

THE DOMICILIARY SUPPORT IN THE VISION OF THE INFORMAL CARE PROVIDER

Fernanda Nogueira¹ ; Ana Branca Soeiro de Carvalho² ; Ivo Oliveira³ ; Cátia Sousa⁴

Abstract:

Introduction. The home support services are a social response in order to improve the quality of life directed predominantly for the elderly and for people with varying degrees of disability and dependence. Examples of those services are hygiene and personal comfort, medication, housekeeping and cleaning, preparation and monitoring of the meals; the dressing, etc. It is necessary to make society aware of the importance of these services to all those who need them. The general objective was to understand the most important relationships among informal caregivers, those who are care and home support services providers. **Material and Methods.** Data were collected through a questionnaire, using the various dimensions of the construct Quality SERVPERF model of service that matches the 22 items of SERVQUAL model. The various items used to assess the perception of care individuals and informal caregivers about the quality of home care services. 82 individuals participated providers of informal care, to receive home support services, and exclusion criteria, the fact of having a diagnosed psychiatric illness or psychological factors that prevent them from responding. The analysis was performed with SPSS and SEM-PLS for the estimation of the proposed structural model. Written consent was obtained, free and clear of each subject. **Results and Conclusions.** The results showed that the relationships with healthcare professionals are the most important positive effects on satisfaction. This research emphasizes the need to work closely with health professionals to improve the relationship between technicians and patients. Although current constructs appear to explain much of the satisfaction, it is recommended that the future researches exploit new variables, to get a better understanding of the effects of public health policies on the quality of life of these patients.

Keywords: Providers of informal care; Quality of Life; Perceived Quality in Health Care; Home Support Services;

¹ Fernanda Nogueira, Doutorada em Gestão, Professora na Universidade de Lisboa, ISCSP, Pólo Universitário do Alto da Ajuda, Rua Almerindo Lessa, 1300-663 Lisboa, Portugal. Email: fnogueira@iscsp.ulisboa.pt;

² Ana Branca Soeiro de Carvalho, Doutorada em Comportamento Organizacional, Professora no ESTGL - IPV, Avenida Visconde Guedes Teixeira, 5100-074 Lamego, Portugal. Email: acarvalho@estgl.ipv.pt;

³ Ivo Oliveira, Doutorado em Gestão, Professor no ISLA – Instituto Politécnico de Gestão e Tecnologia. Vila Nova de Gaia, Portugal. Email: ivo.oliveira@unisla.pt;

⁴ Cátia Sousa, Mestre em Gestão de Serviços de Saúde, Enfermeira na Unidade de Saúde de Santa Marta de Penaguião, Santa Marta de Penaguião, Portugal. Email: catiaspsousa@gmail.com.