

2023

ASSOCIATION FOR  
EDUCATION NEOUMANIST  
**ANNUAL REPORT**  
**SPECTRU HOME**  
**FOR ELDERLY**



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## 1.Scurtă descriere a proiectului

Spectru Home for elderly is a project of Neumanist Association, Non-Governmental organization. From 2005, it provides assisted living. It provides 24 hours' quality shelter care for 20 elderly people.

It offers a family atmosphere, a complete set of services like accommodation, kitchen, laundry, shower, medical and social assistance.

Spectru Home for elderly was created as a long- term project, due to the fact that Moldova is one of the poorest countries in Europe and elderly are facing extreme poverty with no decent houses, proper conditions for old age and good medical care. We believe that all the elders have the right to have a place to call it a "Home" and to have the possibility to have a decent ageing.

In 2005, Spectru was created with the support of foreign donors. In present we have no direct donors, the Government has no financial possibility to help, it was decided to create social places along with paid ones. The children who live abroad are paying for their parents. At the moment, the monthly costs are covered by the donations of the elderly's children and the financial support of Dutch volunteers. Also, with the support of volunteers and the SOM foundation in the Netherlands, we carry out the necessary repairs for the center and procurement of goods that are not included in the monthly maintenance cost of a beneficiary.

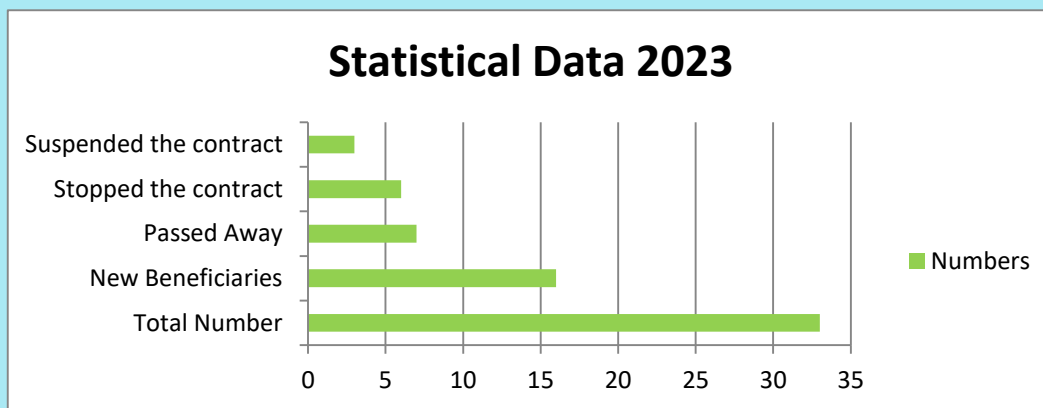
Families and elderly in need are helped in order to have a home, where they can find physical and moral support in order to make the ageing process easier and healthier. During the years, the project has improved the elderly life expectance, due to the fact that their health has improved.



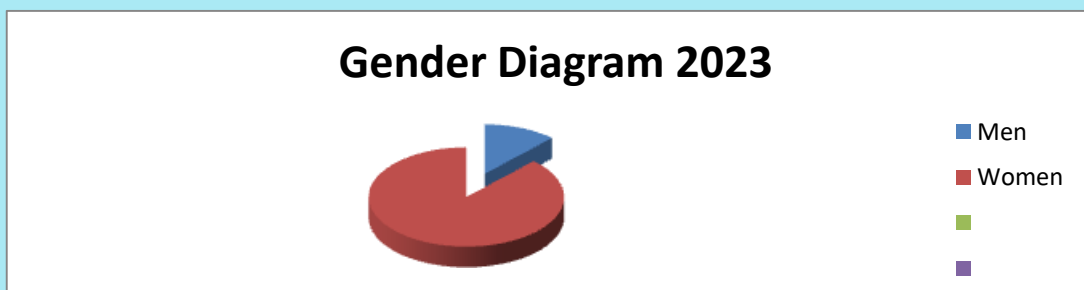
## 2. Statistical Data for 2023

During the year, the center served 33 beneficiaries; seven beneficiaries passed away.

Three beneficiaries suspended the placement service for a period (for economic reasons, during the summer they stayed at home), then they returned, 6 stopped the services/, given being the fact that from the beginning these beneficiaries were placed for short periods (holidays for relatives and other situations). At the end of December, the center hosted 19 beneficiaries.



