

Terms of Reference (ToR)

Development of Home Care Training Manual

1. Background

Caritas Kosova (CK) and Mother Teresa Society (MTS) are partners in implementing the C.A.R.E.S. project in Kosovo. This project aims to improve the health and well-being of vulnerable and marginalized populations, particularly older women and people with disabilities, through professional, gender-sensitive home care services, psychosocial support, and advocacy.

A significant focus of the project is on improving care for individuals with dementia, ensuring that caregivers are equipped to address the complex needs of patients with cognitive impairments while providing support for their families.

The C.A.R.E.S. project is funded by Caritas Austria through the Federal Ministry of the Republic of Austria for Social Affairs, Health, Care, and Consumer Protection.

2. Partner Organizations

2.1 Caritas Kosova (CK)

Since 2009, Caritas Kosova has been providing integrated health and social care services in Kosovo. Its Home Care project, modeled on the German system of home care, delivers combined health and social services to elderly individuals, people with disabilities, and bedridden patients. These services are recognized by Kosovo's Ministry of Health and Ministry of Labor and Social Welfare. CK continues to advocate for improved healthcare services and legislative reforms.

2.2 Mother Teresa Society (MTS)

Mother Theresa Society employs a multi-dimensional approach to improve the well-being and quality of life for vulnerable individuals and communities by integrating health, social, psychosocial, and transportation services. Committed to social justice and human dignity, MTS ensures that no one is excluded from accessing equitable healthcare services while driving systemic change through advocacy and direct service provision.

3. Objective

To develop a comprehensive Home Care Training Manual that equips home care professionals, including nurses, social workers, public health practitioners, and family caregivers, with the knowledge and skills to deliver effective, compassionate, and culturally sensitive home-based care.

The manual will have a particular focus on dementia care, equipping caregivers with the skills to manage cognitive impairments, provide emotional support, and address family dynamics effectively.

The manual will align with the accreditation process of the Kosovo Chamber of Nursing, providing licensure, creditable points, and compliance with local health standards and laws to support the broader accreditation process.

4. Scope of Work

The selected consultant(s) or organization(s) will:

1. Conduct a needs assessment to identify training requirements for home care professionals, with special attention to dementia care.
2. Develop practical and concise training modules covering clinical and non-clinical aspects of home care.
3. Align the manual with the legal framework, local health standards, and the rules of the Kosovo Chamber of Nursing, incorporating international best practices.
4. Address cultural, contextual, and gender-specific needs of beneficiaries, particularly for elderly and marginalized populations, including those with cognitive impairments.
5. Review and adapt relevant international documents, requiring proficiency in English and/or German.
6. Develop and deliver pilot-ready training modules, including facilitator guidance, for testing and feedback by project staff or trainers designated by CK and MTS.

5. Proposed Topics for the Training Manual

5.1 Alignment and Accreditation Goals

The manual will align with the Kosovo Chamber of Nursing's accreditation process, enabling participants to earn creditable points toward their professional licensure. This alignment ensures that participants not only gain practical knowledge and skills but also achieve recognized certification that contributes to their professional development. By meeting accreditation standards, the manual supports Kosovo's efforts to modernize its healthcare system and enhance the quality of home care services.

Initially targeting project staff, the manual will serve as a scalable model for training a broader group of healthcare professionals. It will address the diverse needs of male and female beneficiaries, emphasizing an inclusive, gender-sensitive, and culturally relevant approach to home care delivery.

Key Topics

1. Introduction to Home-Based Care

- Overview of home-based care: Purpose, benefits, and challenges.
- Addressing geriatric and chronic care needs (e.g., diabetes, hypertension, arthritis, dementia, osteoporosis, kidney diseases).
- Principles of patient-centered and needs-based rehabilitation, emphasizing mobile care approaches.
- Developing personalized care plans tailored to meet individual needs.

2. Health Education and Promotion

- Promoting healthy aging: Nutrition, exercise, sleep, and stress management.
- Chronic disease management: Self-care techniques, medication adherence, and prevention of secondary diseases.

- Care for patients with physical limitations, rheumatic diseases, and kidney disorders.
- Palliative care principles: Comfort care, symptom management, and family involvement.

