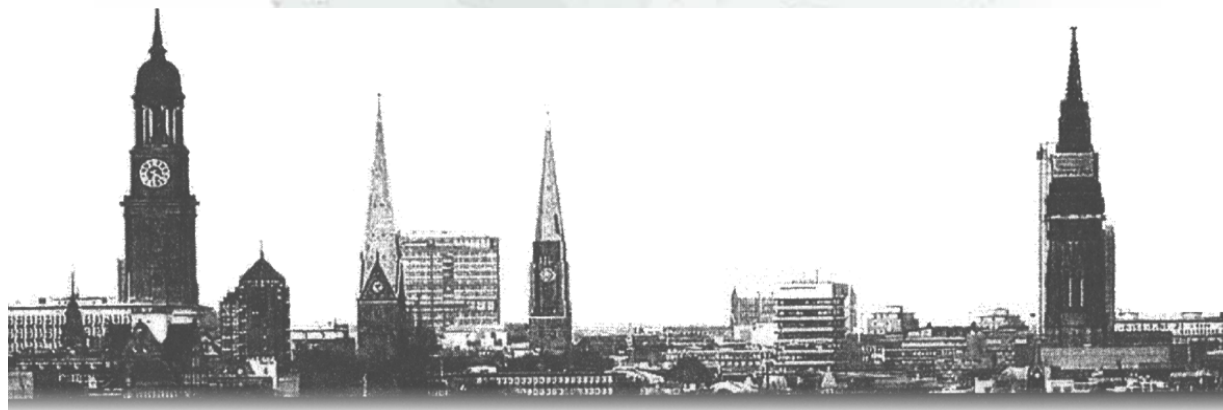


# Welcome to Hamburg!

EUROFAMCARE Final Conference  
Hamburg 18th of November 2005

## Family Care of Older People in Europe





# The 5<sup>th</sup> Framework Programme: Quality of Life and Management of Living Resources

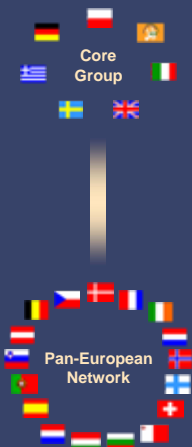
## Services for Supporting Family Carers of Elderly People in Europe:

### Characteristics, Coverage and Usage

# EUR FAM CARE E

## Key Action 6: The Ageing Population and Disabilities 6.5: Health and Social Care Services to older People

This project (Contract: QLK6-CT-2002-02647) is supported by the European Union in the Vth Framework Programme:  
Quality of Life and Management of Living Resources - Key action 6: The Ageing Population and Disabilities  
6.5: Health and Social Care Services to Older People





# EUROFAMCARE

## Consortium

National Advisory Groups

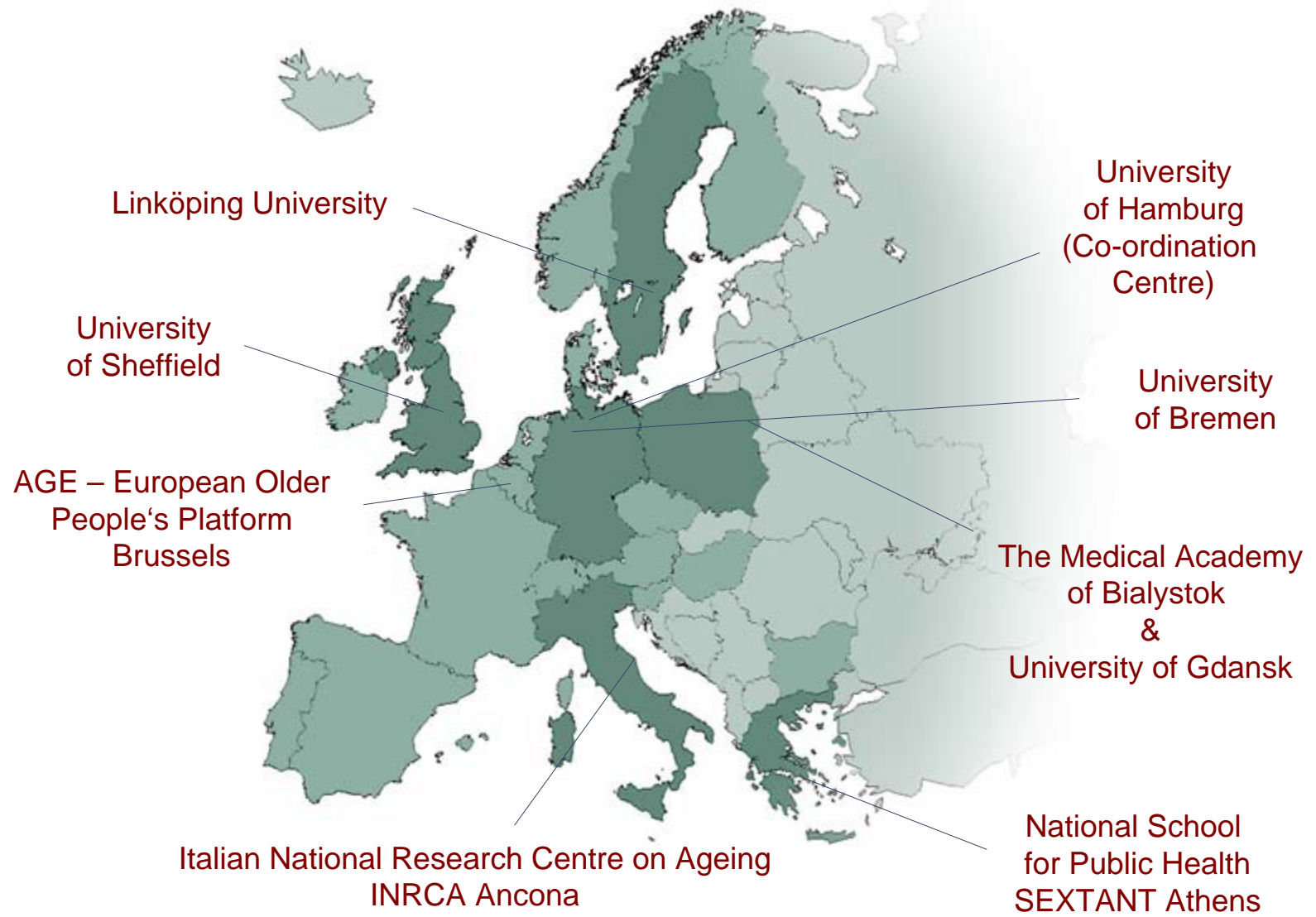


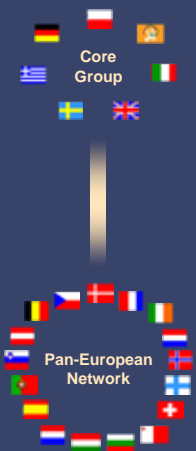
Core Group



Pan-European Network

International Advisory Board





# Services for Family Carers in Europe: Characteristics, Usage, and Acceptability

Giovanni Lamura, Beata Wojszel and  
Barbro Krevers



# Content

- 1 Support services for family carers:
  - 1a. Usage
  - 1c. Carers' experiences in service use
- 2 Service „effectiveness“ (B. Wojszel)
- 3 Support and service characteristics: the opinion of family carers and service providers (B. Krevers)







