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### **The knowledge from the experience: the voice of caregivers in the family care**

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**Background & Aim:** The continuous care of a dependent patient has an important impact on the psycho-physical balance of both his family and the caregiver. The psycho-physical needs of caregivers were highlighted through the analysis of the experiential aspects, using a narrative-based qualitative research, to propose actions to support home care.

**Method:** A table for biographical, social and clinical data, the 'Coop Wonca' questionnaire for symptoms of caregiver stress and a narrative interview for experiential aspects were used. Caregivers were divided into family members and formal once, with and without a professional nurse support. It was used conventional content analysis in triangulation between the two authors.

**Results:** Twelve caregivers were female and only one a male. Ten were Italians and three Romanians. All of them were full-time and taking care of patients followed by the same General Practitioner (GP). Coop Wonca questionnaire highlighted a tolerable psychological well-being with the exception of the extreme clinical situation of death supported by his wife. The interview analysis identified six themes: impact of the diagnosis, evolution, everyday life (subthemes: critical issues and solutions), rewards and teachings, suggestions and specific training (Training Course, Group Auto-Mutual Help). The categories more represented are emotions, the re-organization of everyday life, the relationships. The differences between family and formal caregivers are more evident in everyday life.

**Conclusions:** Assisting a not self-sufficient patient involves also taking care of his caregiver in order to have: a better therapeutic alliance, a good quality of life and health. It is essential to support formal and informal caregivers through differentiated actions because they express different needs.