**Gender Diagram 2023: 29 women, 4 men**



**Personal: 21 persoane**

Executive Director	Psychologist- part time
Manager	Music teacher-part time
Accountant	Driver-part time
Doctor-part time	Maintenance responsible – part time
<b>4</b> medical assistants- full time	Masseur- part time
<b>5</b> caretakers- full time	Gardner-part time
Chief Cook and 2 cooks working in shifts	
Social Assistant-part time	

### 3. Services and activities provided in 2023

#### **Medical assistance**

**The doctor** is working part time, coordinates the medical personnel, and provides primary and continuous medical assistance to the elderly. Being responsible for consults, choosing the treatment, interprets the results of the tests and issues free or paid prescriptions.

Once a year, the doctor refers the beneficiaries to have free blood tests and other analysis.

The elderly, detected with big health problems that cannot be treated within the center, are referred to the specialized doctors or hospitalized.



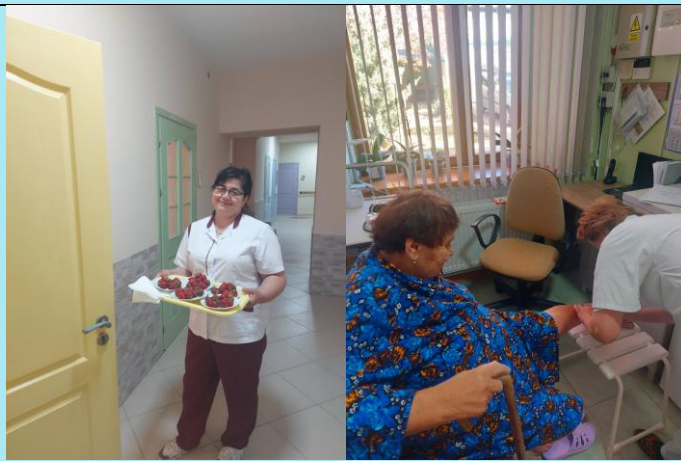
Different specialists are invited to consult the beneficiaries when it is needed.

**Four medical assistants** are working in 24 hours shifts. They are responsible for administration of medicines prescribed by the doctor and monitoring the elderly health estate, measuring the bio vital indicators during their shift. Together with the cook they are responsible for delivering the meals and for washing and disinfecting dishes. Also, they have the responsibility of monitoring the elderly



hygiene and helping the caretakers when it is needed.





The superior medical assistant is responsible also for internal medical documentation, purchasing the medicines, maintaining the medical provisions and invoices.

**Social assistance**

The Social Assistant respects the National Regulation and Standards. She is responsible for the social investigation and making the individualized plan of activities for the elderly. In the same time, the social assistant is responsible for organizing socialization activities for the elderly.



**Psychological assistance**

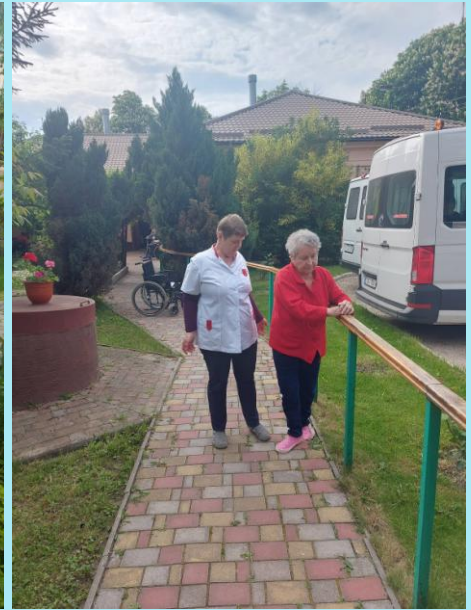
The psychologist is coming once a week to do individual and group discussions. The elderly like to talk and to analyze their feelings. After sessions, many elderly express their gratitude and the fact that they are feeling better.



**Massage/  
Rehabilitation**

Massage therapy, gymnastics and individual rehabilitation exercises

*\*See the statistical table bellow*



**Personal Care  
Cleaning  
Laundry  
Feeding**

5 Caretakers work in shifts of two. They are responsible for the personal hygiene of the elderly, bathing, changing pampers, helping the elderly to dress, feeding the elderly that need help and other personal necessities of the elderly. The Caretakers are also responsible for the laundry service and for maintaining the rooms and other center's spaces cleaned and disinfected properly, respecting the regulations and approved instructions.