# Methodology (2/2): EU-categories of services used by FC

<b>1. Specific support services for family carers</b>	<b>Information</b> (about disease, caring, available services and benefits, help lines, internet services)
	<b>Socio-psychological support</b> (counselling, social work, support or self help groups etc.)
	<b>Respite care</b> (including supervision of elder)
	<b>Training for caring</b>
	<b>Assessment of caring situation</b>
	<b>Other specific services</b> for carers
<b>2. Generic services used by family carers</b>	<b>General Practitioner (GP)</b>
	<b>Specialist doctor</b>
	<b>General hospital</b>
	<b>Other generic services</b> used by carers

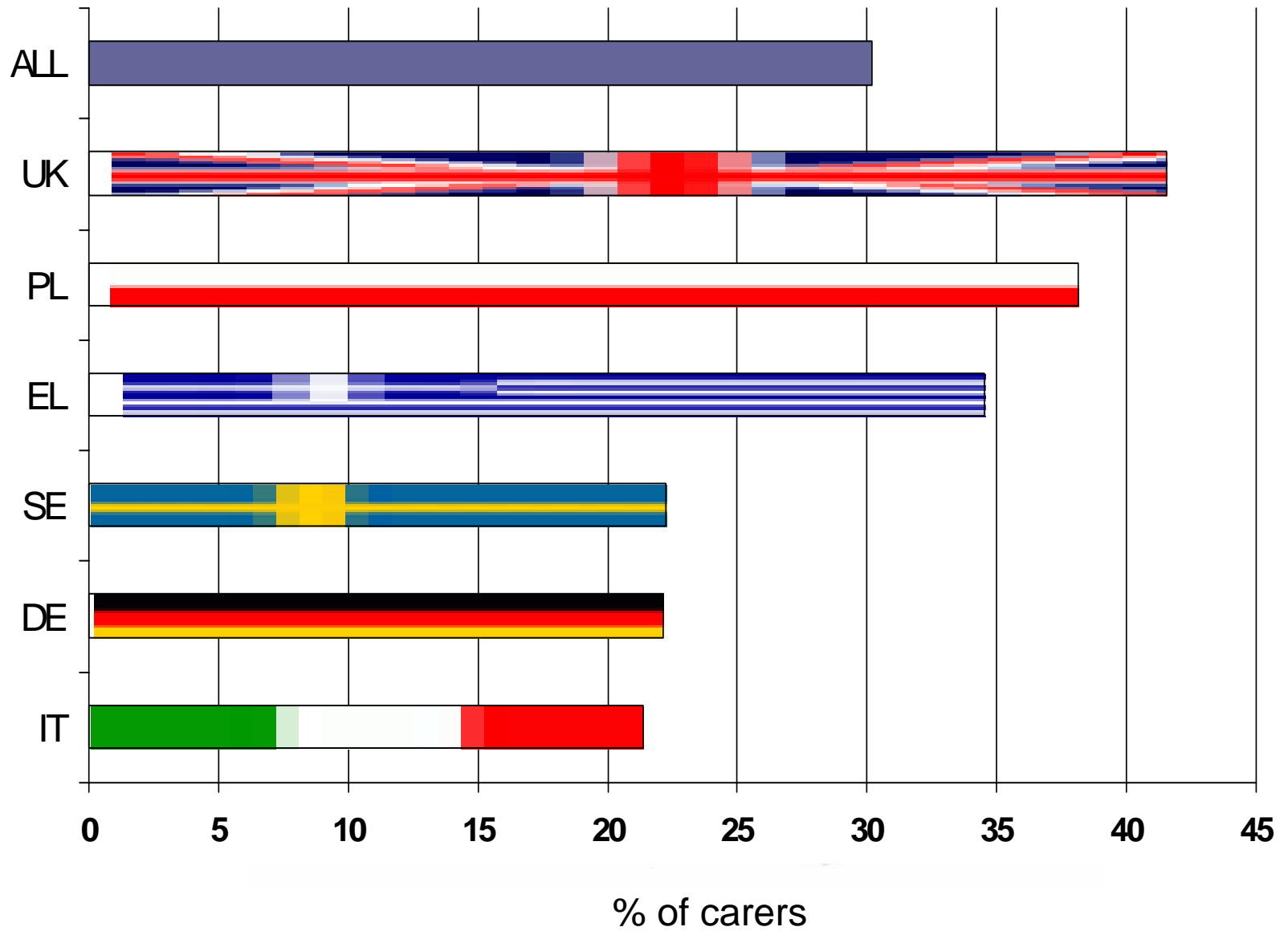


# **1a. Support services for family carers: Usage**



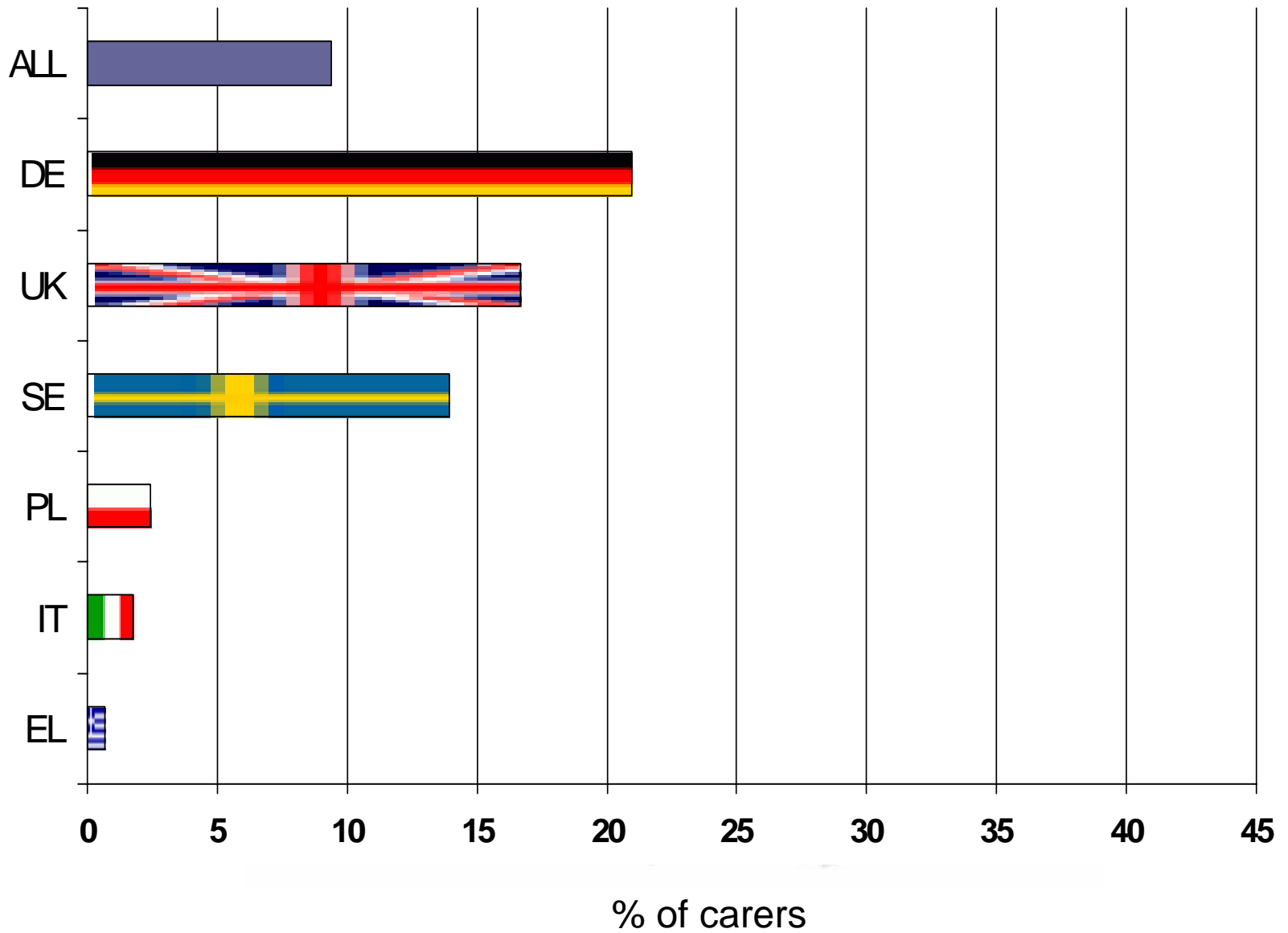


## Services used (at least one) by country



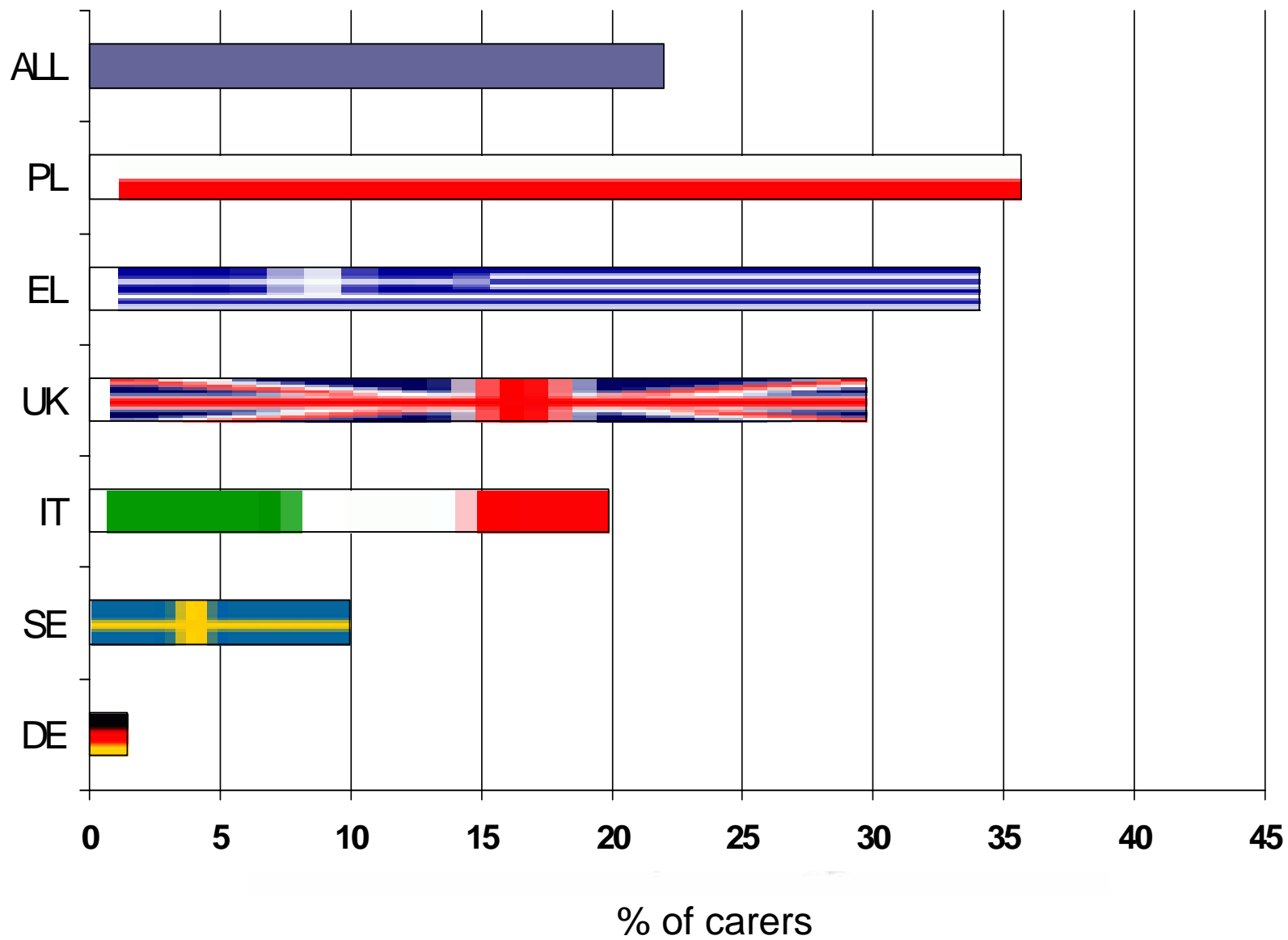


