



Better care

Recent findings from research and policy advice project work

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EUROPEAN CENTRE FOR SOCIAL WELFARE POLICY AND RESEARCH

GENERAL
ASSEMBLY



2022

The Health & Care Research Team (H&C)

We design, coordinate and implement projects in the fields of:

- ❑ ageing & care: access, inequalities, life-course and rights-based approaches
- ❑ long-term care systems: person-centred, integrated care, quality assurance, governance and financing
- ❑ workforce and related issues regarding the well-being of older persons

See more: <https://www.euro.centre.org/healthandcare>

3 GOOD HEALTH AND WELL-BEING



5 GENDER EQUALITY



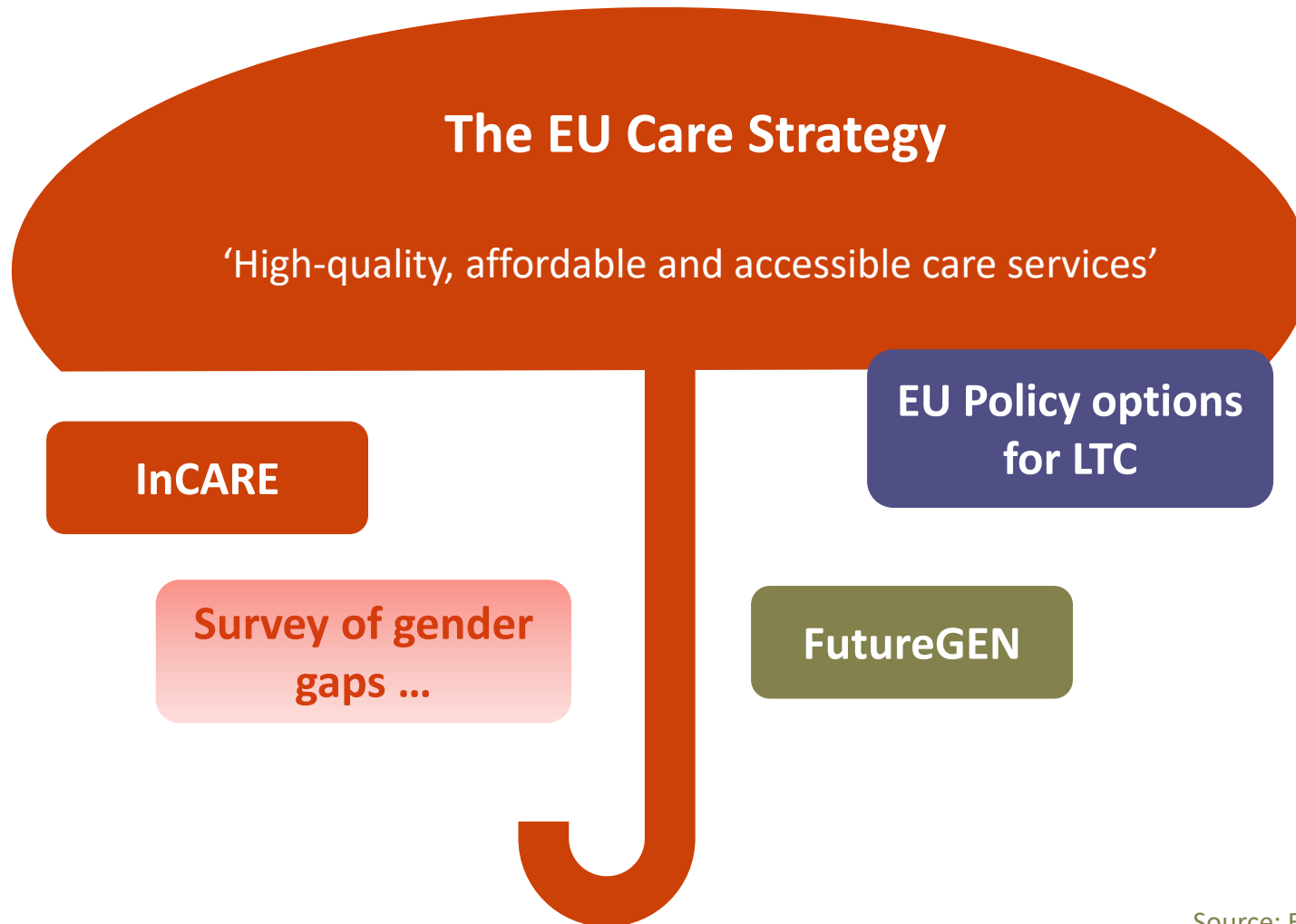
10 REDUCED INEQUALITIES



17 PARTNERSHIPS FOR THE GOALS



The European Care Strategy as an umbrella



People with care needs

- ‘timely, comprehensive and affordable care’ → More appropriate mix of care services

Informal/family carers

