

How Carers Access Support

Background to this survey

Following from the Eurocarers AGM in Berlin earlier this year where discussion began about carer access to support

This is also an important theme of the EU Care Strategy and how that can be transposed across Europe

This workshop is based on two pieces of work

- 1) A small survey of ERWG members in November 2023, who are here today – to act as a tin opener to wider exploration of this topic
- 2) A 2023 project reviewing eligibility criteria (for **existing** social care services) in Scotland – to identify any useful learning

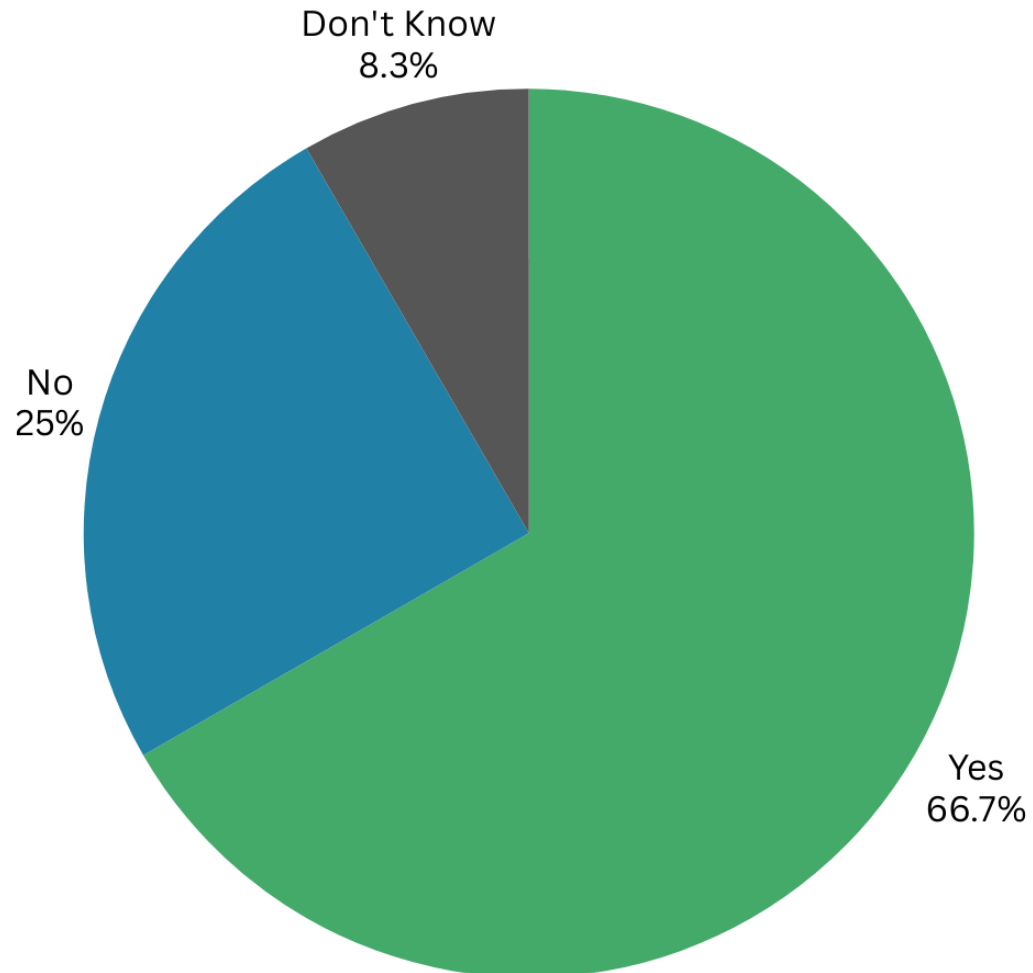
Contribute to discussion on research priorities & provide wider evidence to consider in Scotland

How Carers Access Support

Countries we heard from

Finland (2)	Austria
Sweden	Greece
Slovakia	Italy (2)
Spain	Scotland
Norway	Germany

