

Local Care Ecosystems (LCE) for Quality Living

<u>Organisation(s):</u>	Provincial Council of Gipuzkoa	
<u>Country:</u>	Basque Country, Spain	
<u>Contact:</u>	policy@esn-eu.org	
<u>Theme:</u> Choose at least one option	☒ Ageing & Care ☐ Asylum & Migration ☐ Young People ☐ Support for Children & Families ☒ Community Care ☒ Integrated Care & Support ☐ Co-Production ☐ Disability ☐ Housing & Homelessness ☐ Artificial Intelligence ☐ Digitalisation ☒ Quality Care	☐ Labour Market Inclusion ☐ Social Inclusion ☐ Technology ☐ Workforce and Leadership ☐ Social Benefits ☐ EU Funding ☐ Social Services' Resilience ☐ Mental Health ☒ Person-Centred Care ☒ Research & Use of Evidence ☐ Management & Planning ☐ Other, please specify:
<u>Principles of the European Pillar of Social Rights:</u> <i>Which principles does your practice cover? Check the 20 principles here.</i>	☐ 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
<u>Current status of the practice:</u>	☐ Concept and Design Phase ☐ Testing or pilot phase ☐ Temporary practice that has terminated ☐ Temporary practice that is ongoing and has a termination date ☐ Established and ongoing practice ☒ Scaling Up and Transformation Phase ☐ Other (please specify):	
<u>Summary:</u> <i>Please summarise the practice in maximum 3 sentences. This will be the disclaimer of your</i>	The Local Care Ecosystems of Gipuzkoa bring together social, health and community resources across 30 municipalities to improve the quality of life of older people and their caregivers. Through shared local governance, personalised support, ASCOT (Adult Social Care Outcomes Toolkit). quality-of-life assessments and continuous monitoring, the model addresses ageing, fragmented services and the increasing complexity of long-term care. It shows how locally organised, person- and community-centred care can strengthen autonomy, dignity, social participation and support at home.	

project on our website. Example here.	
<u>Context/ Social issues addressed</u> Please explain the problem you attempt to solve with your practice.	Gipuzkoa is responding to population ageing, increasing care needs and fragmented service delivery by reorganising support around local care ecosystems. Older people, particularly those receiving home care or living with frailty, may experience reduced autonomy, isolation, uncertainty and difficulties navigating services. The practice addresses these challenges by coordinating municipalities, the provincial government, health and social care professionals, community organisations, families and informal caregivers within a shared local governance model focused on quality of life.
<u>Objectives:</u> Please provide a maximum of three objectives in bullet points.	1. Improve the quality of life of older people and caregivers through personalised, coordinated and community-based care. 2. Strengthen local coordination between social services, health care, municipalities and community actors. 3. Use evidence-based monitoring, including ASCOT surveys and local dashboards, to evaluate outcomes and support scaling.
<u>Activities:</u> Please describe the activities put in place to achieve the objectives (maximum 400 words).	The practice implements Local Care Ecosystems in 30 municipalities through a framework that combines personalisation, coordination and community support. Municipalities, the Provincial Council of Gipuzkoa, expert organisations, health and social care professionals, community actors, volunteers, families and informal caregivers work together through multi-level governance structures, including territorial and local engine groups and contrast groups. Activities include personalised assessment and support planning, coordination of homecare and health responses, activation of neighbourhood and community networks, support for family caregivers, housing adaptations and assistive measures, and prevention and early detection of frailty. The Ecosystem Monitor is used to track progress in personalisation, coordination, community engagement and organisational transformation, while ASCOT surveys measure quality-of-life outcomes for home-care beneficiaries. The model follows a social innovation cycle of exploration, experimentation, evaluation, stabilisation and scaling, enabling shared learning between municipalities and adaptation to local needs.
<u>Outcomes:</u> Please explain what the results were/are so far and how you evaluated this (i.e. statistics, a study, or feedback)	The practice has produced measurable improvements in quality of life, service coherence and caregiver support: • Around 2,000 older adults have been assessed using ASCOT, showing greater control over daily life, improved social participation, enhanced feelings of safety, stronger emotional well-being and higher satisfaction with support at home. • Evaluation combines ASCOT quality-of-life surveys, the Ecosystem Monitor, local contrast groups with users, families and professionals, continuous monitoring by Zaintza Scaling Hub (Monitoring, Learning and Scaling Infrastructure for Local Care Ecosystems), municipal dashboards and periodic reviews. • Reported outcomes include reduced fragmentation and duplication of services, more holistic support for frail and complex cases, stronger communication between professionals, activation of neighbourhood networks, increased recognition of informal caregivers and the consolidation of 32 Local Care Ecosystems at different stages of development.

Funding Source	EU Funds: ESF+ ☐ INTERREG ☐ ERDF ☐ ERASMUS ☐ RRF ☐ other ☐ ☐ National Government Funds ☒ Regional Government Funds ☒ Local Government Funds ☐ Private Sponsorship / Public-Private Partnership ☐ Financial contribution of People using Services ☐ Other, please define:
Links to supporting documents: <i>e.g. project website or report of the practice, articles</i>	https://www.zaintzaherrilab.eus/es/
Comments and tips i.e. for people willing to implement your Practice in their service	The main lesson is that scaling integrated, community-based care requires much more than successful pilot projects. It requires a long-term governance strategy, strong political commitment and dedicated infrastructures that support continuous learning, monitoring and improvement. Our experience demonstrates that it is possible to move from a single Local Care Ecosystem in 2021 to 32 ecosystems across 30 municipalities by combining political leadership with a structured scaling strategy. Equally important has been the active involvement of local communities, citizens, care providers, voluntary organisations and municipalities in the co-design and implementation of each ecosystem. Community engagement has been essential to ensure that the model responds to local needs and builds trust among stakeholders. Another key lesson is the importance of building and maintaining political agreements across different levels of governance. Implementing integrated care requires sustained collaboration between regional government, municipalities, health services, social services and community organisations. Establishing shared objectives, clear governance arrangements and mechanisms for joint decision-making is crucial for long-term sustainability. Three cross-cutting support infrastructures have also played a critical role: Territorial Care Labs to foster innovation and pilot new solutions; an interoperable digital platform to enable secure data sharing across health, social care and local authorities; and a Care Scaling Hub to monitor implementation, facilitate peer learning between municipalities and support the replication and scaling of successful innovations. From the outset, we recommend establishing a common monitoring and evaluation framework. In our case, the Adult Social Care Outcomes Toolkit (ASCOT) is being used to assess the impact of the Local Care Ecosystems on people's social care-related quality of life, generating evidence for continuous improvement and informed policy-making. Finally, scaling should be supported by an enabling institutional framework. In Gipuzkoa, the transition from experimentation to large-scale implementation has been accompanied by the development of a regulatory framework that formally defines the governance, operation and evaluation of the Local Care Ecosystems. This legal framework, together with an independent evaluation and monitoring infrastructure, provides the stability, accountability and policy continuity needed to sustain and further expand the model.