3. Communication, Documentation, and Ethical Care

- Effective communication with patients, families, and stakeholders in care planning.
- Ethical considerations: Patient rights, informed consent, safeguarding, and respecting cultural and gender-specific needs.
- Non-violent care approaches: De-escalation strategies and conflict resolution.
- Accurate documentation, including assessments, care plans, and progress notes, ensuring compliance with ethical and legal standards.

4. Dementia and Cognitive Support

- Understanding dementia: Types, symptoms, early detection, and progression.
- Communication techniques and behavior management for cognitive impairments.
- Providing practical tools for healthcare providers and families to address dementia-related challenges.
- Organizing workshops and strategies to manage cognitive decline and support caregivers.

5. Personal Care and Safety

- Maintaining dignity and privacy during personal care tasks (e.g., bathing, grooming, dressing).
- Conducting home safety assessments, including fall prevention and assistive device use.
- Training in safe patient handling techniques: Proper lifting, moving, and repositioning methods.
- Emergency response training: Recognizing critical signs and managing escalation effectively.

6. Provider Training and Mental Health

- Training on essential caregiving tasks for healthcare providers.
- Recognizing and addressing signs of stress, burnout, and compassion fatigue in caregivers.
- Providing emotional and psychosocial support for patients and families.
- Building resilience and self-care strategies for home care professionals.

6. Target Group

- Home care providers, including nurses, social workers, certified public health practitioners, and family caregivers.

7. Expected Length and Format of the Training Manual

The Home Care Training Manual will be a comprehensive yet concise resource, designed to meet the needs of home care professionals and family caregivers while aligning with the accreditation process of the Kosovo Chamber of Nursing.

7.1 Structure and Length:

- The manual will consist of **six modules**, each covering a critical aspect of home-based care.
- The total length will not exceed **60 pages**, ensuring it remains practical, engaging, and accessible for a wide audience.
- Each module will span an average of **8–10 pages**, tailored to balance detailed content with user-friendly navigation.

7.2. Design Features:

To ensure the manual is visually appealing and easy to use, the following elements will be included:

- The manual will be available in a digital PDF format, optimized for both digital viewing and print distribution to maximize accessibility for users.
- Clear headings and subheadings will be organized for intuitive navigation, making it easy for readers to locate key information.
- Graphics and visual aids, such as charts, diagrams, and images, will be integrated to simplify complex concepts and enhance understanding.
- Practical exercises and checklists will provide hands-on tools and step-by-step guidance to support real-world caregiving applications.
- Case studies and examples will include context-specific scenarios, particularly relevant to caregiving in Kosovo, to bridge theory and practice.

8. Expected Deliverables

1. A culturally relevant and user-friendly Home Care Training Manual.
2. Comprehensive training materials (e.g., handouts, brochures, and evaluation tools) to be used by facilitators and trainees.
3. Submit a final report summarizing the development process and recommendations for future use of the manual, based on feedback collected and shared by CK and MTS during the piloting phase.

9. Timeline and Budget

The project will be completed within three to four months of contract signing, encompassing all phases, including needs assessment, manual development, piloting, and finalization. The budget should include research, content development, piloting, and

stakeholder consultations. The consultant is not expected to directly conduct training workshops but should support their preparation through comprehensive manuals and materials.

10. Evaluation Criteria

1. Proven experience in healthcare training and manual development.
2. Understanding of local healthcare challenges, local health standards, and the legal framework in Kosovo.
3. Familiarity with the rules and requirements of the Kosovo Chamber of Nursing.
4. Clear and practical methodology with a feasible timeline.
5. Proficiency in English and/or German to read, analyze, and adapt existing international documents and best practices.
6. Cost-effectiveness of the proposal.
7. Experience in aligning training materials with local and international accreditation standards will be considered an asset.

11. Submission Guidelines

Interested parties (individual consultants, companies, or organizations) should submit the following:

1. A technical proposal detailing the methodology and timeline.
2. A financial proposal covering all project-related costs.
3. Examples of similar work previously completed.
4. CVs of key team members demonstrating relevant qualifications and experience.

12. Contact Information

For inquiries or for submission of applications, please contact Caritas Kosova via email at info@caritaskosova.org and alfred.pjetri@caritaskosova.org; In the subject line, please specify the position you are applying for.

The call for proposals will remain open for 15 calendar days, from January 28, 2025, to February 11, 2025.