

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



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# The InCARE project

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## OBJECTIVES



- To **empower local communities**, care users and their families to **contribute to and shape the development of LTC services**, ensuring that the social innovations promoted reflect their goals and support needs
- To implement **(pilot) innovative community-based LTC services** that are co-designed and run in partnership by relevant local stakeholders (local ownership)
- To capacitate national and local multi-stakeholder groups for adapting and adopting socially innovative community-based LTC service, developing a **clear vision and plan for the sustainable development** of the LTC system (Theory of Change) and promoting coherent national policies on LTC (supportive multi-level governance)
- To support **inclusive and effective policy processes** and facilitate the development and adoption of comprehensive national LTC strategies and reforms (including a pathway for scale-up and sustainability of social innovation)
- To strengthen local capacity to generate and use a strong **evidence base to inform policy and LTC service design** and to facilitate **mutual support and transnational learning communities**



# PROJECT COMPONENTS

Informal care as an important part of LTC

## Multi-stakeholder participatory processes:

- Theory of change process to adapt social innovations to the local context for pilot projects

## Transnational learning communities:

- Online trainings
- Study visit in the Netherlands

## Pilot projects:

- Austria: Integrated provider network for delivery of community-based long-term care in Styria
- Spain: Support for family caregivers of people with dementia within an integrated service approach
- North Macedonia: Integration of an Emergency button Service within a home-care service package

## Evidence base for development of LTC policy and services:

- **Online survey** on attitudes, experiences and expectations regarding LTC
- Country-specific **situational analyses, country-specific SWOT analyses**
- Development of country-specific **roadmaps with recommendations** based on **simulation models** of future LTC costs



# RESULTS

Theory of change processes can be very useful in bringing various stakeholders on board in LTC development (we could also adapt these to the Covid-19 prevention measures) and there has been great interest from others in learning from our experiences



We were successful in establishing transnational learning communities within the project through online and in-person activities



## Pilot projects:

- **Austria:** impulses for stronger integration of provider networks; review of consultation process; review of financing and coordination to improve access to care for vulnerable older people; improved support for informal carers; input in policy processes;
- **Spain:** Review of access criteria; tailored inputs for informal carers; case management training for psychologists; mapping of services; coordination with social services;
- **North Macedonia:** Training of caregivers; provision of emergency button service;

## Evidence base for development of LTC policy and services:

The online InCARE survey has shown

- the preference of an increased role of the state in organising/providing/financing LTC
- declining trust in care systems and
- increasing reliance on informal carers despite also negative effects on health and wellbeing



# INFORMAL CARERS IN THE INCARE PILOT PROJECTS

## Austria:

- Involvement in pilot design and project dissemination
- Train-the-trainer modules for better support of informal carers by formal carers

### The InCARE pilot includes:

- five in-person and online modules to improve support for informal carers (conversations with informal carers, relief & resilience, practical information, prevention of violence), recognized as professional training
- additional impulses to improve integrated care

## Spain:

- Involvement in pilot design
- Better support for informal carers of people with dementia

### The InCARE pilot includes for informal carers:

- better access to psychological support groups (review of access criteria to SENDIAN)
- improved accompaniment in psychological support groups (extra training for psychologists based on needs of informal carers)
- support through better case management and coordination across services

## North Macedonia:

- Involvement in pilot design
- Training course for informal carers and possible future volunteering as first responders

### Through the InCARE pilot project:

- informal carers can participate in a course free of charge and receive a state-recognized certificate as caregiver after an examination
- volunteers can act as first responders for emergency button service in their vicinity through an app (beyond the project, but app for communication is ready)



You can access more information  
about the InCARE project at  
<https://incare.euro.centre.org/>



# Thank you



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