Local Care Ecosystems Scaling Hub

Organisation(s):	Basque Government
Country:	Spain
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Theme:	
☐ Ageing & Care ☐ Asylum & Migration ☐ Young People ☐ Support for Children & Families ☒ Community Care ☐ Co-Production ☒ Disability ☐ Housing & Homelessness ☐ Artificial Intelligence ☐ Digitalisation ☐ Integrated Care & Support ☐ Quality Care	☐ Labour Market Inclusion ☐ Social Inclusion ☐ Technology ☒ Workforce and Leadership ☐ Social benefits ☐ EU Funding ☐ Social Service's Resilience ☐ Mental Health ☒ Person-centred Care ☐ Other, please specify:

Principles of the European Pillar of Social Rights: *Check the 20 principles here.*		
	☐ 1. Education, training, life-long learning ☐ 2. Gender equality ☐ 3. Equal opportunities ☐ 4. Active support to employment ☐ 5. Secure and adaptable employment ☐ 6. Fair Wages ☐ 7. Transparent employment conditions ☐ 8. Social dialogue ☐ 9. Work-life balance ☐ 10. Healthy, safe work environment	☐ 11. Childcare and child support ☐ 12. Social protection ☐ 13. Unemployment benefits ☐ 14. Minimum income ☐ 15. Old age income and pensions ☐ 16. Health care ☒ 17. Inclusion of people with disabilities ☒ 18. Long-term care ☐ 19. Housing and assistance to homeless ☐ 20. Access to essential services

Current status of the practice:	☐ Concept and Design Phase ☐ Execution & Monitoring Phase ☒ Consolidation Phase ☐ Scaling Up and Transformation Phase ☐ Other (please specify)

Context/ Social issues addressed *Please explain the problem you attempt to solve.*	Local care ecosystems constitute a social and socio-sanitary policy strategy aimed at innovation and improving the quality of care and quality of life of people (mostly older people, at the moment, including those with disabilities) in situations of fragility, disability and dependency who reside in their homes.

	The Scaling Hub structures the processes of coordination, promotion of innovation and scaling-up innovations, and development of inclusive monitoring and evaluation of the quality of care and quality of life.
Objectives: *Please provide **a maximum of three** objectives in bullet points.*	Local care ecosystems address three problems: 1. The weak socio-sanitary coordination between health services, social services and community care services, 2. The need to promote innovation in the model of institutional care and social care at home, 3. The weak existence of models for monitoring and evaluating the impact on the quality of institutional and social care and quality of life of fragile and dependent people residing in their homes.
Activities: *Please summarise the activities put in place to achieve the objectives (maximum 200 words).*	The Scaling Hub of local care ecosystems develops four key practices: **(A) Promoting institutional and social governance for social care.** The project facilitates the overcoming of existing boundaries in governance between health services, social services, and social care community services thanks to the design of care itineraries according to a diagnosis of frailty, disability and dependence, and guarantees the rights of disability and/or dependent people, offering personalized care management. **(B) Monitoring of funded projects for the promotion of local care ecosystems**. The Government of Gipuzkoa (one of the three "provinces" of the Basque Autonomous Community) and the Basque Government finance projects that promote social and technological innovation to improve the social care model and conduct empirical testing of tools for personalizing social care. The Scaling Hub monitors these projects and evaluates their impact. **(C) Systematize innovations in care models.** The Scaling Hub systematizes the innovations generated by the projects and manages the scaling-up innovation network between different municipalities based on transfer seminars and guides on care innovation and good practices. **(D) Results and impact** **- 18 Projects funded and evaluated.** **- 40 institutions and organizations**: Municipalities (14 municipalities), Third Social Sector Organizations (15 organizations); Companies (7 enterprises); Universities (2 universities), Technology Centres (2 centres). **- 28 Social workers and 10 policymakers** related to social care and governance of ecosystems (from municipalities). **- 35 professionals and researchers.** **- 871 persons** (630 fragile and dependent people and 241 family caregivers).

Evaluation of practice: *Please explain how you evaluate the practice, and what the results were/are so far*	The monitoring process of projects that promote local care ecosystems is based on the participation of workers and policymakers from both the Basque health and social services systems and third-sector organizations and users/families. The monitoring and evaluation process combines quantitative, qualitative, and participatory methodologies to evaluate local care ecosystems. The model includes four dimensions: **Governance and collaboration**. This evaluation dimension, composed of 12 synthetic indicators, evaluates institutional governance (cooperation between institutions), organizational governance (cooperation between third-sector organizations), experimental governance (cooperation between institutions, organizations, and users/families in innovation processes), social governance (degree of participation of workers, users, and families). **Care Model.** This evaluation dimension consists of 12 synthetic indicators that evaluate the degree of personalization of care, the quality of life of users and the quality of care of services. **Innovation and Experimentation.** This evaluation dimension consists of 6 synthetic indicators that evaluate the degree of execution and innovation of the projects financed for the promotion of ecosystems. **Learning and Transfer.** This evaluation dimension consists of 10 synthetic indicators that evaluate the degree of learning from innovative experiences and the degree of adoption/adaptation of tools and innovations between municipalities.
Links to supporting documents: *e.g. website or report of the practice*	https://www.euskadi.eus/familia/
Comments and tips *i.e. for people willing to use your Practice*	