- ‘Disproportionate impact on women’ → Supporting informal carers → Improved access to labour market for carers/parents

Professional workforce

- ‘Fair working conditions and training of staff’

Source: European Commission (2022). *A European Care Strategy. For caregivers and care receivers* Available at: <https://ec.europa.eu/>

Better care through multi-stakeholder participatory processes



Supporting INclusive development of
community-based
long-term CARE services through multi-
stakeholder participatory approaches

11/2020-10/2023



Co-funded by the European
Union under the program EaSI



The EaSI Programme as a tool to
implement the EU care strategy

In this context, InCARE is:

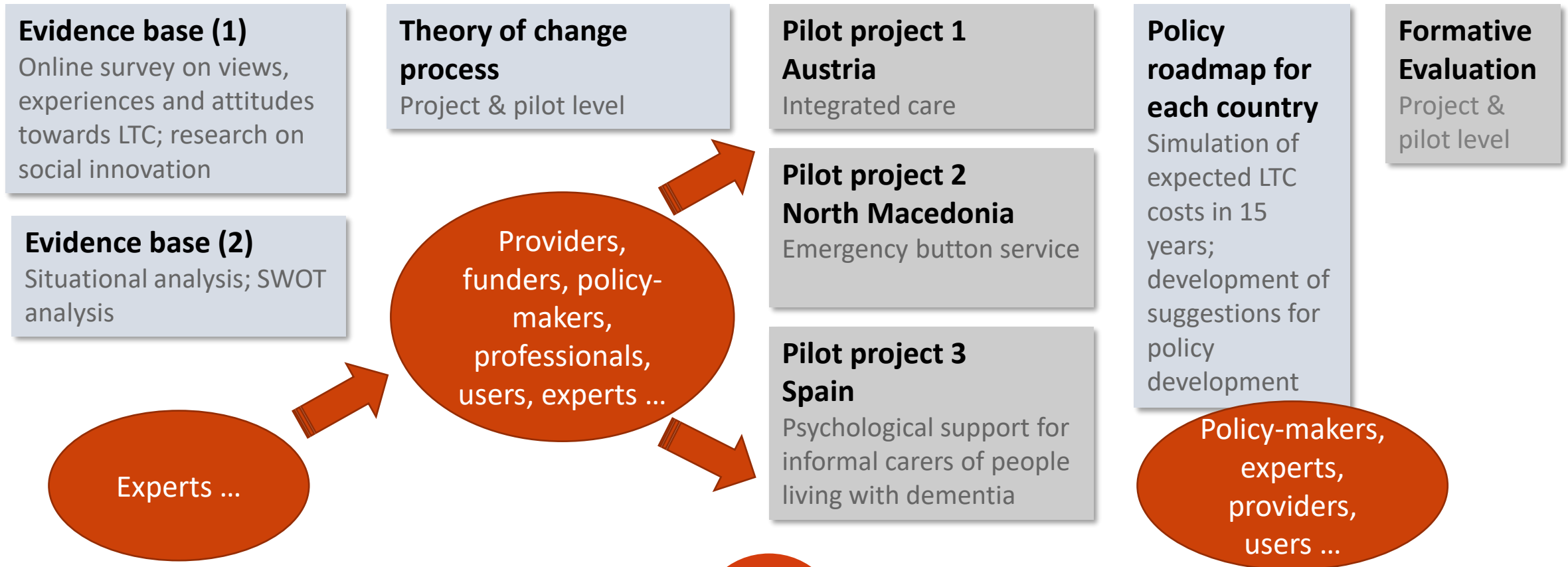
- raising awareness on **gender inequality** in relation to caregiving
- contributing to **timely, comprehensive and affordable care** with a mix of care services
- improving **integrated care**
- developing and implementing support for **informal carers**
- developing and implementing training for **staff**