# Specific support services (at least one) used by country



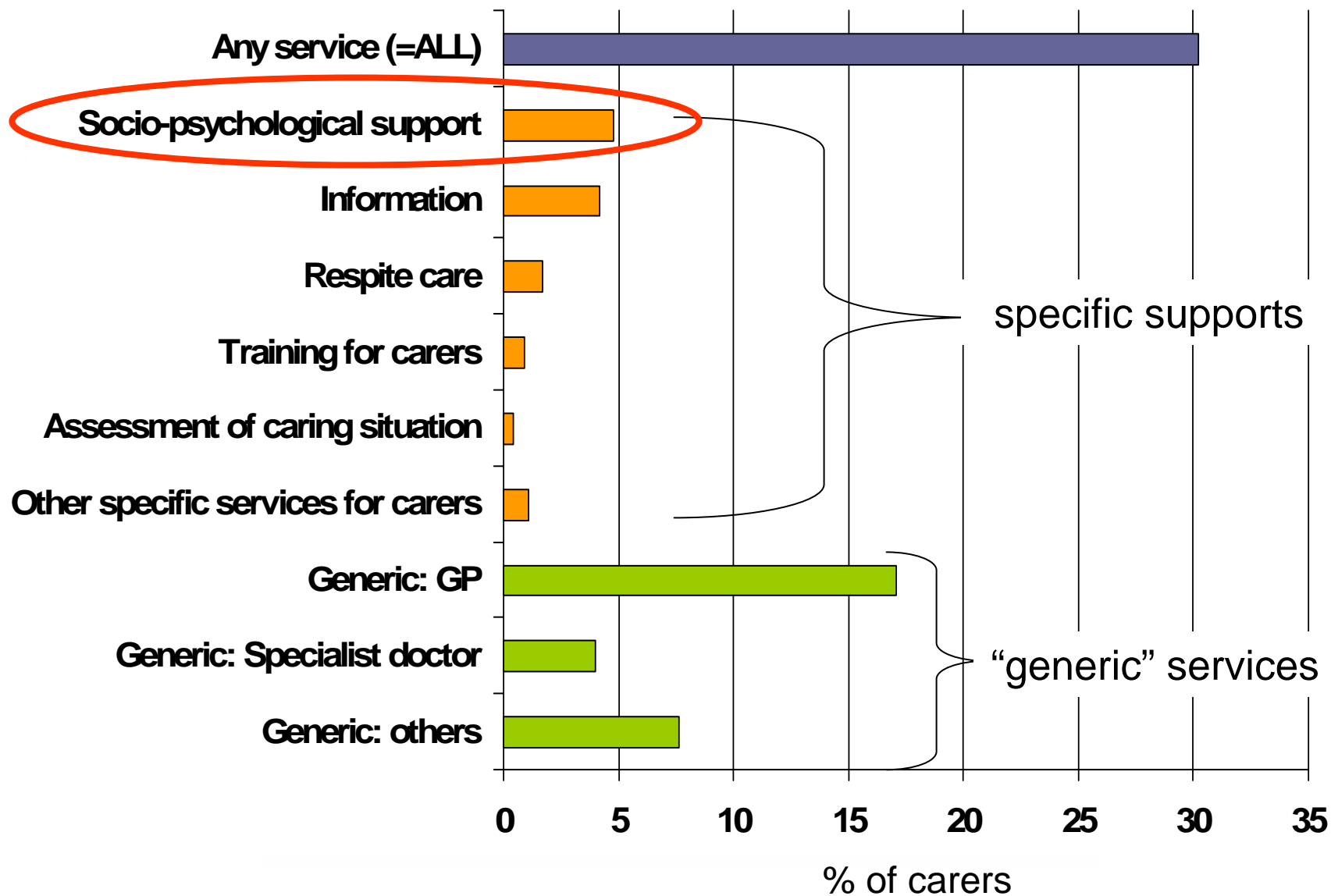


# Generic care services (at least one) used by country



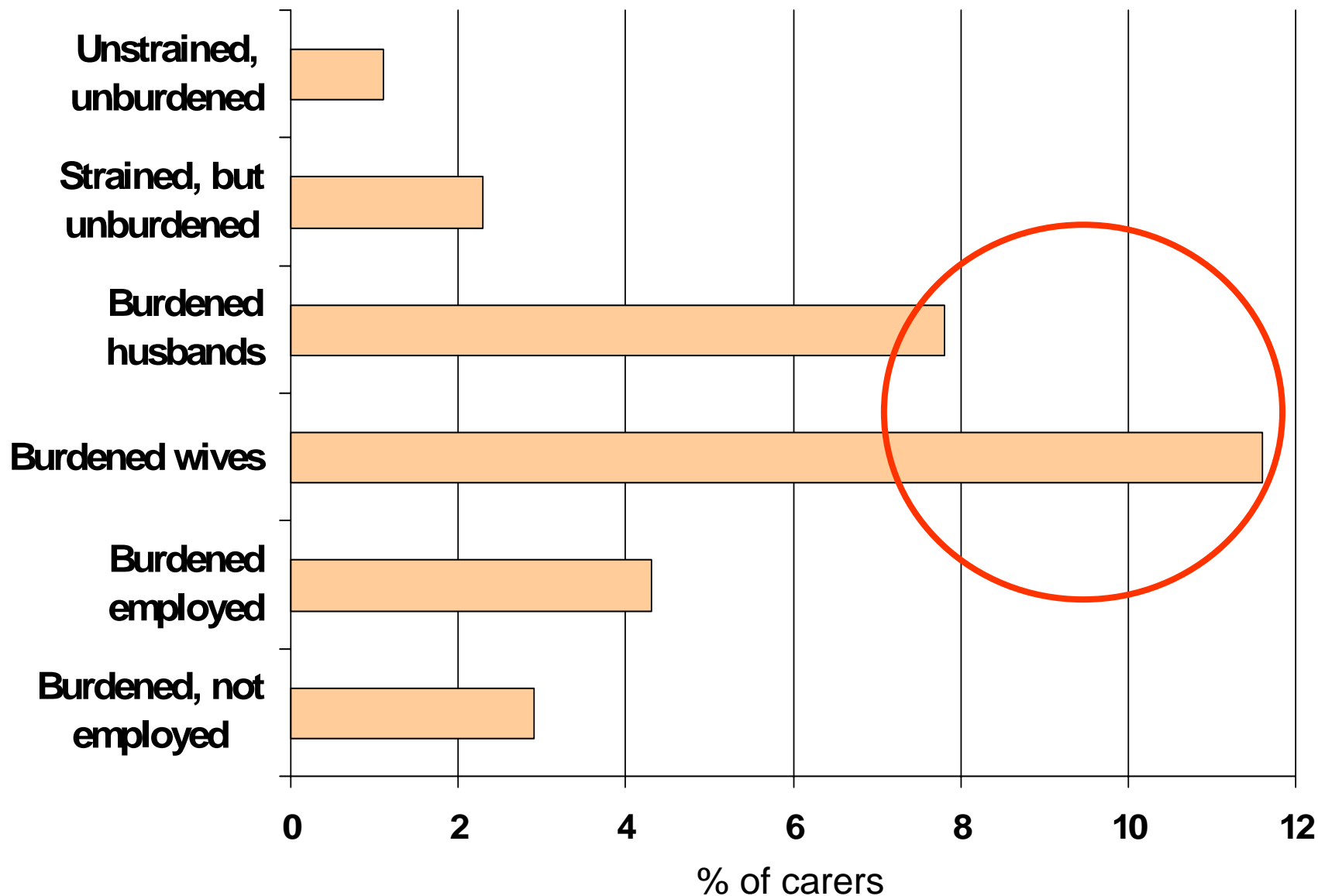


# Types of services used by carers (1/5)



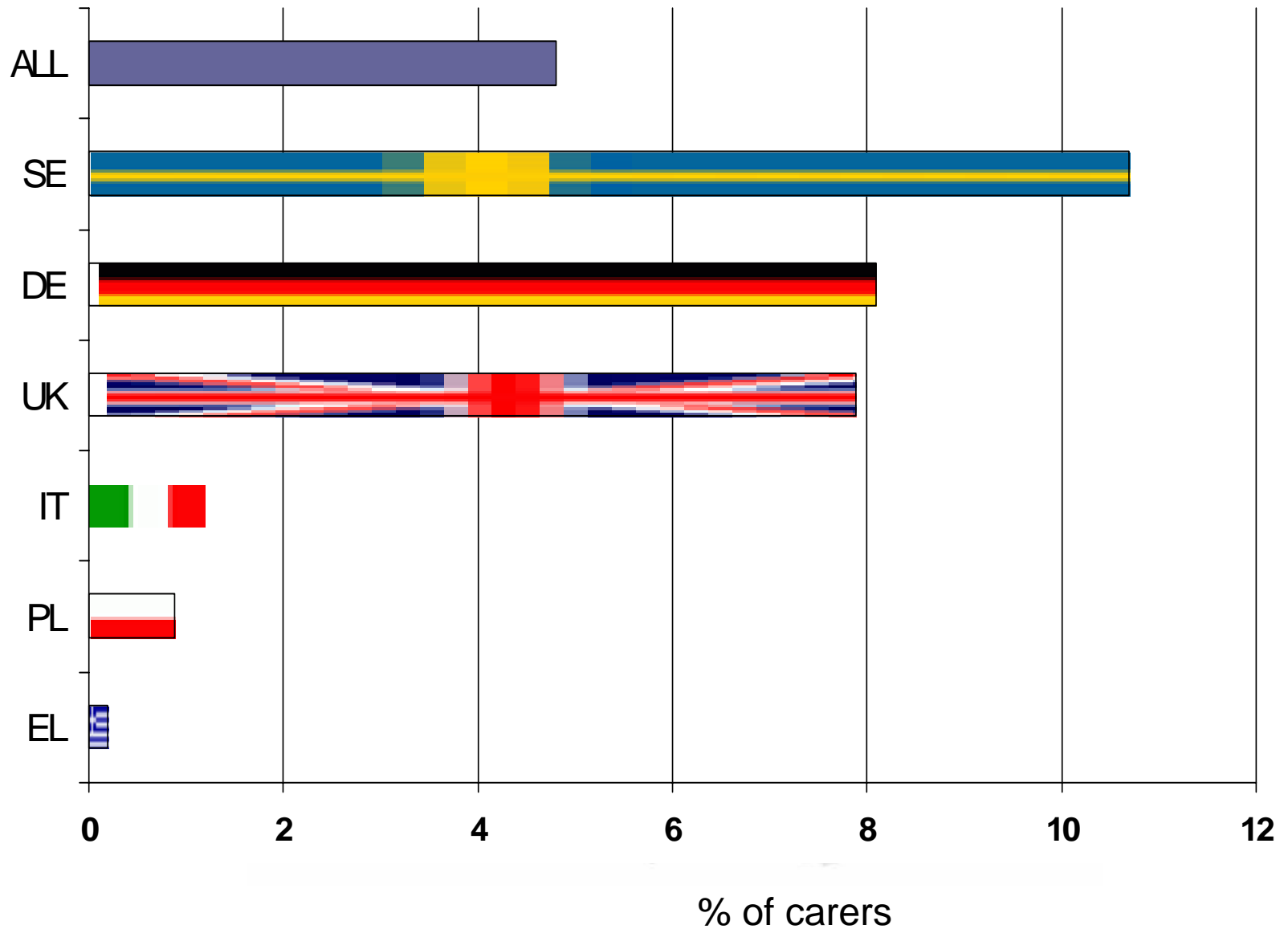


# Socio-psychological support by care situation



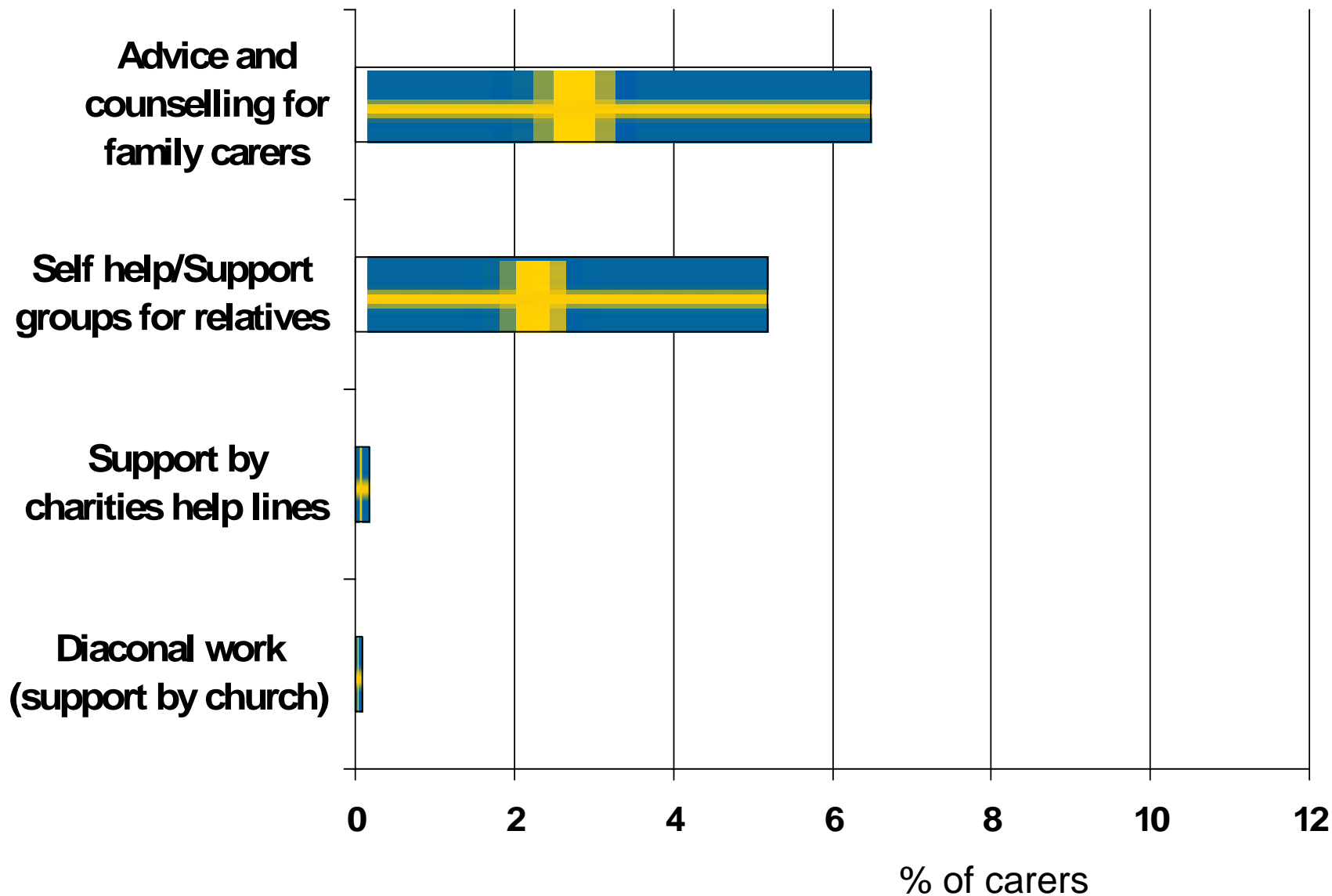


