



REPORT of a TRAINING at the Shtime Rehabilitation centre training April 18 - 22th 2016

The Visting team consisted of:

Prof. dr. Erik Hoencamp, psychiatrist , Parnassia Groep , Leiden University.

Ms. mr. Joeske Vos , Eurinspect programme co-ordinator

Ms. drs. Arlette van Amerongen Chief Psychiatrist Parnassia groep ,

Translaters : Mr. Idriz Gashi/ Mr. Faruk Ferataj

The team members included in the training were employees of

- a. The Centre for Integration and Rehabilitation of Chronic Psychiatric Patients in Shtime, Kosovo ;
- b. The Special Institute of the Ministry of Labour and Social Welfare in Shtime, Kosovo.

The program was the second training visit in a WHO supported mission ;the first one was in December 2015 (report enclosed).

The goal was to enhance knowledge and skills of the Shtime professional team enhancing living conditions of the patients and move to a qualified rehabilitation centre for patients with mental health disorders.

The training consisted of interactive teaching sessions in which besides theory , role play and patient participation played an important role.

Besides patients were actively engaged in rehabilitation activities such as "cooking workshop" , music and dancing .

The following topics were covered during these days:

- **"Structure" as a key component of rehabilitation** . What are the theoretical and practical aspects of creating structure in life, circadian rhythms, sleep cycle. Why is it so complex to engage patients in meaningful activities?
- **Rehabilitation from fiction to facts.** What is the role of social skill training, family involvement , psychoeducation and creating meaning and a positive social role in life.
- **Clinical Psychopharmacology** . What do we want to achieve using medication and what are possible side effects . What is the role of psychoeducation in increasing compliance.
- **Clinical discussion and presentation of psychopathology with live patient involvement** (psychosis, mood disorders, aggression, deviant behaviour , etc).
- **What are treatment plans, crisis plans, the relevance of individual rehabilitation plans in a structured way** to organize the centre in an effective and efficient way.
- **Rehabilitation from fiction to facts in Shtime** . What are the main practical challenges for Shtime as rehabilitation centre? Defining the goals as being on the one hand an institute for rehabilitation and

also a long-stay living facility ; how to work towards preparing patients for a return to society in (sheltered) housing or in family or otherwise ?

- **How can the staff cope with the challenges of patient care** , specifically their own emotional way of dealing with that . Impact on own (family) life and how to support each other in a professional way ?
- **Patients needs and Staff needs:** setting limits and setting realistic goals.

Evaluation and suggestions .

1. Great strides forward both with regard to infrastructure , attitude and knowledge have been made over the past years with the help of third parties and governmental institutions.
2. The staff was actively involved in the training and was overall clearly convinced of the need for further increase of knowledge and skills. A real challenge for the institute as a whole is to share and support a common vision and plan directed towards short, middle and long term goals of both the individual patients as the structural needs to achieve these goals ; furthermore adaptation of rehabilitation plans to the specific and very varying) needs of the patients is needed.
3. Also other challenges still remain: infra structure of the institute as such including individual furniture and decoration for the patient rooms , kitchen facilities including oven and freezer , professional washing and drying facilities , indoor spaces for social interaction with patients and maybe exchange with the patients of the next door institute for retarded patients , some more restaurant facilities including smaller living and eating corners , living and rehabilitation rooms. Regarding these challenges to our opinion with a relatively small additional budget the rehabilitation unit and patient chambers could be upgraded to a minimum level and even higher than that with tables and chairs , curtains and 'home-made/ Shtime made' decoration and individual patient ' feel good stuff'.
The kitchen and laundry units are in a very elementary and basic state . Therefore staff has to spend a lot of time and effort to make proper food and to do the washing. Improvement will certainly take some extra budget but it seems very worthwhile to upgrade this. This is relevant not only because this provides the possibility to spend more time on the individual needs of the patients (which should be and is indeed by the full team – doctor nurses and helpers- accepted as a first priority) but also to improve the working conditions and working environment for the staff and to show them that their work effort is really appreciated.
4. Most important seems to be differentiating the patient population in those who will remain for the rest of their lives within the facilities of the Shtime center and those who have chances to develop themselves with more or less help to live outside the facilities of the Centre and maybe return sometimes in daytime for activities or individual treatment.
5. The institute next door, run by the Ministry of Social affairs and by an active director and staff seems to offer great opportunities to work together with the Shtime rehabilitation center run by the Ministry of Health . Both institutes could possibly attract together a team of volunteers to support the patients with work in the garden , playing games and organizing sporting activities like basketball, football, table tennis etc. , support to daily activities like creativity activities and things like cooking and baking , decoration and personal hygiene (for man - tooth brushing, shaving, haircut ; for ladies - make up nail-studio etc.).

List of Participants / Employees of the QIRSKP (Centre for Integration and Rehabilitation of chronic psychiatric patients in Shtime, from the Republic of Kosovo, participating in the follow- up training organized in co-operation between Stichting Eurinspect , the WHO Kosovo, , the University Hospital Clinical Services of Kosovo (SHSKUK) and the Ministry of Health of Kosovo

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| 1. | Naim Asllani | 23.02.1979 | Shef i Personelit |
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| 3. | Imrane Qarri | 09.07.1983 | Zyrtare e Pasuris |
| 4. | Merita Ilazi | 27.07.1980 | Zyrtare e pranimit te mallit |
| 5. | Arben Emrush | 14.07.1985 | Shef kuzhine |
| 6. | Sabedin Ademaj | 20.10.1982 | Shef i shërbimit teknik |
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| 8. | Laije Osmani | 16.08.1982 | Infermiere |
| 9. | Fadil Asllani | 25.03.1893 | Infermier |
| 10. | Burim Osmani | 24.03.1981 | Infermier |
| 11. | Driton Halimi | 21.02.1981 | Infermier |
| 12. | Amir Shashivari | 03.07.1983 | Infermier |
| 13. | Naser Balaj | 28.08.1979 | Infermier |
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| 25. | Tahire Ajeti | 05.06.1955 | Ndihmes mjekësore |
| 26. | Blerim Sadiku | 15.02.1970 | Ndihmes mjekësor |
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| 28. | Mehreme Isufaj | 20.12.1973 | Ndihmes mjekësore |
| 29. | Zymrije Hajdari | 14.06.1975 | Ndihmes mjekësore |
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List of Participants / Employees of the Special Institute (Nga Instituti Special-Shtime) of the Ministry of Labour and Social Welfare in Shtime, from the Republic of Kosovo, participating in the follow- up training organized in co-operation between Stichting Eurinspect , the WHO Kosovo, , the University Hospital Clinical Services of Kosovo (SHSKUK) and the Ministry of Health of Kosovo

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| 31. | Avni Mehmeti | | |
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