



SYNERGIA

*Knowledge and management
for social change*

ELDERLY PEOPLE

CURRICULUM ABOUT SYNERGIA ACTIVITIES

Milan, 2010

Via Mauro Macchi 44 - 20124 Milano – Italy - Tel. +39/02/72093033 - Fax +39/02/72099743
e-mail: synergia@synergia-net.it - web site: www.synergia-net.it



SGQ certificato a fronte della
norma ISO 9001:2000



GENERAL INTRODUCTION

Synergia is a social research society training and consulting firm operating since 1989 in the field of social and health policy. In the last fifteen years, Synergia developed hundreds of research projects for the public sector (Ministries, Regional governments, Local governments) and for private companies (firms, foundations, associations), on local, national and European levels, deploying solid scientific expertise with a strong commitment to operating efficacy and timely delivery.

Its works answers to specific knowledge, understanding and action needs and translates into projects that include:

- strategic support to targeted social action policies;
- policy and services planning and evaluation;
- quantitative and qualitative research about needs, expectations, behaviours;
- trend and scenario analysis;
- organisation consulting;
- supervision and training;
- information systems implementation;
- thematic database development.

THE TOPIC

In the past 20 years, society has come to consider the ageing of the population as a structural and inescapable phenomenon. Synergia has helped services, as well as central and local public administrations to acquire knowledge about this phenomenon and to adapt to social change, through actions and research aimed at increasing the understanding of the sociological characteristics of this process within specific contexts. Today the ageing of the population brings up new problems requiring innovative strategies and tools, so as to suitably intervene to tackle them. The main consequence on the system of services is the increase of the number of **non self-sufficiency and chronic related pathologies** (first and foremost dementia). Resources have to be redressed so as to support **families** with non self-sufficient elders, also through new strategies and **individualised** and diversified care paths. **Residential services** will keep having an important role to face care needs of non self-sufficient elders, but the **quality of assistance**, especially in its socio-relational and participatory aspects (let us think about entertainment for guests and continuous training for workers) can be improved, in order to give importance to the “human” factor of care and to improve patients’ quality of life and satisfaction. Public administrations can also play an important role in prevention, favouring the capacity of the elder to redefine his/her biography and to progressively adapt to his/her new routine. This is why we think necessary to integrate the system of formal care resources with the **voluntary sector and family associations**; with **housing policies and Home care**; with daily services and health prevention services. We should not forget that the majority of elders is still self-sufficient: for this target the issues of poor social participation, exclusion from the labour market, poverty risks have been studied by Synergia, so as to support decision-makers in putting interventions in place. These are the challenges facing society and on which Synergia is working, for the development of innovative strategies and the improvement of the quality and the efficacy of existing services.