Better care through multi-stakeholder participatory processes



- Longer lives include more healthy years and more years with care needs:
What is a good life in later life?
- From best practice to best fit for purpose
- Theory of Change Methodology as an example of stakeholder engagement and adaptation of LTC innovations to the local context

Involving stakeholders the InCARE project



Applying Theory of Change Methodology

Strategic development – **involvement of stakeholders through participatory workshops**

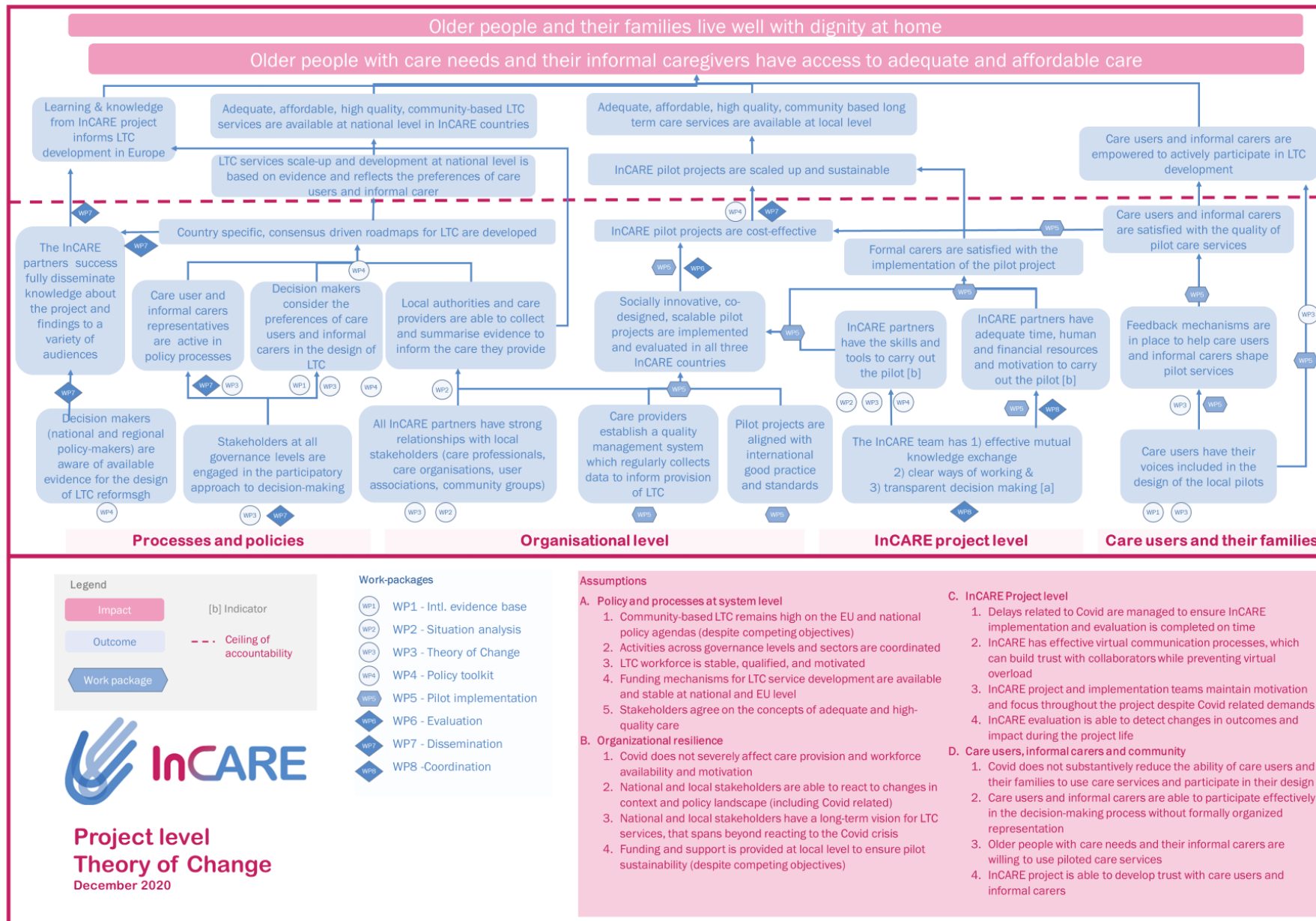
→ a theory of change map is drawn, including impact, outcomes, assumptions, a ceiling of accountability and different indicators

