



WG2 Case study profile

WG2 Thematic group	WG2.1b. Older people and people with disabilities: Care and wellbeing
Name(s) of proposer	Sagit LEV
Institution	Bar Ilan University
Title of case study (and priority ranking)	The obligation dilemma of the social worker in the nursing home
Country/region/place investigated	Israel, nursing homes
Social service sector(s) investigated <ul style="list-style-type: none"> • Older people • People with disabilities • Services in social assistance • Other - nursing home social workers 	The primary obligation of the social workers in the nursing homes is to the residents - the social workers have to provide care that meets the social and emotional needs of the residents, represents their interest, and protects their rights. With the privatization process, which has taken place in Israel, a conflict can arise between the residents' needs and the institution's needs (which can be motivated by commercial and financial interests of effectiveness and profits). The social worker, who is employed by the institution, may therefore, be torn by conflicting obligations between the residents and the institution.
Category of case study ('what' is investigated) (Erase non relevant ones) <ul style="list-style-type: none"> • Subsector/policy/programme (meso-level) • Project/initiative/experience (micro-level) • Actor(s) - nursing home social workers • Place (s) - nursing homes • Other - macro-level 	<p>At the micro-level- We examined the perceptions of nursing home social workers in accordance with their obligation to the residents and the institution in order to identify the dilemmas and difficulties that arise from these potentially contradictory obligations and the ways social workers deal with them.</p> <p>At the meso level - The study suggests a possible interaction between the ethical dilemmas of the social workers and the nursing homes' environmental characteristics.</p> <p>At the macro level - The study indicates the challenges which social workers in Israel face with the privatization process of welfare facilities. As a result of this process, the primary obligation of social workers to their clients could be challenged by conflicting obligations to their employers, due to the emphasis on efficiency and profit considerations.</p>
Time frame considered (from when to when)	2009-2011
Five 'perspectives' (Erase non relevant ones) <ul style="list-style-type: none"> • Cost efficiency/quality/user satisfaction • Labour conditions of social workers 	<p>The study focuses on the ethical tension between providing high quality care to the nursing home residents and cost considerations.</p> <p>In addition, the study examines the unique work experiences of the nursing home social workers in Israel with regards to their obligation dilemma.</p>
Three processes in restructuring + crisis <ul style="list-style-type: none"> • <i>Vertical</i> subsidiarity (administrative re-arrangements between <i>government</i> levels) 	The privatization process of welfare facilities in general, and more specifically in nursing homes, which has been taking place in Israel over the past few decades.
Specific questions/focus	To examine the ethical conflict of social workers in nursing homes in Israel, who face competing obligations to the residents and to the nursing home.
Local Stakeholder Network (LSN)	Do you intend to set up a LSN: YES- a network is already established.