

## TERMS OF REFERENCE

on

### DEVELOPMENT OF COMPREHENSIVE CARE CONCEPT FOR GYUMRI NURSING HOME

**Working together for quality care, well-being and dignity in Gyumri Nursing Home**

Starting Date: [17 January 2021](#)

Application Deadline: [9 January 2020](#)

Location: [Yerevan and Gyumri \(need based trips to Gyumri, in case of impossibility online meetings\)](#)  
[Armenia](#)

With this Terms of Reference (ToR) Armenian Red Cross Society (ARCS) announces an invitation for appropriate companies, individuals or group of individuals to submit application for the development of Comprehensive Care Concept based on the complementary assessment of Gyumri Nursing Home to the initial assessment done by ARCS. The concept shall be developed within the frame of the “Working 2gether (W2) - Working together for quality care, well-being and dignity” project in Gyumri Nursing Home funded by Austrian Development Cooperation (ADC) and implemented by ARCS in partnership with Austrian Red Cross (AutRC).

#### BACKGROUND INFORMATION

Since May 2020 Armenian Red Cross Society took over the management of the Gyumri Nursing Home (also known as ARCS Gyumri 24 hours care centre) which was one of the 10 nursing homes of Armenia run by the Government. The Gyumri Nursing Home is home for not only older people but also people with disabilities and with chronic diseases in need of permanent care services. The current living conditions of the residents are quite challenging due to bad infrastructure and limited resources for care. Thus, with financial assistance of Austrian Development Cooperation, ARCS together with AutRC since 1st of September 2020 started implementation of the “Working 2gether (W2) – Working together for quality care, well-being and dignity” project with the goal to significantly improve the care quality in Gyumri Nursing Home through improving minimum standards and staff trainings. After completion of its three-year implementation period in August 2023, the project is expected to have significantly improved both quality standards and services in residential care and the social inclusion of residents with community members. Professional capacities of staff and volunteers of the nursing home on provision of quality care services will also be strengthened within the scope of the project.

#### THE SPECIFIC OBJECTIVES OF THIS ASSIGNMENT

Under the overall guidance and in close cooperation with the ARCS and AutRC teams, the expert(s) should be responsible for:

**1. *Conduct complementary assessment in ARCS Gyumri 24 hours care centre.***

a) Conduct complementary assessment in ARCS Gyumri 24 hours care centre based on the data of initial assessment done by ARCS.

- b) The complementary assessment should specifically focus on individual needs of the residents and their most basic functions of living, the concept of 'Activities of daily living' (ADLs). Common ADLs refer to breathing, bathing, dressing, self-serving, etc. and the ability to do as much as possible - including communicating, organisation of leisure time and maintaining relationships.
- c) Further focus should be put on special needs of female and male residents to define any specific gender related needs and gender preferences in care as such should be explored.

## ***2. Develop a comprehensive care concept of residents including operational guidelines.***

The comprehensive care concept with operational guidelines have to consist of the following parts:

- a) Comprehensive care concept containing guidelines to professional staff on various topics 'in care' such as Decubitus prophylaxis, Fall prophylaxis, wound treatments, pain concept, palliative concept, psychological concept such as how to deal with mentally ill people, support to dying people etc. for different categories of residents such as: completely dependent; partially dependant; independents. It should contain individual care plans for each resident based on the results of the complementary assessment. These individual care plans should be re-assessed every month and if required individual care adapted. Specifications on providing care according to the needs of women and men of different age groups and with different types of disabilities will be included.
- b) Operational guidelines including Terms of References (ToR's) for each staff position and volunteers, Standard Operational Procedures (SOPs) e.g. for admission of residents to Gyumri Nursing Home (based on the existing governmental standards on the admission of residents to nursing homes), documentation templates and guidance on a holistic documentation system, an emergency/contingency plan, and guidelines on how best to work with relatives, and on the involvement of volunteers. These volunteer guidelines should describe the potential involvement of volunteers in a nursing home but also the limitations of their involvement clearly.
- c) Concept of social activities' including areas of involvement of respective staff and volunteers. The potential of social activities in the nursing home should be elaborated in a more structured way. The concept should provide a guideline to respective staff and volunteers involved in an assortment of activities.

## **APPROACH AND METHODOLOGY**

The methodology should be proposed by the consultant. The consultant will initially develop a concept including a mix of methodologies, interview list and proposed timeline within 5 working days. This concept will be discussed with the Steering group consisting of AutRC W2 overall project manager, head of the Social-Health department, ARCS W2 project manager, project coordinator and social activity coordinator, which in turn will approve the concept within 3 working days.

The consultancy will be implemented within 10 months, approximate starting date is [17 January 2021](#).

To ensure effective and relevant work of the consultant a steering group will be set up. The steering group will consist of W2 project manager, project coordinator, head of the Social -Health department, event

coordinator and social activity coordinator) (all ARCS) and the AutRC W2 Overall Project manager. The consultant will report regularly to the steering group. The steering group is led by the head of Social-Health department.