Map as starting point for further **development, implementation and evaluation** of a project

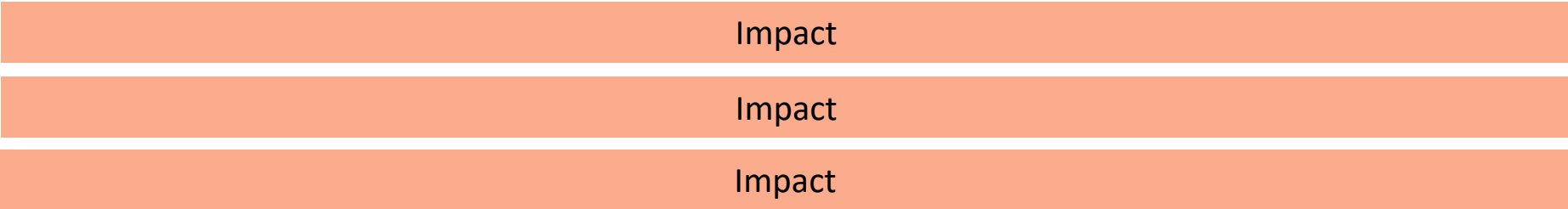
Theory of change processes for the **InCARE project** and for **each pilot project** (including policy makers, care users, informal carers, healthcare professionals, providers of counselling, LTC service providers)



Map of the Project Theory of Change



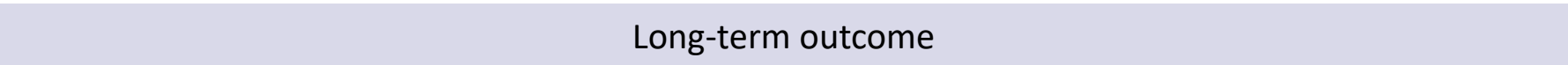
Theory of Change Methodology: Map Austrian Pilot



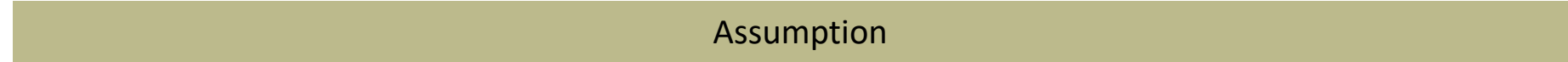
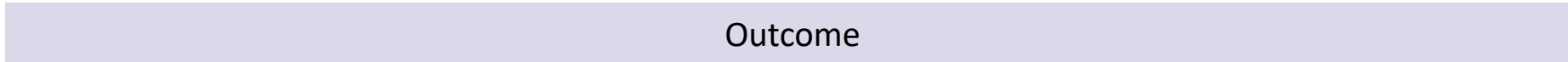
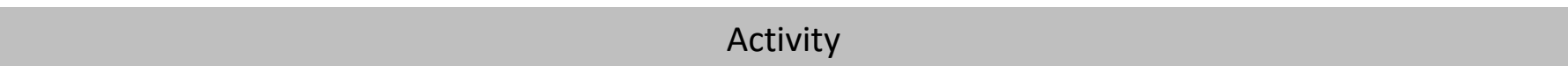
Ceiling of accountability



Indicator



Indicator



Theory of Change Methodology Map Austrian Pilot



- Older people with care and support needs have a high quality of life
- Older people with care and support needs can access tailored care support at the right time and place
- Older people with care and support needs have a choice in the type of care that reflects their preference

