

*“Good Practices” in formal care on elderly: both perspectives from professionals and
from the elderly*

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ABSTRACT

The accelerated aging of societies and the challenges it entails make nursing homes one of the main social responses in Portugal regarding the provision of care to older people. Thus, it is important to deepen the quality of these services, identifying and analyzing “Good Practices” in formal care. This research thus starts from the question: "How are the norms related to good practices in formal care delivery to the elderly implemented in the context of a residential structure for the elderly and how are they viewed by parties involved?".

Aiming to “analyze how the norms related to good practices in formal care for the elderly are reflected in a residential structure context”, the research developed expected to analyze if these norms are mirrored, and in what way, in the institutional reality of residential structures for the elderly population.

Through a case study, an nursing homes has been selected where participant observation was performed and surveys conducted by interview with the technical director, the elderly and formal caregivers. Both the grid that guided the participant observation and the construction of the interview guides have been based on dimensions and indicators extracted from the Social Security Institute Manual of Good Practice.

The set of results made it possible to highlight good practices: tenderness in the act of caring, good mood of the caregivers, staff ratio in relation to the residents' needs, communication, promotion of autonomy in carrying out daily life activities, occupation and entertainment, patience, availability, attention and love. On the other hand, inappropriate behaviors are also reflected and suggestions for improvement are elaborated. The reflection agreed here is especially important in the studied ERPI, but with the potential to inform other caregivers to older people.

Keywords: Formal Care, Elderly People; Good Practices; Residential Structures for Elderly.