# Socio-psychological support by country



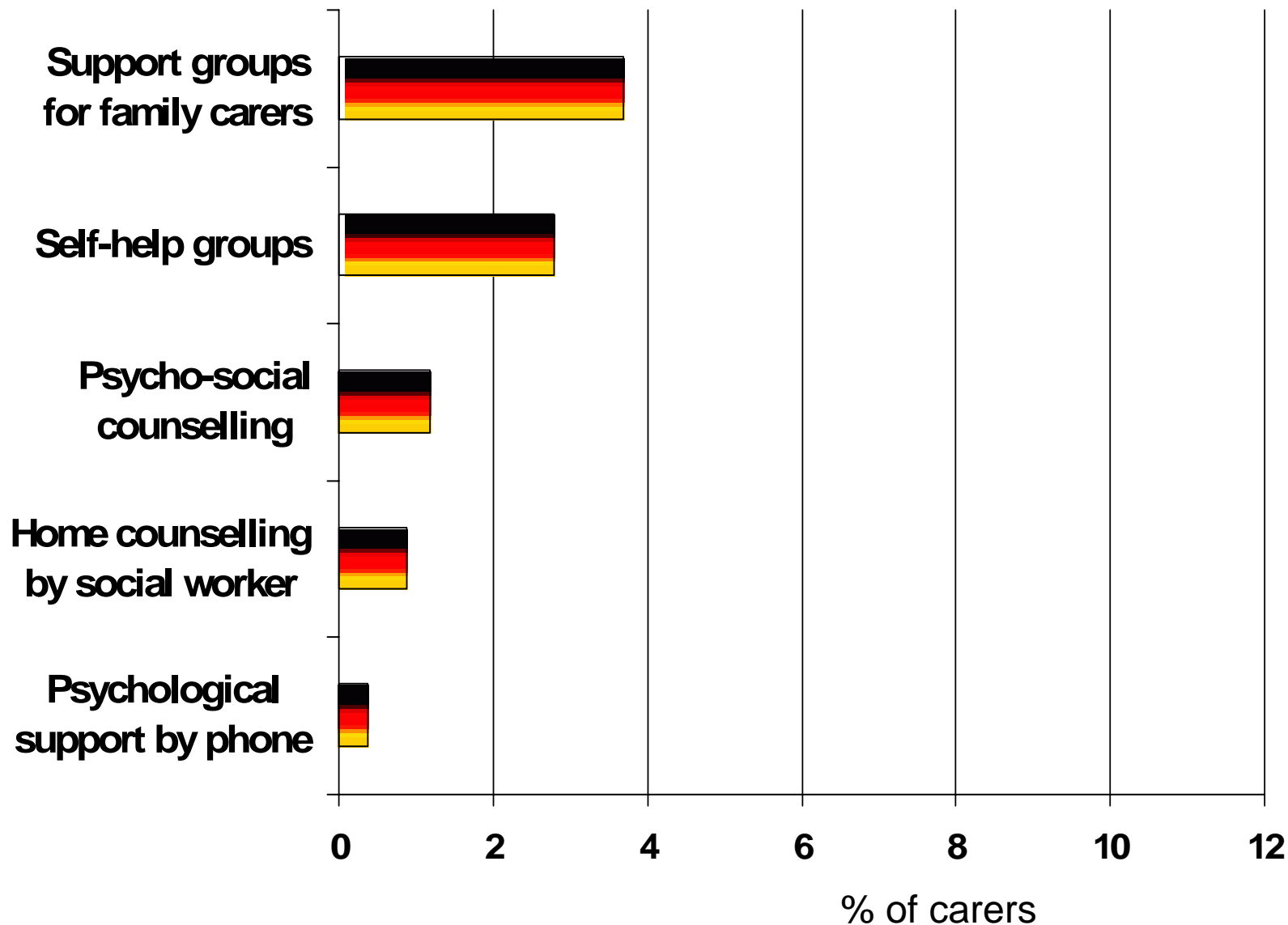


# Types of socio-psychological support services used in Sweden





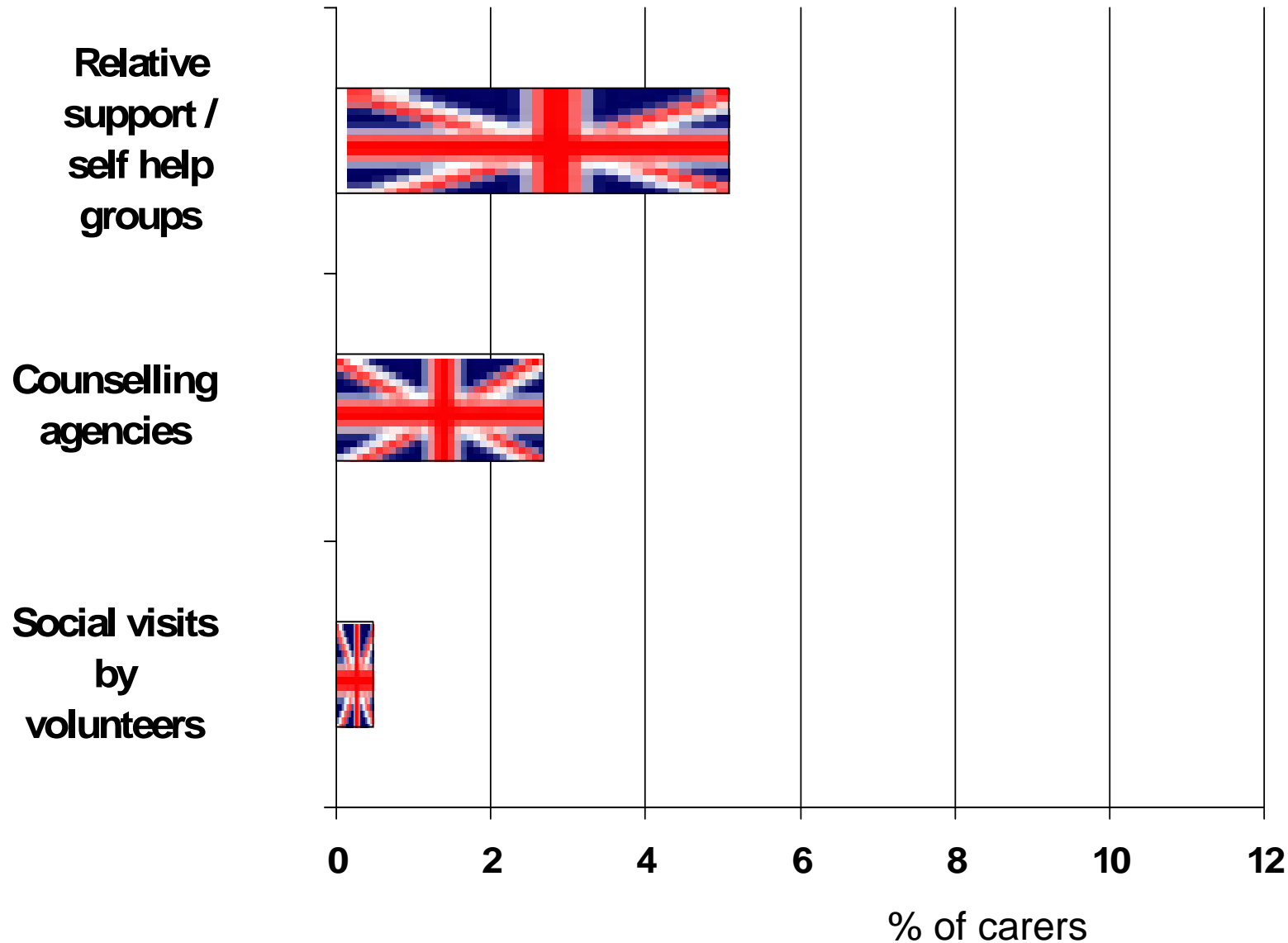
# Types of socio-psychological support services used in Germany