The proportion of clients whose needs are met increases

Chance B HKP clients have with care and support needs have their care and support needs met

Chance B provides person centred care

Alternative procedures are tried out

Pilot provision of flexible outreach consultations

The outreach unit can provide outreach consultations (e.g. by home care nurse HKP) in a flexible setting and adapted to care needs

Initiating change within the organisation using social innovation approaches

The preferences of care users and informal carers are included in the design of the local pilot

Theory of Change Methodology: Adaptation of the Pilot in Austria



Coordination & scale-up

- Organize 4 regional stakeholder workshops
- Provide input to on-going national reform efforts

Service delivery

- Establish a Impulses for the improvement of performance of the local care management platform to link local authorities with care providers

Design & Adapt

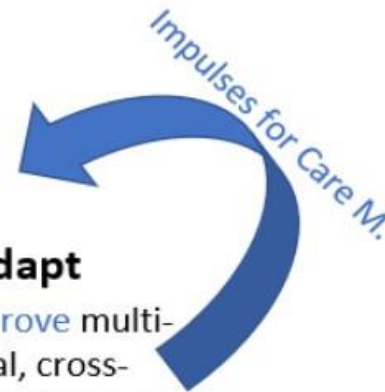
- Design Improve multi-professional, cross-organizational care case management system (Buurtzorg model) ; focus on 2-3 municipalities in Styria

