

QUALITATIVE RESEARCH AS A TOOL IN THE DEVELOPMENT OF LIFE LONG LEARNING

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E **MILIA** **mpowerment of Mental Health Service Users**

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The EMILIA Consortium

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- * Hospital Masion Blanche, Paris France
- Dept. Education, Århus Denmark
- University of Tampere Department of Nursing Science
- Kings College, London UK
- * Nordland Hospital, Bodø Norway
- * Institute of Psychology & Neurology, Warsaw Poland
- * Region Sealand Denmark
- Ljubljana University, Slovenia
- * HealthNet International, Bosnia Herzegovina
- Karolinska Institutet, Stockholm Sweden
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- Wealden Computing Ltd, UK
- * EPAPSY, Athens Greece
- * IMAS- Instituto Psquiàtrico y Salud Mental, Barcelona Spain

Objectives of the study

- To implement and assess a multiple site **organisational case** study which systematically and critically evaluates the efficacy of lifelong learning as a learning strategy for mental health service users
- To implement a multi-site time series design which comprehensively evaluates the impact of Lifelong Learning upon **mental health service users** in terms of reducing their social exclusion
- To analyse the economic implications of the Lifelong Learning strategies identified by this research

Study design

- Recruitment of service users – baseline data collection
- Intervention: EMILIA training
- Follow up data collection
 - 10 month follow up
 - 20 month follow up

DATA COLLECTION

MEASURE	Baseline	10 month	20 month
CSSRI-EU (adapted)	X	X	X
SF36	X	X	X
Documentation data	X	X	X
Staff meeting observation	X	X	X
Focus group	X	X	X
Key user interviews	X	X	X
User self reporting	X	X	X

EMILIA training

In addition to the research the target group will be offered several **training programmes** within the areas of:

- *Life skills/recovery
- *Work life skills
- *Job specific skills

The overall purpose of these training programmes is to enable the participants to get employment and to continue their employment.

Implementation of the Personal Development Plan (PDP)

- The overall aim is to assess learning needs both for the individual and for the organisation. In this process service gaps and opportunities for employment for service users are identified and addressed.

Implementation of the Personal Development Plan (PDP)

- The implementation of the PDP (Personal Development Plan) successfully accomplished at all eight Demonstration Sites
- The PDP has been developed, piloted and provided in an electronic version, which is now in use in a number of Demonstration Sites and on its way to be implemented in others.
- All Demonstration Sites have engaged actively in the process of implementing the PDP. This means providing the tool in accessible ways for the local EMILIA participants, and providing the necessary training and support for the utilisation of the tool.

Qualitative data collection

– organisational data (N=8)

- documentation data
- focus group data collection
- staff meeting observation

– service user experiences (n=206)

- self-reporting (n=165)
- key interviews (n=27)

Results of baseline qualitative organisational study

- Trying to answer to the question:
 - What is the baseline situation of the demonstration site in the process of to become a learning organisation?

Key characteristics of a LO

(Birleson 2001)

- Leadership
 - Organisational design
 - Work design
 - Perception
 - Information processing
 - Communication
 - Motivational systems
- > analysis themes were theory based

Example of one organisation's baseline situation

- Atmosphere
- Co-operation and partnership between service users and professional
- View of service user as an expert
- Collective vision
- Connection to the community, environment
- Service user involvement, professional development*, effectiveness
- Learning opportunities
- Shared learning*
- Leadership*

Service user data collection process at the baseline

- Emphasis on the experiences of the **quality of life**, **social inclusion** and **expectations** about the project
- Semi-structured theme based interviews performed by the local researcher
- Interviews were recorded and transcribed
- Themes and example questions were translated into local language.
- Data at this phase in local language

Main results of the self-reporting (n=165)

- service users were satisfied with their achievements in the area of education and training already when introduced to EMILIA
- areas that had not gone well included users' mental health state, relationships (with family, partner, friends and colleagues); finding a job
- the negative impact of mental illness was identified as the primary barrier across Europe

Main results

from the Key interviews (N=27)

- expectations for training
 - positive attitude towards the training; Emilia gives a possibility for LLL; improving knowledge and learning new things
- views of social inclusion
 - previous education; social network, work;
 - mental illness has negative impact on life
- views on personal feelings
 - lack of persistence; difficulty to create relationships; need for support; lack of confidence; need for cooperation

Challenges for the EMILIA study

- Many participating researchers
- Cultural differences
- Many tasks: a combination of research and training activities
- New concepts to adapt
- Combination of qualitative and quantitative research
- Longitudinal study
- Vulnerable study group

Main challenges for implementation of the qualitative study

- Data collection
 - translation of the data collection instruments in several languages
 - quality assurance of the data collection
- Data analysis
 - large amount of data in English, French, Polish, Danish, Norwegian, Spanish, Greek, Albanian
 - preliminary analysis in own language → themes translated in English; analysis template for researchers

More information

The public web site of the EMILIA
project:

- <http://www.emiliaproject.net/>