**Tailoring Service**

- Over the years, due to the talent that some staff members have and their willingness to do more than the job description provides, the center has not resorted to paid services, making savings when the clothes of the beneficiaries or the linen needs mending.



**Cooking and feeding the elderly**

Service provided by the Head Chef and 2 chefs working in shifts

Menu: beneficiaries very often have special requirements for the dishes prepared. The staff of the food block strives to adapt to the expressed wishes.



During the holidays, special menus were created in the context of local traditions and customs during the life of the elderly. Seasonal fruits are also present in the menu. Every year we plant tomatoes, cucumbers in the greenhouse. We grow organic vegetables for the beneficiaries.





## Social Activities

Several activities were organized by the social assistance according to an approved plan:

- Thematically discussions,
- Reading together,



- Handmade activities,

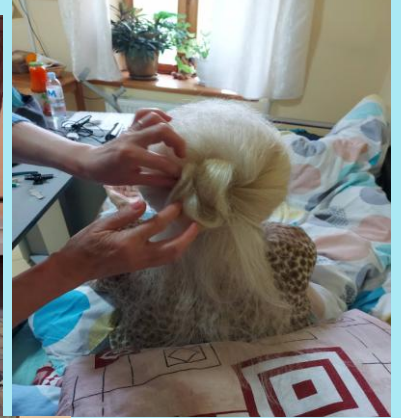


- Cooking together,





Beauty hours;

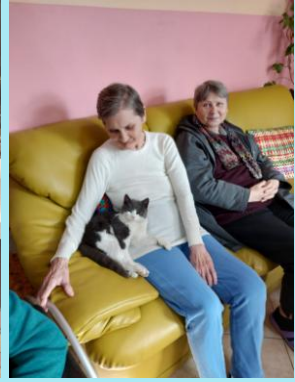


- Memory games;
- Outside games,





- Gardening, Pet Therapy



Community events/ walking in the town





## Music Therapy

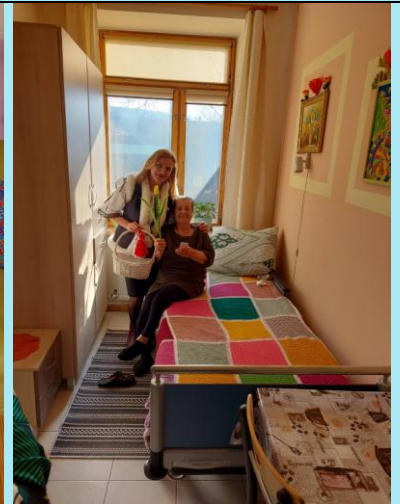


The beneficiaries have once a week music therapy with a local music teacher and the leader of the local Music Ensemble. Accompanied by accordion, the elderlies are remembering old songs.



**Celebrations (8<sup>th</sup> of March-Women's Day, Easter, 15<sup>th</sup> of May International Family Day, 1st of October-International Elderly Day, Christmas)**

**8 th of March**



**15<sup>th</sup> of May International Family Day –**



**1st of October: International Elderly Day**





## Christmas:



## Communication with the relatives

Relatives are welcomed to visit as often as possible for them. It is very important for the elderly emotional estate. Communication via Viber, WhatsApp was organized for those who live abroad. The manager is sending on a regular base, photos and videos to the relatives with activities within the center. All of them are thanking and sending messages of appreciation.



## \* Massage and Rehabilitation- Statistical Data

Time period/ quarter of the year	Number of elderlies	Number of messages	Individual rehabilitation exercises, Number of elderlies
1 <sup>st</sup>	16	160	7
2 <sup>nd</sup>	19	168	9
3 <sup>rd</sup>	19	190	12
4 <sup>th</sup>	18	171	14
<b>TOTAL</b>	<b>72</b>	<b>689</b>	<b>42</b>