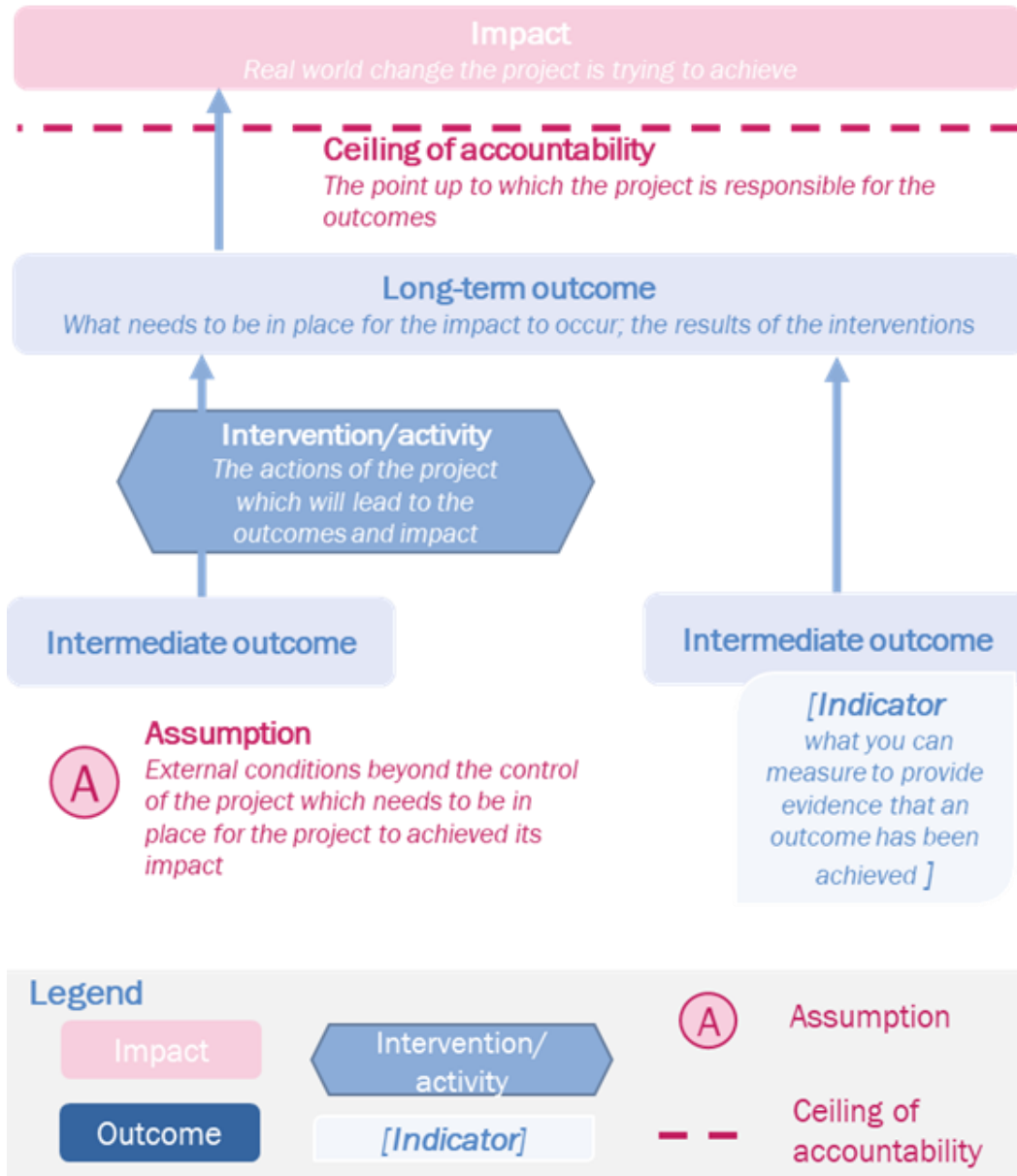
Evaluation & learning

Collect data on user satisfaction, acceptability, costs, ease of implementation

Develop human resources

- Organize 4 training sessions for 20 care workers, home-helpers and nurses





Experience of applying Theory of Change



- Structured engagement with stakeholders
- Connecting diverse stakeholders
- Sustaining stakeholder engagement
- Contextualisation of projects
- Resource intensive process, non-hierarchical communication

Contributing to the EU Care Strategy: InCARE Survey

- Modelled after 2007 Eurobarometer 67.3
- Questions relating to **attitudes, experiences and expectations** for long-term care
- Data collection: online from Sept 2021 – Mar 2022
- 2,373 responses from **26 EU countries**
- 9 EU countries with 50+ observations (AT, BE, DE, ES, FR, IE, IT, MT, RO)

InCARE

- Publication submitted to EU Care Strategy consultation in May 2022
- Full publication found on the InCARE website: <https://incare.euro.centre.org/publications-tools/>



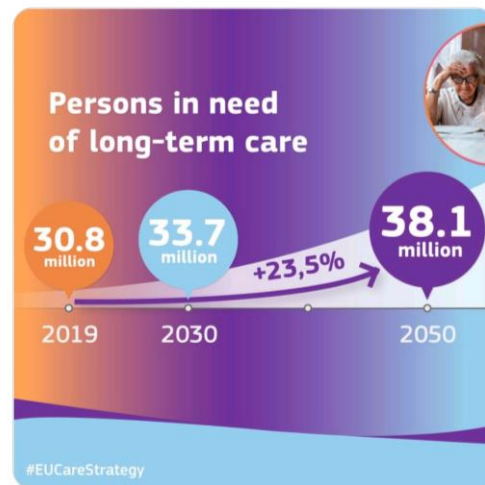
It is high time to care about care!

Care is the fabric that holds our societies together, across all generations & the full life cycle.

It has to be:

- ✓ Available
- ✓ Accessible
- ✓ Affordable
- ✓ of appropriate Quality

#EUCareStrategy



EU Justice and 5 others

1:13 PM · Sep 7, 2022 · Twitter for iPhone

9 Retweets 1 Quote Tweet 27 Likes



The time to care about care:
Responding to changing attitudes,
expectations and preferences on
long-term care in Europe

InCARE Policy brief No. 2 - April 2022

Authors Stefania Ilinca and Cassandra Simmons // Address correspondence to: ilinc@euro.centre.org

