

## **Needs for Services Supporting Family Carers from Two Different Views: Family Carers and Service Providers**

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### *Introduction*

In the context of an EU funded project (EUROFAMCARE) a six countries study on the situation of family carers of older people in relation to the existence, familiarity, availability, usage and acceptability of supporting services has been conducted. This presentation focuses on the German results on needs for supporting services from both the perspective of the family carers themselves and the providers.

### *Methods*

Data was collected from around 1,000 family carers in Germany and their dependent elderly family members. The family carers have been interviewed face-to-face at home using a joint family care assessment. Furthermore, the views of service providers involved have been obtained by postal and telephone interviews using semi-structured questions.

### *Results*

The presentation will offer first results on differences between and congruency of the two perspectives on the needs for supporting family carers. These results will be based on different areas of service provision such as permanent residential care, ambulatory medical and social services, counseling and advice, self help groups, training courses and rehabilitation services. Identified gaps and innovative new approaches will be shown.

### *Discussion*

The results are discussed with respect to possibilities of change management in providing support for family carers based on the variety of needs depending on the different situations, e.g. living in rural or urban areas, caring for elderly with different dependencies or diseases. The German results are reflected on the background of first data from the other countries.