2010 2nd pilot inquiry for the implementation of SINA-Information System for Non Self-Sufficiency Customers: Agenzia Regionale Sanitaria - Liguria, Ministero del Lavoro e delle Politiche Sociali
2010 Residential services for the Elderly in Puglia Region (IV year) Customers: Regione Puglia
2010 Implementation of the multidimensional evaluation system for the elderly (S.Va.M.A.) Customers: Regione Autonoma Valle D'Aosta
2010 Research on private care demand and on recruiting care givers in Veneto Region Customers: Veneto Lavoro - Venezia
2010 Systematizing the data flows on non self sufficiency Customers: Provincia Autonoma di Bolzano - Alto Adige
2009 Pilot inquiry for the implementation of the SINA - Information System for Non Self-Sufficiency Customers: Agenzia Regionale Sanitaria - Liguria, Ministero del Lavoro e delle Politiche Sociali
2009 Residential services for the Elderly in Puglia Region (III year) Customers: Regione Puglia
2009 Training activities on the results of the social survey on elderly population over age 70 Customers: Provincia di Cremona
2009 Social Survey on two cohorts of people (50 - 64 and 65 - 79 years old) Customers: Provincia Autonoma di Bolzano - Alto Adige
2009 Quality care for quality aging: European indicators for Home Health Care (2009, 2010) Partners: Regione Basilicata, Municipality of Brussels, Municipality of Helsinki, UNCCAS - Union Nationale de Centres Communaux d'Action Sociale, Technet Berlin, Municipality of Halandri, Municipality of Terrassa, Fundación Comunidad Valenciana - Región Europea, CdIE - Centro di Iniziativa Europea, Ulss Veneto Orientale
2008 Residential services for the Elderly in Puglia Region (II year) Customers: Regione Puglia
2008 Conference on the Multidimensional Evaluation Tools for the elderly Customers: Regione Veneto
2007 Revisit of the information flow on home assistance services (SAD-ADI) Customers: Regione Veneto, Ulss Veneziana
2007 Social Survey on elderly conditions and the needs of local elderly population Customers: Provincia di Cremona
2007 Analysis on the rest home trend demand Customers: ARSAC – Associazione delle Residenze Socio Sanitarie Assistenziali della provincia di Cremona
2007 Study on the average charge in residential services for the elderly in Veneto Region Customers: Regione Veneto, Ulss Cittadella
2007 Conference "The elderly condition: new social policies for new social care needs" Customers: Regione Autonoma Valle D'Aosta
2007 Residential services for the Elderly in Puglia Region Customers: Regione Puglia
2007 Job Satisfaction analysis in residential facilities for elderly in Foggia Province Customers: Provincia di Foggia, Euromediterranea Pianificazione e Sviluppo - Foggia



2007 Provincial Observatory on Migrants (Fifth year) Customers: Provincia Autonoma di Bolzano - Alto Adige
2006 Territories and non self-sufficiency. The role and the activities of the Labor Union Patronage Customers: Ires - Istituto Ricerche Economiche Sociali - Roma
2006 Implementation of the SVAM-A System (Years 2006, 2007) Customers: Regione Veneto, Ulss Vicenza
2004 Active@Work: Innovative Strategies and Alternative Working Arrangements to Promote Active Ageing (2004, 2005) Partners: University of Tampere, Empirica Gesellschaft für Kommunikations und Technologieforschung GmbH, University of Art and Design of Helsinki, Deutsche Bank, Network Occupazione
2003 The image of elderly persons among high school students Customers: Provincia di Como
2003 Training programme for the start-up of an information flow on Home Care Assistance Services Customers: Comune di Genova
2003 Experimental project for the analysis of recreational activities in residential facilities for elderly Customers: Regione Lombardia
2003 Quality in RSA for the elderly Customers: Provincia di Cremona
2003 Customer and Job Satisfaction in in-patient wards in Province of Bolzano Customers: Provincia Autonoma di Bolzano - Alto Adige
2002 Research training program for professional educators on elderly poverty in Comune di Bolzano Customers: Scuola per le Professioni Sociali della Provincia Autonoma di Bolzano
2002 Master course for "consultants of excellence" supporting services for the elderly Customers: Provincia Autonoma di Bolzano - Alto Adige
2002 Customer Satisfaction in residential and local facilities for people affected by dementia Customers: Regione Emilia Romagna, AUSL di Ravenna
2001 Conference Third Age: a resource to enhance, a world to discover. Second Edition Customers: Somedia - Milano
2001 Consulting for the start-up of a gerontologic prevention space Customers: Provincia di Mantova
2001 Database of social workers of Nursing homes for the elderly Customers: Provincia di Cremona
2000 Conference Third Age: a resource to enhance, a world to discover. First Edition Customers: Somedia - Milano
2000 Methodological consultancy at EU project "elderly news" Customers: SPI-CGIL Milano
2000 Social worker dynamic database Customers: Provincia di Como
1999 Training program for elderly care services manager Customers: Provincia di Lecco
1999 Social Survey on elderly conditions and the needs of local elderly population Customers: Provincia di Como, Comune di Como, SPI-CGIL Como, FNP-CISL Como, UILP Como
1999 Database of social workers of Home Care Assistance and Child care center