#### **4. Cooperation and Networking**

- Our main partner- SOM FOUNDATION from Holland. Due to their financial support, the center has two social places and a part of the maintenance costs are covered.
- Another partner is NKC organisation from Holland. The home for elderly receives donations in goods and volunteers help.
- As partner of Neoumanist AE, the Mayoralty of Straseni is offering free garbage disposal and free sewerage services for the center.
- Collaboration with the District Social Assistance Department. For the beneficiaries that come from Straseni District, the social assistance Department is preparing the documents for the elderly's placement as the National Regulations inquire.
- Already for the seventh year, AE Neoumanist was chosen as an example organization in Republic of Moldova, by the Ministry of Health, Labour and Social Protection. The organization has been invited as expert in the Working Group on Examination of Adult Placement Requests in Residential Social Institutions (State Homes for Elderly). The project Coordinator of Spectru Home for Elderly is representing the organization in this working group.
- AE Neoumanist is an active member and one of the founding organizations of the Union "Network of Non-Commercial Organizations Providing Community Care" - URONPIC. The Manager of Spectru Home for elderly is representing the organisation in this network. Due to this collaboration personnel had the opportunity to receive trainings on different topics.
- For more than 11 years, Neoumanist Association is collaborating with State University, Faculty of Social Assistance. In 2022, we had again students that had their internship within the organization's projects.
- The Home for elderly is collaborating with the Local District Public Library "M. Sadoveanu". Due to this collaboration, the home for elderly receives books, journals for its library and informative materials for the activities with elderly. Representatives of the Library regularly come to the Center to read, bring new information and chat with the elderly.



## Volunteers 2023

- During 2023, we collaborated with 34 international volunteers. Thanks to the support of the volunteers, we managed to organize different types of repairs in the center and we received donations for the purchase of the necessary goods. Without the help of volunteers, so many results could not be achieved.



This year, thanks to the volunteers tiles were purchased and installed for the center's hallway. This tile belt is a protection for the walls of the center that was constantly damaged by wheelchairs and elevators that require maneuvering space. The contribution of the volunteers was considerable given the fact that both the materials and its installation cost a lot. Also, with the help of the volunteers, a new device was procured to transport the beneficiaries, which eases the work of the nurses, a washing machine, new bed linen and other necessities. Given the increasing costs, it would not have been possible to procure these goods from the planned budget.



A group of 19 volunteers from NKC organization came for the fourth time to Moldova. They have been camped on a local parking spot and for 2 weeks they have helped in all Neoumanist projects and organized excursions for the elderly.






## 5. Enhancement of the qualifications/skills

Enhancement of the qualification/skill set of the staff members through capacity building workshops and trainings in elderly care and management issues on national and international level.

Nr.	Thematic	Period /Organization that provided the training
1	Patient care (training for caregivers)	March 2023 / Center for Continuing Medical Education
2	Project Management with non-reimbursable financing	March 2023/ Training possible thanks to the partnership with the Străseni City Hall/ Organized by ROMACT Romania
3	Elderly Care / Initial Training	May 2023 / AE Neoumanist
4	Decisional transparency	May 2023 organized by AO Homecare
5	Community Nursing	June 2023/ organized by Diakonie Austria
6	Work safety regulations	April and November 2023



		
7	<p>Meetings and Trainings in the framework of the project for the establishment of the Străseni Local Council for Decisional Transparency</p>	<p>June-December 2023</p> <p>Participation possible thanks to the partnership with the Străseni City Hall</p> <p>Organized by AO ProEntranse</p>
8	<p>Gender Dimension</p>	<p>July2023/ organized by Diakonie Austria</p>
9	<p>Monitoring and Evaluation</p>	<p>July2023/ organized by Diakonie Austria</p>
10	<p>Projects with European funding</p>	<p>October 2023</p> <p>Training possible thanks to the partnership with the Străseni City Hall</p> <p>Organized by ROMACT Romania</p>
11	<p>Round Table: Diversification of the offer of Continuing Medical Education in the development of professional skills</p>	<p>October 2023</p> <p>Organized by the Ministry of Health and the Center of Excellence in Medicine and Pharmacy Raisa Pacalo</p>
12	<p>Burn Out Syndrome</p>	<p>October 2023</p> <p>Organized by N. Dumitrescu Academy</p>
13	<p>Healthcare-associated infection surveillance and control</p>	<p>November 2023</p> <p>Center for Continuing Medical Education</p>

14	Training in the use of technological solutions	December 2023/ Caritas Czech Republic 
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## 6. Potential Risks