Executive summary Fifteen years after the Special Eurobarometer 283 on Health and long-term care in the European Union, the results of the cross-national InCARE survey bring to light significant changes in the attitudes, expectations and long-term care experiences of Europeans. As momentum for reform is building both at national and European level, we find the policy discourse has not kept up with dynamic preferences and attitudes towards care, especially among younger cohorts. Overwhelming support for increasing the role of the State in long-term care organization, provision and financing and shifting the burden of care away from families and individuals, is improperly reflected in current policies. What is more, a failure to do so is negatively affecting trust in care systems, as well as increasing the reliance on informal carers at the detriment of their health and wellbeing. Since 2007, the ability of care systems to adequately address evolving care needs has declined: residential care is unaffordable for many, and the supply of community-based services is falling considerably behind a rising demand. Rural communities and poorer individuals bear the brunt of growing capacity gaps, while women are disproportionately affected by the burden of frequent, intensive and undesired informal caregiving spells. A reorientation towards person-centered, participatory, equitable and accessible care models is urgently needed to rebuild declining public trust in the ability of care systems to respond to the preferences and expectations of individuals and communities.

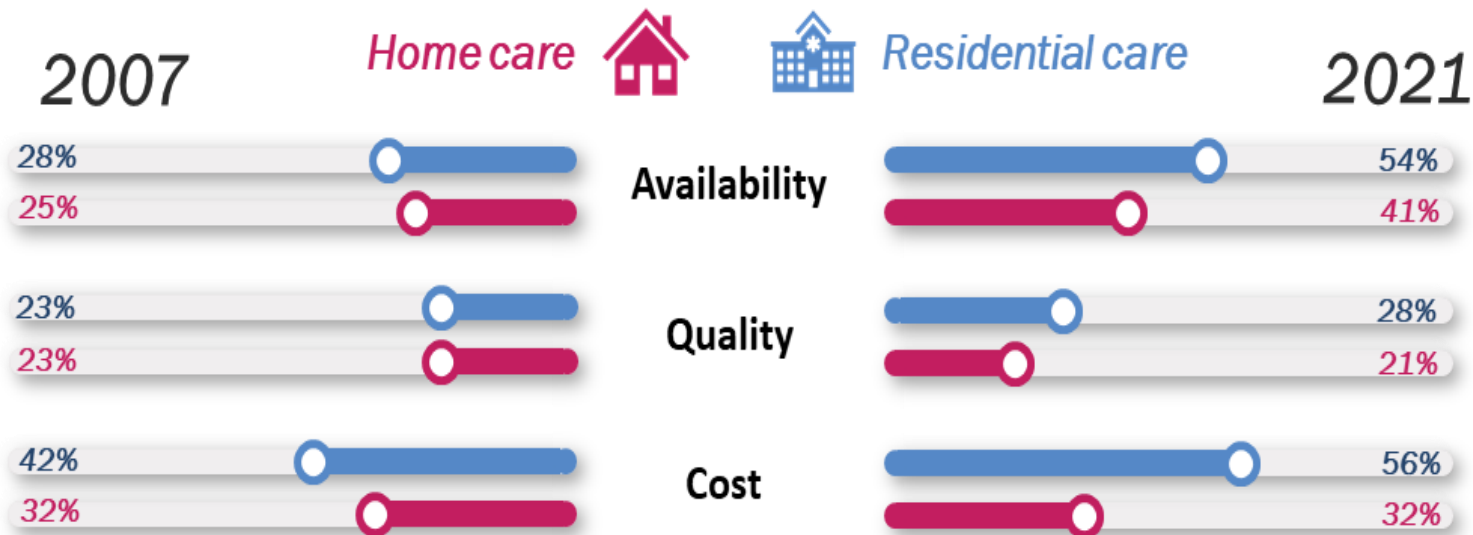
INTRODUCTION

Notwithstanding remarkable gains in healthy life years individuals can expect to enjoy, the number of people in need of long-term care and support is projected to rise to over 38 million by 2050, as the European population ages (1). But even as the demand for long-term care increases, the availability of families and local communities to provide needed support is being eroded by rapidly evolving social, economic, cultural and population migration patterns. In order to respond to the combined effects of these trends, long-term care systems throughout Europe must strive for significant transformations, by strengthening and reorienting care models to better respond to population needs and preferences.