Customers: Provincia di Varese

1999 Customer Satisfaction in the network of facilities for the elderly and disabled person

Customers: Provincia di Lodi

1999 Prevention and Well-being of the Elderly

Customers: Regione Veneto, Ulss Vicenza

1998 Training course for the elderly daycare center managers

Customers: Provincia di Cremona

1998 Social Survey on elderly conditions and the needs of elderly population

Customers: Regione Piemonte

1998 Training activity for managers, medical nursing and social workers of Alzheimer's care units

Customers: I.Re.R - Istituto Regionale di Ricerca della Lombardia - Milano

1997 Definition and planning of a model of Observatory on Elderly Condition

Customers: Provincia di Como

1997 Study on training requirements for social workers of retirement homes and CSE

Customers: Provincia di Varese

1997 Training course for rest home managers and coordination figures in social services

Customers: Provincia di Varese

1997 Socio-organizational study on regional SAD/ADI services

Customers: Provincia di Lodi

1996 Sociological study of Day Care Centers for the Elderly

Customers: Provincia di Milano

1996 Training course for social operators of Mantova Geriatric Institute

Customers: Provincia di Mantova

1996 Inquiry on perceived quality and customer satisfaction of home care services in Alto Adige

Customers: Provincia Autonoma di Bolzano - Alto Adige

1996 Management training program for managers of retirement homes

Customers: I.Re.R - Istituto Regionale di Ricerca della Lombardia - Milano

1996 Socio-organizational study and training activity on regional SAD/ADI services

Customers: Regione Autonoma Friuli-Venezia Giulia

1995 Observatory for the Elderly of Cremona Province

Customers: Provincia di Cremona

1995 Sociological study on the elderly women of the city

Customers: Comune di Settimo Torinese

1995 Advanced management training course for managers of retirement homes

Customers: Regione Autonoma Friuli-Venezia Giulia

1995 Project management software for Daily Care Center for the elderly

Customers: Provincia di Milano

1995 Writing the book "Dentro la cura. Famiglie e anziani non autosufficienti"

Customers: SPI-CGIL Bergamo, Scuola Regionale per Operatori Sociali del Comune di Milano

1995 Statistical and sociological analysis for a National Research Council project

Customers: Università di Pisa



1994	Basis management training course for new-mangers of retirement homes Customers: Provincia Autonoma di Bolzano - Alto Adige
1994	Management training course for retirement home managers Customers: Regione Piemonte
1994	Social Survey on elderly conditions and the needs of elderly population Customers: Provincia di Varese
1994	Management training course for retirement home managers Customers: I.Re.R - Istituto Regionale di Ricerca della Lombardia - Milano
1993	Management training program for mangers of retirement homes Customers: Regione Autonoma Friuli-Venezia Giulia
1993	Social Survey on elderly conditions and the needs of elderly population Customers: Comune di Parabiago
1993	Sociographic analysis on Home Care Assistance Services Customers: Provincia di Cremona
1993	Socio-organizational study on rest homes and on management styles Customers: Provincia Autonoma di Bolzano - Alto Adige
1992	Information flow on home care assistance for the Information System Customers: Comunità Montana Valchiavenna - Chiavenna
1992	Training and experimental activities for retirement homes Customers: Regione Lombardia, Provincia di Cremona, Istituto Vismara dè Petri - San Bassano
1992	Report on socio-demographic dynamics in Italy Customers: Università di Trento
1991	Training course for social workers, nurses and mangers of Home Care Assistance Services Customers: Comunità Montana Valchiavenna - Chiavenna
1990	Training course for technical managers of Home Care Assistance Services Customers: Provincia Autonoma di Bolzano - Alto Adige
1990	Training course for retirement home managers in Verona area Customers: Regione Veneto
1990	Analysis of organizational procedures in a care service for elderly people Customers: Consorzio Servizi Sociali di S. Bonifacio - Verona
1990	Sociological study on Home Care Assistance Service and analysis of the users Customers: Provincia Autonoma di Bolzano - Alto Adige
