

TROCK

TRAINing and recognition of informal Carers sKills



INFORMAL CAREGIVING AND LEARNING OPPORTUNITIES: AN OVERVIEW OF EU COUNTRIES

Baseline Study, Published in March 2016

Questions addressed

- What support services and learning opportunities are available for informal caregivers? Who provides them?
- What are the gaps between the services needed and the services provided?
- What are the needs of informal caregivers in terms of training?



The methodology

Various information sources

- A literature review
- An online survey answered by organisations active in the field – support to carers, research and education related to care and caring (n=36)
- A series of interviews (individuals or groups) (n=30)
- A review of policy publications at EU level
- A review of the CORDIS EU project database
- Feedback from the focus groups in the pilot countries

In total: 58 consulted experts, 26 publications collected, 8 initiatives and 10 EU projects explored, more detailed presentation on 3 pilot countries (December 2015 - March 2016)

Scope of the study

The study is **not** an exhaustive review of existing policies, support services and learning opportunities in the EU.

Nevertheless, the study gives:

- A good insight of the situation at EU, national, and local level;
- A review of available comparative sources of information and analysis;
- A focus on the needs and preferences of carers, confronted with the point of view of other stakeholders;
- A selection of inspiring practices;
- A review of past and ongoing relevant European projects;
- A overview of the success factors as well as challenges to be addressed.

Support services for informal carers: Main conclusions

- A lack of comparative study at European level: still little is known about the availability of carers support in Europe.
- Policies to support informal carers unevenly implemented – most often at an early stage of development.
- Globally, the relevance and availability of support are poorly regarded (Eurocarers survey).



Assessment of support services by respondents to Eurocarers survey:

- Relevance and availability of support offered to informal carers: 5/10 on average
- Differences across countries (1 for Bulgaria, Slovakia) to 7 (UK, Ireland,...) as well as within countries.
- Widely shared opinions among carers' organisations:

'Support remains way lower than the actual needs of informal carers.'

'Level of recognition of informal care far from satisfactory.'

“We are viewed as free workforce – and this increasingly happens as public spending is cut (...) less commonly as a knowledge resource, and (...) even less as a group with its own needs and difficulties.”

What type of support is available?

Most commonly: financial support, flexible working arrangements, information, advice and guidance counselling/emotional support, quality care services, specific support in relation to informal dementia care.... (raised by more than 20 resp.)

