

InCARE: Community-based Long-Term CARE Services

<u>Organisation(s):</u>	<p>Matia Institute In partnership with: Instituto de Mayores y Servicios Sociales (IMSERSO) and support of the Diputación Foral de Gipuzkoa and Vilans for the pilot.</p> <p>The InCARE consortium is composed of the European Centre for Social Welfare Policy and Research, Chance B Gruppe, Red Cross of the Republic of North Macedonia, London School of Economics Care Policy and Evaluation Centre, Eurocarers, Federal Ministry Republic of Austria, Ministry of Health of the Republic of North Macedonia, Ministry of Labor and Social Policy of North Macedonia, IMSERSO.</p>	
<u>Country:</u>	Austria, Spain, North Macedonia	
<u>Contact:</u>	policy@esn-eu.org	
<u>Theme:</u>	<input checked="" type="checkbox"/> Ageing & Care <input type="checkbox"/> Asylum & Migration <input type="checkbox"/> Young People <input type="checkbox"/> Support for Children & Families <input type="checkbox"/> Community Care <input checked="" type="checkbox"/> Integrated Care & Support <input type="checkbox"/> Co-Production <input type="checkbox"/> Disability <input type="checkbox"/> Housing & Homelessness <input type="checkbox"/> Artificial Intelligence <input type="checkbox"/> Digitalisation <input type="checkbox"/> Quality Care	<input type="checkbox"/> Labour Market Inclusion <input type="checkbox"/> Social Inclusion <input type="checkbox"/> Technology <input checked="" type="checkbox"/> Workforce and Leadership <input type="checkbox"/> Social benefits <input type="checkbox"/> EU Funding <input type="checkbox"/> Social Service's Resilience <input checked="" type="checkbox"/> Mental Health <input checked="" type="checkbox"/> Person-centred Care <input type="checkbox"/> Other, please specify:
<u>Principles of the European Pillar of Social Rights:</u> <i>Check the 20 principles here.</i>	<input type="checkbox"/> 1. Education, training, life-long learning <input type="checkbox"/> 2. Gender equality <input type="checkbox"/> 3. Equal opportunities <input type="checkbox"/> 4. Active support to employment <input type="checkbox"/> 5. Secure and adaptable employment <input type="checkbox"/> 6. Fair Wages <input type="checkbox"/> 7. Transparent employment conditions <input type="checkbox"/> 8. Social dialogue <input type="checkbox"/> 9. Work-life balance <input type="checkbox"/> 10. Healthy, safe work environment	<input type="checkbox"/> 11. Childcare and child support <input type="checkbox"/> 12. Social protection <input type="checkbox"/> 13. Unemployment benefits <input type="checkbox"/> 14. Minimum income <input type="checkbox"/> 15. Old age income and pensions <input checked="" type="checkbox"/> 16. Health care <input type="checkbox"/> 17. Inclusion of people with disabilities <input checked="" type="checkbox"/> 18. Long-term care <input type="checkbox"/> 19. Housing and assistance to homeless <input type="checkbox"/> 20. Access to essential services
<u>Current status of the practice:</u>	<input type="checkbox"/> Concept and Design Phase <input checked="" type="checkbox"/> Execution & Monitoring Phase <input type="checkbox"/> Consolidation Phase <input type="checkbox"/> Scaling Up and Transformation Phase <input type="checkbox"/> Other (please specify)	

<p><u>Context/ Social issues addressed</u> <i>Please explain the problem you attempt to solve.</i></p>	<p>Matia pioneered the change of model of care in Spain in 2010 towards a person-centred care model.</p> <p>The Project "Supporting Inclusive Development of Community-Based Long-Term Care Services through Participatory Multi-Stakeholder Approaches (InCARE)" will provide proof of concept for a road map to inclusive LTC system development, promote multi-stakeholder national and international partnerships and support LTC policy processes and reforms. Based on a psychological support programme (SENDIAN), the Spanish pilot aims to support family caregivers of people with dementia within an integrated and person-centred service approach by:</p> <ul style="list-style-type: none"> • Providing social services with information about the person's needs. • Identifying and mapping the social, health, community, neighbourhood, voluntary, etc. services in the context close to the person. • Supporting the coordination of services. • Facilitating referral procedures to the SENDIAN service. • Accompanying the Social Services team in the management of the case.
<p><u>Objectives:</u> <i>Please provide a maximum of three objectives in bullet points.</i></p>	<ol style="list-style-type: none"> 1. Promote participatory, innovative and integrated approaches to long-term care policy and service development by focusing on aspects that are critical to system sustainability and innovativeness: adaptive multi-stakeholder cooperative processes and evidence-based decision making. 2. To empower local communities, care service users and their families to contribute to and shape the development of care services, ensuring that the social innovations promoted reflect their goals and support needs. 3. Implement (on a pilot basis) innovative community-based long-term care (LTC) services that are co-designed and co-managed in partnership with relevant local stakeholders. 4. Empower national and local multi-stakeholder groups to adapt and socially adopt an innovative community-based LTC service by developing a clear vision and plan for LTC system development (Theory of Change) and promoting coherent national LTC policies.
<p><u>Activities:</u> <i>Please summarise the activities put in place to achieve the objectives (maximum 200 words).</i></p>	<p>InCARE includes <u>two main types of activities</u> built around the structure of a Theory of Change process:</p> <ol style="list-style-type: none"> 1. Formative research tasks in support of policy processes 2. The design, implementation and evaluation of socially innovative long-term care service pilots in 3 European countries: Austria, North Macedonia and Spain. <p>InCARE will provide proof of concept for a road map to inclusive LTC system development, promote multi-stakeholder national and international partnerships, including partners from Belgium and the Netherlands and support LTC policy processes and reforms.</p>

<p><u>Evaluation of practice:</u> Please explain how you evaluate the practice, and what the results were/are so far</p>	<ul style="list-style-type: none"> - Feedback through people’s experiences of services - Feedback from staff and leaders - Feedback from partners, e.g. regulators/inspection agency - Quantitative data collected internally <p>The project is in the evaluation phase and will have results by the end of 2023. The results of the project can be accessed here. Further elaboration will be carried out through papers, conferences and social networks dissemination.</p> <p>The pilot is designed with mixed methods, so it will have feedback through people’s experience qualitatively and impact in terms of personal variables (health, psychological, and social) assessed quantitatively. Furthermore, the pilot receives an evaluation from technical partners regarding procedures and achievements and regarding sustainability and economic prospective scenarios.</p> <p>.</p>
<p><u>Links to supporting documents:</u> e.g. website or report of the practice</p>	<p>https://www.matiainstituto.net/en/proyectos-de-investigacion/proyectos/incare</p> <p>https://incare.euro.centre.org/</p>
<p><u>Comments and tips</u> i.e. for people willing to use your Practice</p>	<ol style="list-style-type: none"> 1. Caring is culturally established, reviled and accepted by the carers themselves as a family act. 2. Looking at the long-term care system for support in the way it is working generates further problems and it perceived as insufficient. 3. Political changes are difficult to foresee and can have effects on the planification, acquisition and generalisation of the social innovation. 4. Social innovation could be more easily accepted when it comes from the administration as internal strategy. 5. There are significant differences between municipalities in the organisation of care provided by the administration. 6. COVID-19 had post-effects on participation and on the restoration of services to their full functionality in the care of older people and disabled people.