

SPECIAL PAPER

A Proposed Care Training System: Quality of Interaction Training with Staff and Carers

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Abstract

Background: Quality of interaction has been applied as a key indicator of quality of care in both institutional and community based settings. Quality of interaction is conceptualized as existing on a continuum between Positive Social to Negative Restrictive, the most to least desirable.

Objective: Quality of Interactions Training as proposed here is applicable and transferable to a range of service user populations and a range of staff as well as, potentially family carers.

Methodology: Theoretically and practically speaking this work sets out the conditions, using systematic role play as the means of delivering and designing a proposed Quality of Interactions Training program.

Results and Conclusions: The Quality of Interactions Training program is also proposed to be cost effective, measurable and flexible enough to mature with the feedback of those taking part.

Key Words: Staff Training, Quality of Interaction Training, Systematic Role Play.