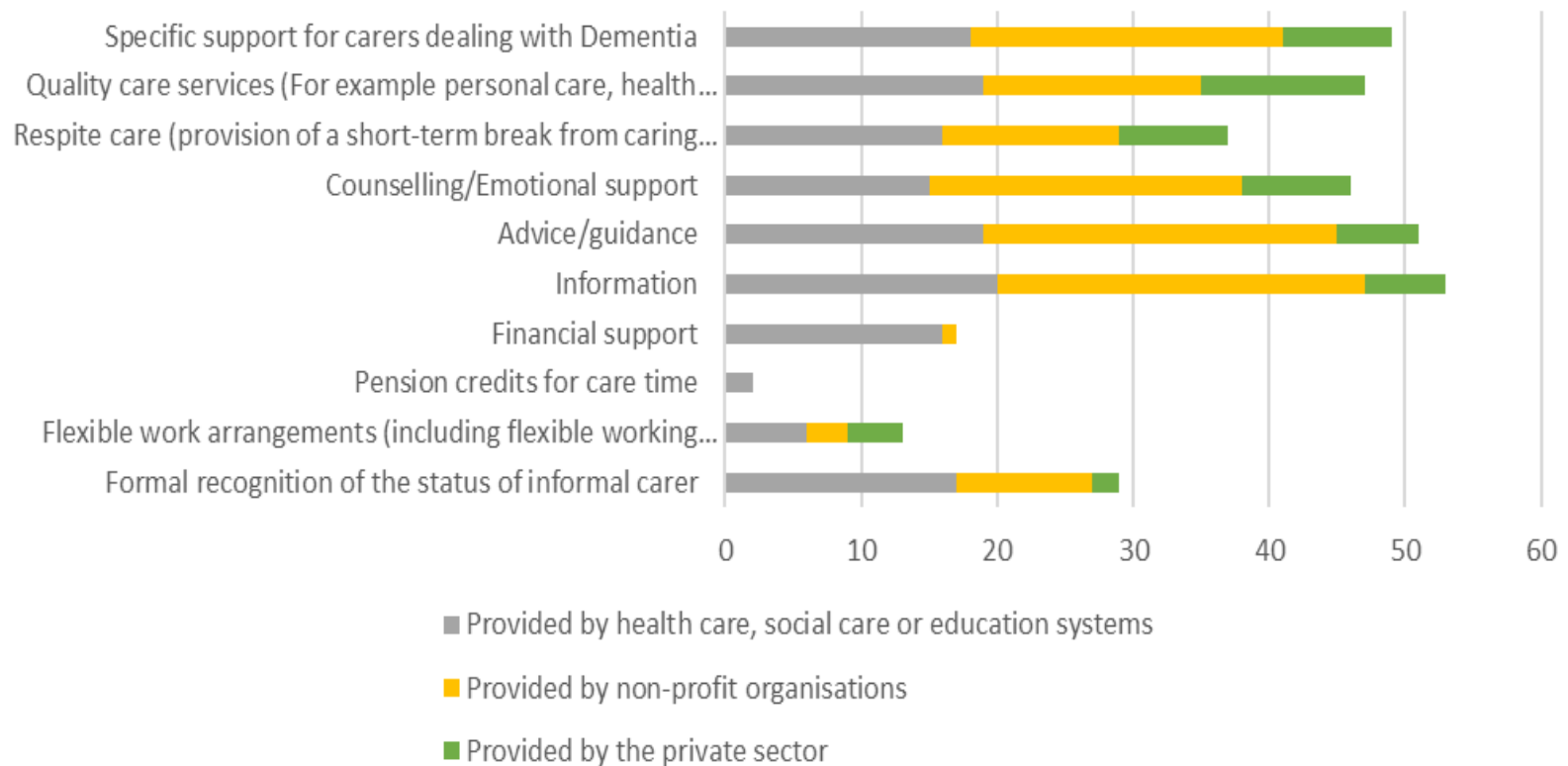
BUT

- Impact of austerity measures;
- Services unevenly provided within countries;
- Accessibility issue in rural areas.

“Some counties/areas have very long waiting lists and only basic support available, and other have a very high level of service and support, particular if you combine what is available from the State and what is provided by NGOs...”

The key role of CSOs in the provision of services

Who provides the support available? N= 36



The role of CSOs in the provision of services (2)

- The wide majority of carers' organisation provide services;
- Key role played in reaching out to carers, and engaging them in the design and implementation of support initiatives;
- Good practices build on strong cooperation between the health and social sector, voluntary sector, private sector and local authorities.

Learning opportunities: main conclusions



A - State of play

B - What works ?

C - Challenges

D - Beyond the TRACK project

A – State of play

- Lack of satisfaction of carers: a common feature;
- Too little comparative data and research, at a time when initiatives are developed across Europe;
- Too few training initiatives benefit from a formal evaluation;

A – State of play (2)

- Major role of Civil Society Organisations, together with local authorities and private sector;
- Added value of training widely acknowledged, but opportunities remain insufficient;
- Multiplicity of obstacles: organisation, lack of time, and stigma;
- Focus on specific skills: transversal care competences (including communication, forward planning and decision making), specific competences, managing one's health as a carer.

A- State of play (3)

A multiplicity of initiatives are being developed.

Among them, 4 types of training can be identified:

- Professional training also open to informal carers,
- Training developed in the health sector,
- Training developed by CSOs in continuity with information role, open to all,
- More intense training developed by CSOs targeting specific groups, with a view to improve their situation on the labour market.

B- What works?

- Personalised training (depending on carer's profile and stage of the 'caring journey');
- Co-design, participative approach;
- Training embedded in a package of supporting services;
- Pedagogical approaches adapted to the audience;
- Combination of online and face to face;
- Enshrining training in an Human Rights approach...

C- Challenges

- What is the role of the carer? The possibility of choice.
- Building on cooperation between health sector, CSOs, local authorities...
- Variety of needs among informal carers: how to define the primarily targeted audience?
- How to ensure sustainability of training programmes?
- How to combine recognition/certification with taking into account the need for flexibility and individual pathways.

D- Beyond TRACK

Towards a society which efficiently supports carers, notably through training, much more will have to be done in the areas of:

- Data collection and analysis;
- Transversal knowledge building;
- Awareness raising;
- Legal framework and funding.

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Thank you



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