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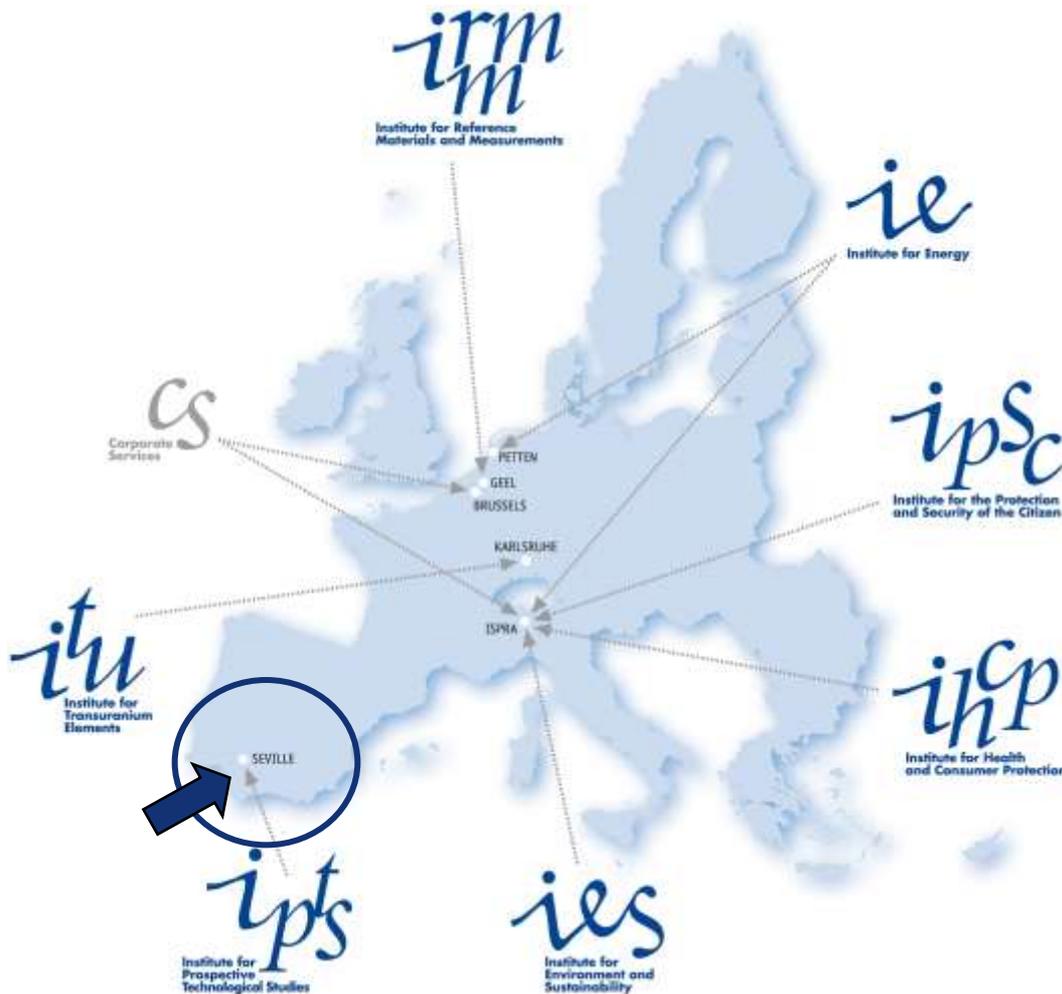
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*Serving society
Stimulating innovation
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IPTS: Part of Joint Research Centre of the EC: 7 Research Institutes across Europe

Mission: “to provide **customer-driven support** to the EU **policy-making process** by developing science-based responses to policy challenges that have both a socio-economic as well as a scientific/technological dimension”





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Evidence-based policy recommendations for ICT- enabled services for informal carers

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The European Commission's Research-Based Policy Support Organisation



Relevance of the research

Informal carers:

- Assumes today between the 50 to the 90% of LTC.
- Little recognition of their role.
- Poor awareness of their needs and access to formal services.
- ICT as a more effective enabler of social support and coping strategies.
- DAE and EIPAHA support the need of empowerment and inclusion of informal carers through the identification and deployment of ICTs.

IPTS research on ICT for domiciliary care

Exploratory research on ICT for carers (2008-09)

- 1) What **ICT** applications / tools are used to support **informal caregivers** of older people?
- 2) **Opportunities** and **barriers** for ICT use?
- 3) Potential **policy options**?