## CONTEXTUAL RESPONSIBILITIES

The responsibilities of the consultant/expert include analysing the data of the initial assessment done in ARCS Gyumri 24 hours home care centre, based on which a comprehensive care concept for residents and operational guidelines have to be developed in close cooperation with ARCS and AutRC project team as well as with the relevant thematic groups/networks such as **Inter-ministerial State Commission on Elderly Issues, Elderly protection network, Social Partnership National Platform, Regional advisory groups.**

## KEY DELIVERABLES:

1. Conduct complementary assessment in ARCS Gyumri 24 hours care center
2. Initial concept how to develop the comprehensive care concept including mix of methodologies, proposed interview list and timeline (to be approved)
3. Comprehensive Care Concept
4. Operational Guidelines including Terms of References for each staff position and volunteers in the Nursing home
5. Concept of Social Activities

All deliverables should be prepared in close consultation with ARCS and AutRC project team, phase by phase presented to the Steering group as above and revised according to the comments received.

### *The report shall include:*

- Executive Summary of Assessment, Background, Methodology, Findings and Analysis Recommendations, including separate chapters on Comprehensive care concept of residents including operational guidelines including Terms of References (ToR's) for each staff position and volunteers, Standard Operational Procedures (SOPs) all as described above
- Concept of social activities' including areas of involvement of volunteers as described above.
- The document should be made in English and Armenian language. Clear writing and expression are mandatory.

## ROLES AND RESPONSIBILITIES

The tasks will be coordinated by W2 project coordinator of Armenian Red Cross Society.

All respective ARCS staff ( W2 project manager, project coordinator, event coordinator and social activity coordinator) as well as members of the thematic networks will be actively supporting the external consultant and will give relevant input.

Overall and final approval of the deliverables is with the AutRC Health expert in HQ. The responsible W2 project coordinator of the Armenian Red Cross Society keeps AutRC Overall Project Manager regularly updated and informed.

Steering Group for coordination and guidance of the activities of consultant(s) will be formed consisting of AutRC W2 overall project manager, head of the Social-Health department, ARCS W2 project manager, project coordinator and social activity coordinator.

As first step the consultant is responsible to develop brief concept (brief inception concept) including methodology, planned activities (interviews and steps etc on how best to meet the expected objectives which should be presented to Steering Group. This brief concept should be approved first by them in writing before consultant starts elaboration of the deliverables.

Overall duration of the contract is 10 months. Brief concept should be submitted in 4 weeks after contract signed. It is expected that first deliverable (analyse of the data of assessment done in Gyumri Nursing Home) to be finalised latest on Feb-March 2021.

### **PROFESSIONAL EXPERIENCE:**

- ✓ Background/familiarity in social or health science
- ✓ Ideally an expert in care for older people and people with disabilities Minimum of 5 years working experience in conducting studies, research methods, developmental programmes especially with focus on older people
- ✓ Proven experience in conducting studies and in participatory approaches to research and programme development and proven track record of published research reports and recommendations
- ✓ Excellent analytical, writing and presentation skills, ability to draft clear and analytical reports and documents in Armenian and English language
- ✓ Communication and networking skills Ability to arrange relations with W2 project team and other relevant stakeholders
- ✓ Excellent analytical skills with good communication and report writing and presentation skills

### **Competencies and values**

- Knowledge of key conventions on older people and approaches to working with older people
- Communication - Teamwork
- Professionalism – Integrity - Diversity
- Judgement-Decision-making
- Results focus and accountability

### **Application package:** Application package shall include the following:

- Brief description of Assessment design and methodology (more detailed timeframe for research design and methodology; for draft report/ PPT; for feedback round and for final report should be provided within 5 working days after contract signed)
- Requested fee without VAT in AMD (ADC funded projects are exempt from the VAT in Armenia)
- For legal entities: Description of institutional capacity of the organization, including institutional history and CVs of key experts, and 2 references from the other customers
- For individuals: Description of the relevant capacities and fulfilment of the similar tasks of the team, CVs of the team members and references from the other customers Link of articles, blog posts or other published work on relevant topics in support of your application if applicable.



Application packages (in English) should be submitted no later than **9 January, 2021**, in sealed (for individuals signed) envelopes to

**21/1 Paronyan str., Yerevan, 0015, Armenia; Phone: (+374 60) 62 50 71; Name: Kristine Ispiryan; Position title: Head of Health Care and Social Department;**

Only short-listed applicants will be contacted.

The amount for the operation should not exceed 1.722.000 AMD. The selection will be made on the basis of the best price-quality ratio.

Women and men are equally encouraged to apply.

Both individual, group of individuals and legal entities are allowed to apply for this announcement.

**The ADC funded W2 project is free from VAT according to the agreement signed between the Government of the Republic of Armenia and the Government of Austria. Thus, all activities of the Armenian Red Cross Society within this project is VAT exempt according to the regulations of the Armenian Government.**