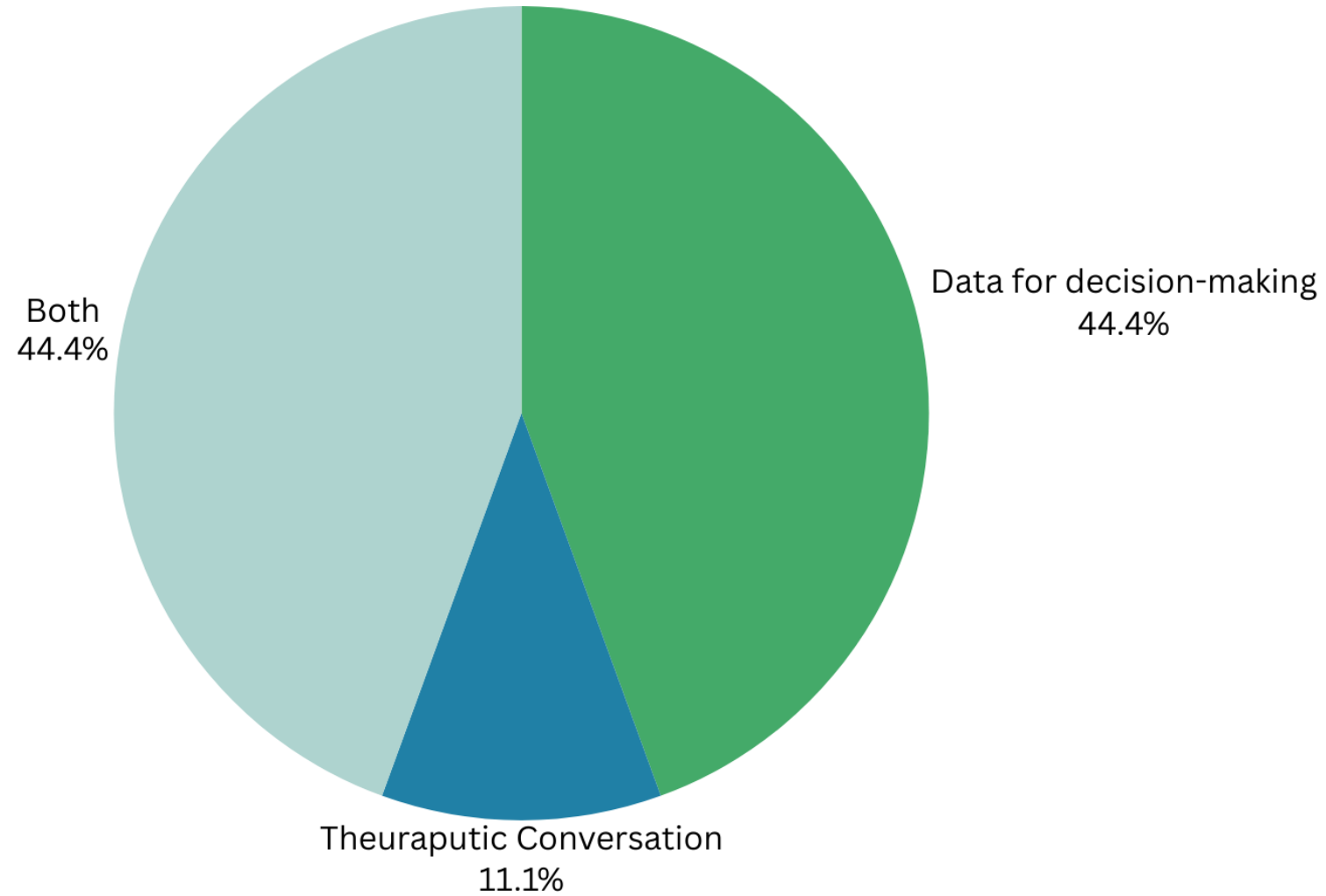
Before accessing support, do carers have a needs assessment and/or a support plan developed?



