

## ★ Modernization of home assistance services

France

County council Val de Marne

Starting date : 2002

### Context

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Since 2002, the County council of Val-de-Marne committed itself, by agreement with the State and various partners of home help services, in a set of actions to promote among elderly people a greater diversity in the supply services, better quality and better access to home help services. This convention aims to :

- \* To improve services for seniors in Val de Marne to enhance the professionalization of this area of activity
- \* To promote coordination of interventions in a dynamic of geriatric of proximity network
- \* Design innovative actions

Various experimentation conducted since late 2003, and contributing to the guidelines of the geriatric scheme 2006/2010 were renewed, with the support of the County council :

- Psychological support to caregivers, family and seniors themselves.
- Psychological assistance dedicated to the promotion of positive treatment.
- Security guard which moves between different location at night
- Continuation of the adjustment program of housing for the elderly and improvement of the housing
- Continuation of the training program of personal assistance services at home.

These actions will continue and be developed in the framework of a new tripartite agreement between the State, the Department, and the CNSA (National solidarity fund for autonomy) from 2010 to 2012.

### Description

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ZOOM - One specific action : psychological assistance

The actions was implemented in 2002, date of the signature of the multiparty agreement in the framework of the Fund for the modernization of home help services for elderly. (FMAD).

Initiated with the national union UNA, federation of home help services in the department, the system of psychological support was realised by the recruitment of psychologists, who provided an help in the service to support the professionals and provide an assistance to family caregivers and elderly people.

Another component of the action was dedicated to positive treatment

Both devices were perpetuated since 2007 with the financial support from the department's budget

As part of a psychological support, work on a short term basis of psychologists (3ETP), enable the organization of groups discussions, information meetings and thematic exchanges in collaboration with the CLIC family caregivers.

*CLIC – Local centre of information and coordination*

The professional care givers may participate in groups analysis for the exchange of practices on complicated situations, or take advantage of personal interviews with psychologists.

Psychological assistance to elderly people concerned mainly people in loss of autonomy, beneficiaries from APA (allowance assistance for autonomy). This support is not intended to provide therapeutic care, but rather to develop measures for monitoring and guidance on a short period. It interacts with other departmental plans, such as providing psychological assistance, funded by the APA and the intervention of psychologists from the service remote assistance Val listening

To guarantee the promotion of positive treatment, a psychologist, recruited since 2005 provides to care professionals and family givers, the knowledge to understand the risks of abuse and methods of reporting ; he intervenes in all the home assistance services provided in the department with the support of CLIC.

A psychological assistance service has also been developed with the hotline, "Val Listen," from 2004 through the creation of a psychologist job position in charge for the identification of phone calls revealing a concern or a need to get in touch in order to break the loneliness and isolation, these people are offered psychological assistance

### Target group

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Staff from the home help services  
Dependent elderly people

#### CONTACT

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