*Focus on informal caregivers in general, and in particular for **migrants***

Potential of ICT for informal care: need of more evidence-based data on impact, scalability and business models

CARICT (2011)

- 1) how ICT can support the creation of a sufficient number of **available** (motivated) and **skilled informal caregivers** and family employed care workers?
- 2) how technology-enabled services can allow above caregivers to:
 - **better engage** with care recipient,
 - improve their **quality of life** and
 - improve **quality and efficiency of care**?

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**Research team:
IPTS and
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Research Methodology

Research methods:

- 1) Mapping of initiatives in 12 MS through a literature review
- 2) Development of an Multi-Level Impact Assessment Methodology (QT, QL)
- 3) Cross- analysis of innovation processes and impact through interviews with initiative coordinators and documents analysis
- 4) Expert (June 2011) and policy (Nov 2011) validation workshops with **42** experts

EVALUATION OF:

Cross analysis of impact, success factors, drivers and challenges

European Center for Social Welfare policy and Research + 4 National research organisations: *CIRCLE (UK), INRCA (IT), Institute of Sociology of Academy of Sciences (HU), Swedish National Family Care Competence Centre, and Eurocarers*

Geographical coverage

Beyond pilot status

Types of ICT:

Independent living,
Information and learning,
Personal support and social
integration for carers, and
care coordination

Main findings



1.- A first analysis of 52 ICT based initiatives for informal care pointed there exists a **WIDE RANGE** of **BENEFICIAL** and **NOT VERY COSTLY** (30%) **ICT-based services** for carers across Europe.



Independent living: sensors, alarms, gps etc systems for the older dependent, e.g. Telecare Scotland (UK), SOPHIA (DE).

Information and learning: websites with information on carer tasks, help line (Carers UK) and e-learning platforms for training and certification (CAMPUS – IT-).

Personal support and social integration: software for videoconference, like Skypecare (HU).

Care coordination: websites to coordinate services, like Sharecare (NL)

2.- ICT – based services provide benefits for health and life of informal carers and for the welfare system

For informal carers

- Better quality of life of informal carers: balance work and care, more social life and better health.
- Better quality of the care provided, with more skills and competences.
- Empowerment to provide care.
- Better e-skills.

For elderly people

- Better quality of life for older people: better and more care.
- Better e-skills

For welfare system

- Savings: reduction in use of services
- Reduction of labour costs.
- Increase of the employability



3.- Key success factors ensure the development, implementation and transfer of these technological services:

- Involve end-users + digital and care competences.
- Integrate informal care in the formal system: carers as responsible of LTC.
- The cooperation among stakeholders, with the engagement of non-profit organisations.
- New value chains of care.
- Use existing digital inclusion and technological infrastructures.
- Policy frameworks from different functions and at different levels.
- Policy role for transfer.



4.- ...but challenges still exist to deploy and transfer these services:

- Deploy small scale running initiatives.
- Related with technology: useful to provide LTC?, digital competences, new forms of organisations.
- Informal carers to be recognised as co-providers of care and in need of care.
- Scientific evidence on positive impact and cost-efficiency.
- Business model.



5.- Policy leadership to face these challenges that combine existing support and funding programmes

- Cooperation among stakeholders: formal-informal sector and third sector and volunteers as a new value chain for care.
- Ensure involvement of end – users, through continuous support of R&D and innovation.
- Raise awareness opportunity of ICT for informal carers.
- Support the exchange of good practices.
- Support European market of ICTs for informal carers
- Promote digital inclusion policies.
- Fund publicly initiatives.

Conclusions



- 1.- Social innovation for informal care is taking place. Existence of running and successful initiatives of ICT based initiatives for domiciliary care across Europe.
- 2.- Impact on the quality of life, of care and sustainability of the systems.
- 3.- Challenges still exist, but **policy can promote success:**
 - funding,
 - regulation means,
 - promote stronger cooperation mainly of informal carers and third sector, empowering new intermediaries and
 - creating a new value chain for care.



- *Long term care challenges in an Ageing Society: The role of ICT and Migrants – Results from a study on England, Germany, Italy and Spain (2010), **integrates the results of the following reports:***
- ***The potential of ICT in supporting Domiciliary Care in England (2010)***
- ***The potential of ICT in supporting Domiciliary Care in Germany (2010)***
- ***The potential of ICT in supporting Domiciliary Care in Spain (2010)***
- ***The potential of ICT in supporting in supporting Immigrant Care Workers in Domiciliary Care in Italy (2010)***
- *CARICT: Analysis and Mapping of 52 ICT-based initiatives for caregivers, Deliverable 2.3 (2011)*
- *CARICT: Final report containing case-by-case detailed description and analysis of selected 12 Good practices (2012)*
- ***Forthcoming Final Policy Report (3Q2012)***

<http://is.jrc.ec.europa.eu/pages/EAP/eInclusion.html>



Thank you very much for your attention!

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