henry | IDB |
| Kavita Singh | IDB |
| Yira Mauricio | IDB |
| W BID | IDB |
| Marco Stampini | IDB |
| Narumi Akita | IDB |
| Eugenia Simhan | IDB |

| | |
|------------------------|-------|
| Miracles Garcia Diaz | IDB |
| Natalia Aranco | IDB |
| Fiorella Benedetti | IDB |
| Mirna Soares Andrade | IDB |
| Walter Kerr | IDB |
| Soraya Hernandez | IDB |
| Anna Vianna | IDB |
| Francesco Maria Chiodi | IILA |
| Katherine Joya | SISCA |
| Ana Gomez | SISCA |
| Gabriela Ramirez | SISCA |
| Yanira Quiteño Jimenez | SISCA |
| Anita Zetina | SISCA |
| Ana Coimbra | EU |

Participants

AFD: French Development Agency; IDB: Inter-American Development Bank; IILA: Italian-Latin American Institute; SISCA: Secretariat for Central American Social Integration; EU: European Union