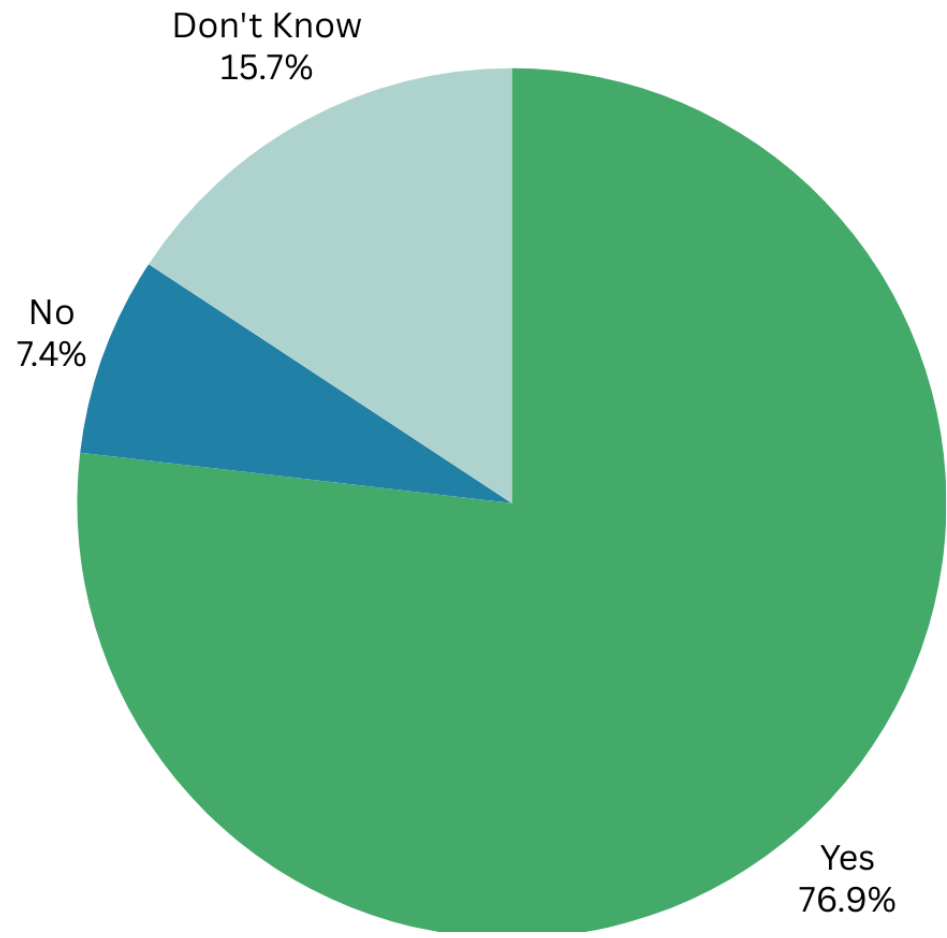
Assessments are patchy or not routinely carried out

It forms part of the assessment for the cared-for person the carer's own needs are not sufficiently taken into consideration.