Perceptions of care systems

Share of European respondents rating home and residential care as difficult to access, unaffordable, and of low quality in 2007 and 2021 (%)



- Increased availability issues: potentially due to general deinstitutionalisation efforts
- Cost identified as major issue, even more so for residential care in 2021
- Quality is perceived as less of an issue, but still significant

Impact of informal caregiving

Share of respondents in the EU who perceive pressure to provide informal care in 2021 (by gender)

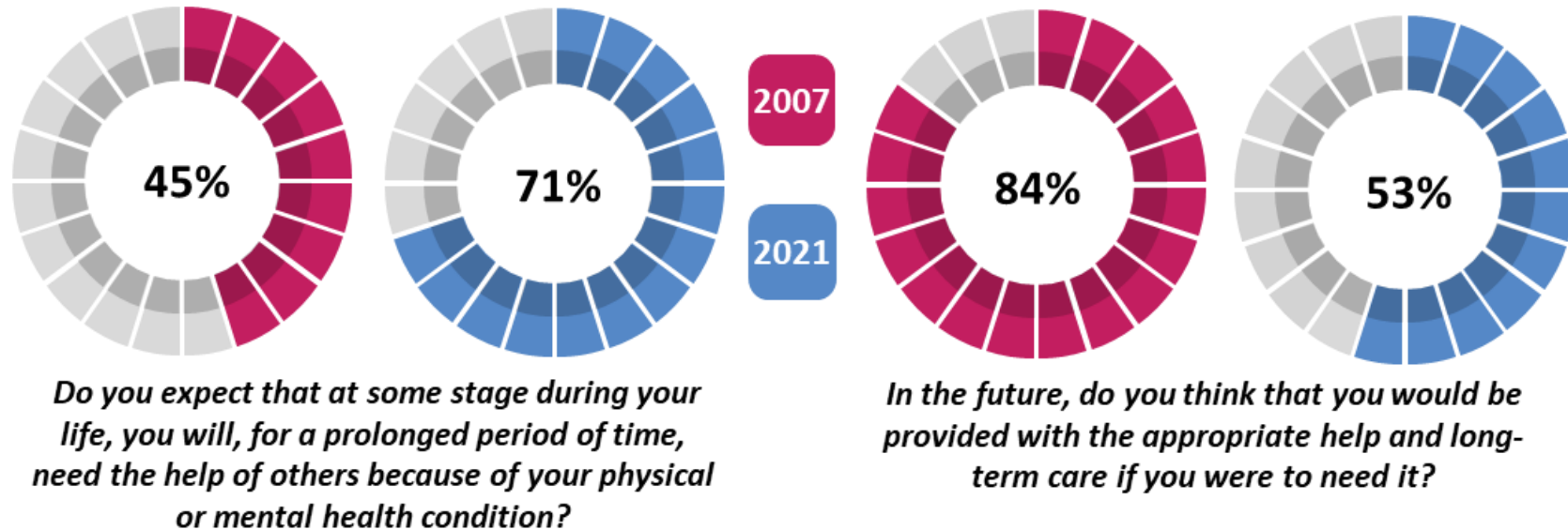


Share of respondents in the EU who experienced negatives impacts on their career due to informal care in 2021 (by gender)



- Larger proportion of informal carers reported (50% vs. 33% in 2007), likely bias of sample
- Large proportion of individuals that feel obligated to provide care
- Negative impact on career
- Highly-gendered impact

Trust in care systems



- Increased expectation of needing care at some point
- Diminished expectation that individuals will receive the appropriate care needed

Lessons learnt

- We strengthened our abilities to implement, work with and analyse online-surveys
 - Assessing inequalities to recommend remedies and mitigating measures
- Theory of Change methodology helps to involve relevant stakeholders and to create commitment
- Long-term care is now on the agenda of the EU and the Commission
 - Opportunities for further research and consultancy ahead?
- Cooperation with Ministries and NGOs is as important as networking with research colleagues

The future of the Health & Care Team's Work

Contributing to the European Care Strategy

- Design of surveys, data collection, data analysis
- Multi-stakeholder participatory approaches to develop LTC systems
- Pilot projects implementing social innovations
- Evaluation of social innovation
- Comparative research in the UNECE Region



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