Risk	Situation in 2023	Probability to appear in 2024	Measures to prevent/ handle when it appears
<b>1. Risk of a war</b>	Given the fact that the Government maintains a State of Emergency regarding national security, this risk continues to be a real one.	<b>High</b>	When the war started in Ukraine, all relatives were informed that they would have to find the possibility of caring for their relatives at home in the event of an armed attack and the personnel would not have the possibility to get to work (especially those from the villages) and product supply will stop.
<b>2. Financial instability / unexpected expenses</b>	A high rate of inflation has led to an increase in the prices of food and hygiene products.  The price of gas and electricity has increased tremendously.	<b>High</b>	The new 2024 budget will include increased expenses for each budget line.
<b>3. Lack of Staff</b>	1. In 2023, a nurse went on maternity leave. It was a challenge to find a new nurse, given that most who came to the interview, were not satisfied with the salary and workload.  2. The center can't find a replacer for the period when the caregivers are on holiday.	<b>High</b>	Unfortunately, the number of beneficiaries who require great efforts to be served is increasing.  The possibility of increasing the number of nursing staff will be analyzed.  We will also organize team building activities and other staff motivation methods.

	3. Physical and emotional exhaustion of staff		
<b>4. Lack of new beneficiaries</b>	<p>1. an increasing number of calls from relatives of elderly people with aggressive dementia, they are refused admission because the placement center already has 70% of beneficiaries with this diagnosis and the existing staff cannot cope with the challenges that this disease presents.</p> <p>2. Due to the increased prices of products and invoices, the monthly cost for each beneficiary is increasing. The manager of the center receives calls regarding the placement, but the cost for some families is high, being unable to access the services of the placement center.</p>	<b>High</b>	<ol style="list-style-type: none"> <li>1. 1. Increasing the number of staff to serve dementia beneficiaries.</li> <li>2. 2. Promotion of the center's services to attract new beneficiaries.</li> </ol>
<b>5. High number of beneficiaries developing Depression, Dementia or Alzheimer</b>	<p>Age changes, behavioral changes as a result of the diseases suffered. These situations have increased the progress of chronic diseases and mental disorders.</p> <p>Some of the elderly became aggressive.</p>	<b>High</b>	<p>Relatives are encouraged to call for consultations with neurologists/psychiatrists, specialized in this field. Also, to communicate more often by phone or online with the beneficiaries, if it is not possible to visit them in person.</p> <p>The psychologist will continue to provide counseling sessions.</p> <p>The center's doctor consults the psychiatrist from the local medical center.</p>

## 7. Objectives and necessities for 2024

- Maintaining quality standards for services provided. Monitoring and evaluation of services;
- Evaluation of the financial situation and the probability of the occurrence of risks, in order to find solutions for the continuity of the project.
- Increasing the number of caregivers.
- Increasing the salary of the staff.



- Finding the financial possibility for the realization of an architectural project for a possible expansion of the center's building, with the aim of having more space for activities, physical therapy space and more rooms for the elderly. This will help to meet national quality standards and, at the same time, an increased number of paid places will help to increase the sustainability of the center.
- Implementation of planned activities;
- Facilitating staff participation in training for the development of professional skills.
- Collaboration with international volunteers;
- Identifying the possibilities of applying for grants and new donors, for the center's sustainability.

### **Necessities for 2024:**

- Repair of the Center's main bathroom.
- Organizing and carrying out the repair/painting of 4 rooms
- Repair or replacement of defective functional beds

## **8. Monitoring, Supervision and Evaluation**

- To guarantee the success of the project it is first of all based on the principle of total transparency. Records and accounts are available to members of the organization and other stakeholders.
- During the implementation of the foreseen activities in the action plan, the narrative report and the financial activity report is drawn up.
- The reports are presented to the donors, relatives, ministries and other institutions of Moldova.
- Once in a quarter, meetings with the Board members are organized. They come with recommendations and internal evaluations of the project.
- The Executive Director is evaluating each member of the team once in a year. An internal Evaluation procedure is approved.
- Every week, the executive Director has planning and evaluation meetings with the Project Manager.
- The project Manager is daily monitoring the implementing of the services. Every semester, individual and group supervision sessions with each staff member are organized, based on internal approved Supervision procedure.
- At the end of every year special questioners are made within the beneficiaries of the project in order to give a right appreciation of the activities and services as well as including suggestions and ideas for the next year.
- The social and medical assistants give internal report every month to the project manager.