If you have carer assessment/support planning, is this viewed mainly



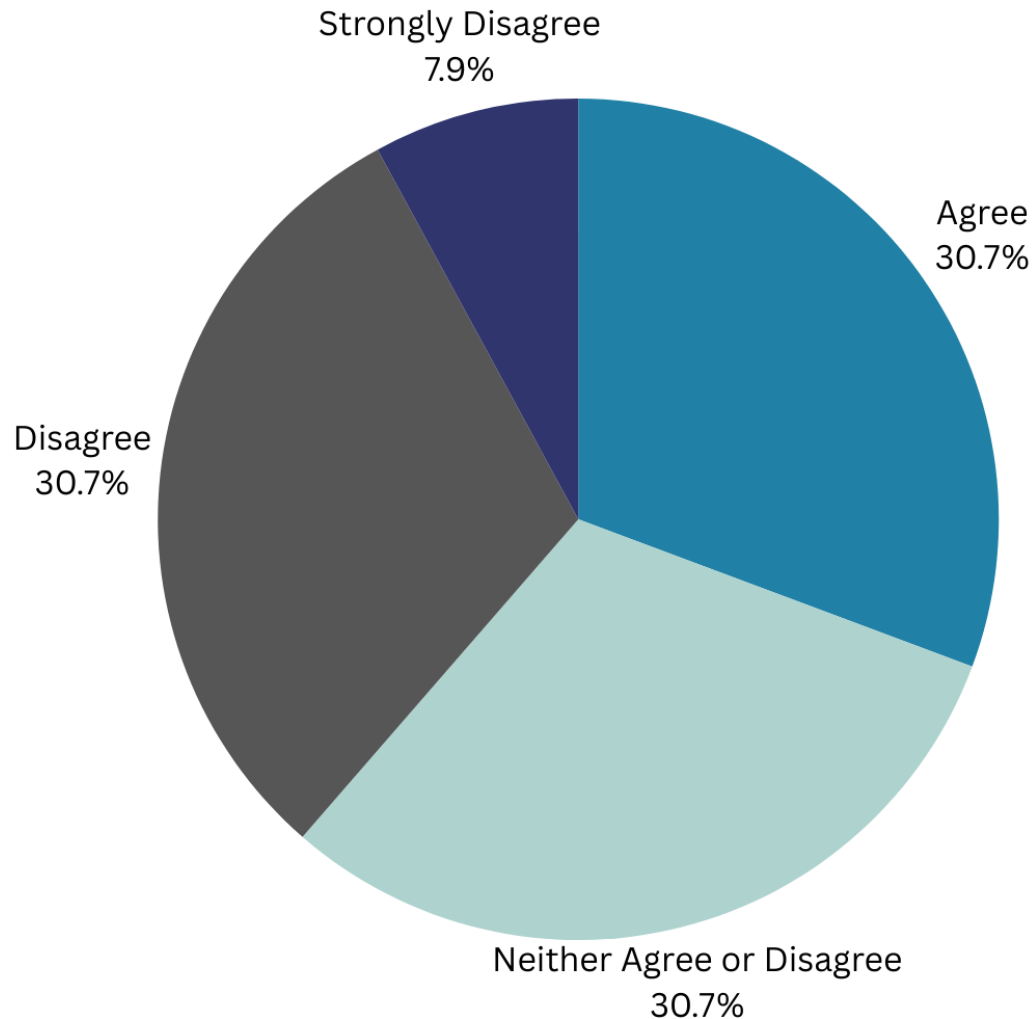
When practitioners want to access support for carers, do they have to emphasise the negative aspects of the caring situation, to 'make the case' for support?



How are decisions made about allocating resources/services to carers and who makes those decisions?

- Decisions are made by a practitioner (Social worker, LTC Representative, welfare service) (7)
- The carer must apply and meet the conditions set out in legislation (2)
- Carers can access a range of services without an assessment (2)
- Respite requires an assessment and decisions are based on local criteria (2)
- The carers can choose their support but this is hampered by resources (1)
- Carers tend to look for help on their own (1)

Do you believe the process for carers accessing support in your country is fair, consistent and transparent?



It surely is not perfect, but the rules are rather clear. The amount of support is often inadequate - but it is inadequate for all

The possibility to access support services is strongly influenced by the place the carers live in.

Those who know the system and are more able to advocate for themselves are the ones who receive a service

What works well?

- Support provided by third sector / NGOs, including therapeutic and peer support (4)
- Carers under Personal Assistance Act receive substantial pay and enjoy all the benefits of the employed person. (1)
- Professionals are more aware of carers needs (1)
- "One door in" for applying for help. Both services and payment for carers available (1)
- Legislation guaranteeing support (1)
- A good mix of services (1)

What doesn't work well?

- Lack of information and knowledge of what is available (5)
- Lack of resources and choice (5)
- Complex and bureaucratic systems (3)
- Majority of carers aren't eligible for support (3)
- Workforce issues impacting on services, including workforce shortages and lack of specialism (2)
- Not enough involvement of carers in decision making (1)
- Carers have to pay for services (1)

Is there anything else you want to tell us?

“It is important to change the foundations of laws, culture, tradition and stereotypical roles in care, starting with information, awareness, and creation of policies for real change.”