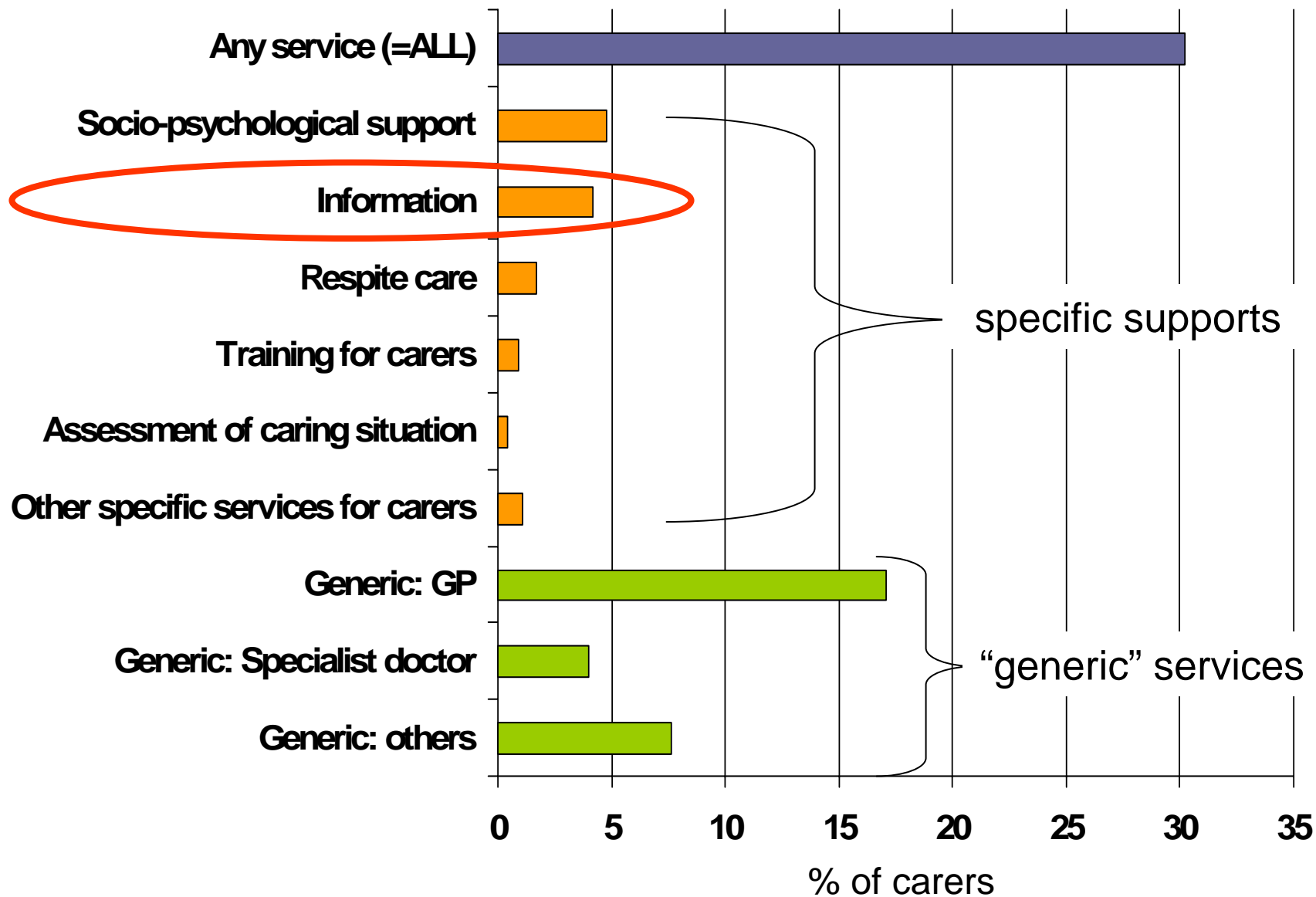


# Types of socio-psychological support services used in UK



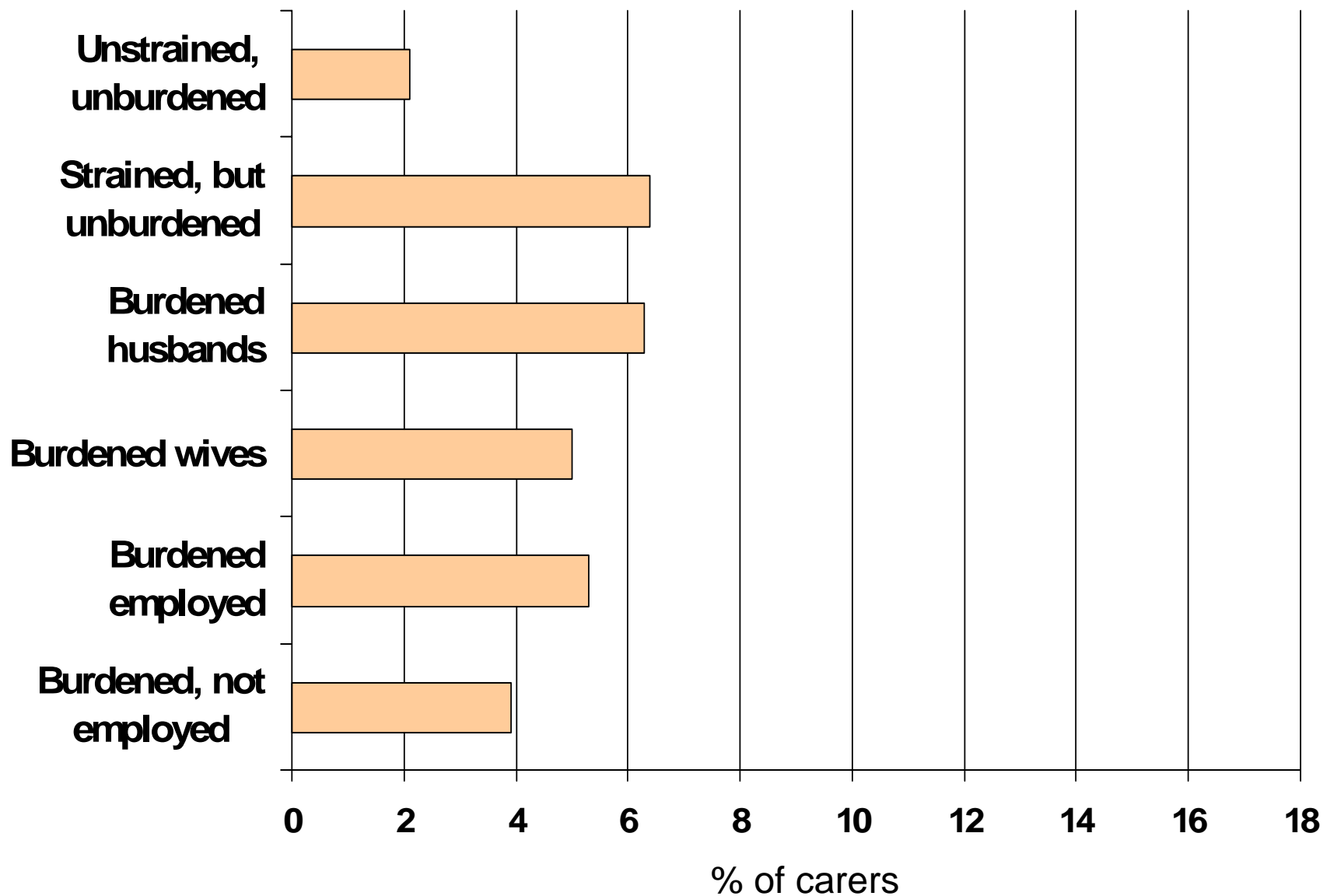


## Types of services used by carers (2/5)



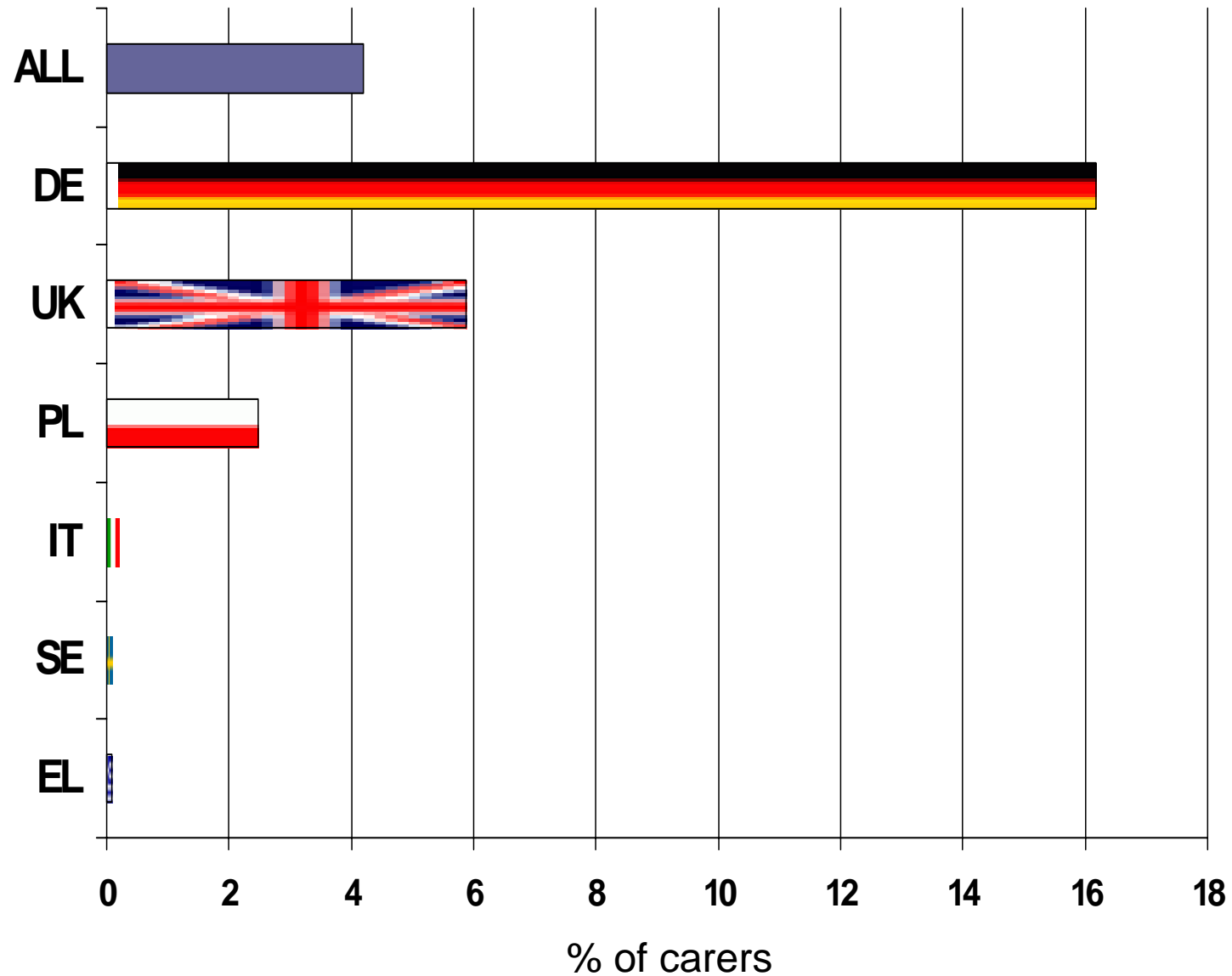


# Information services used by care situation



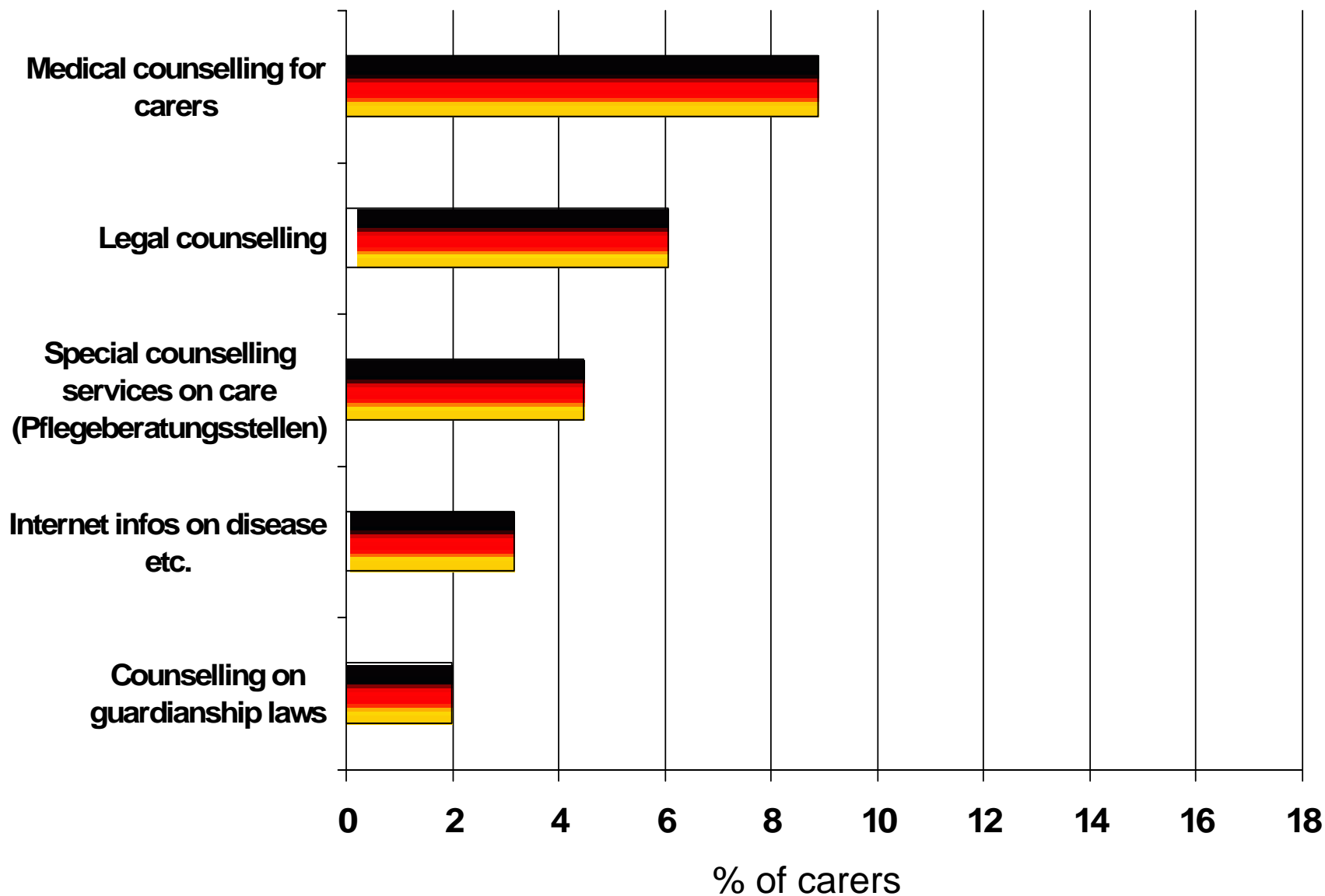


# Information services used by country



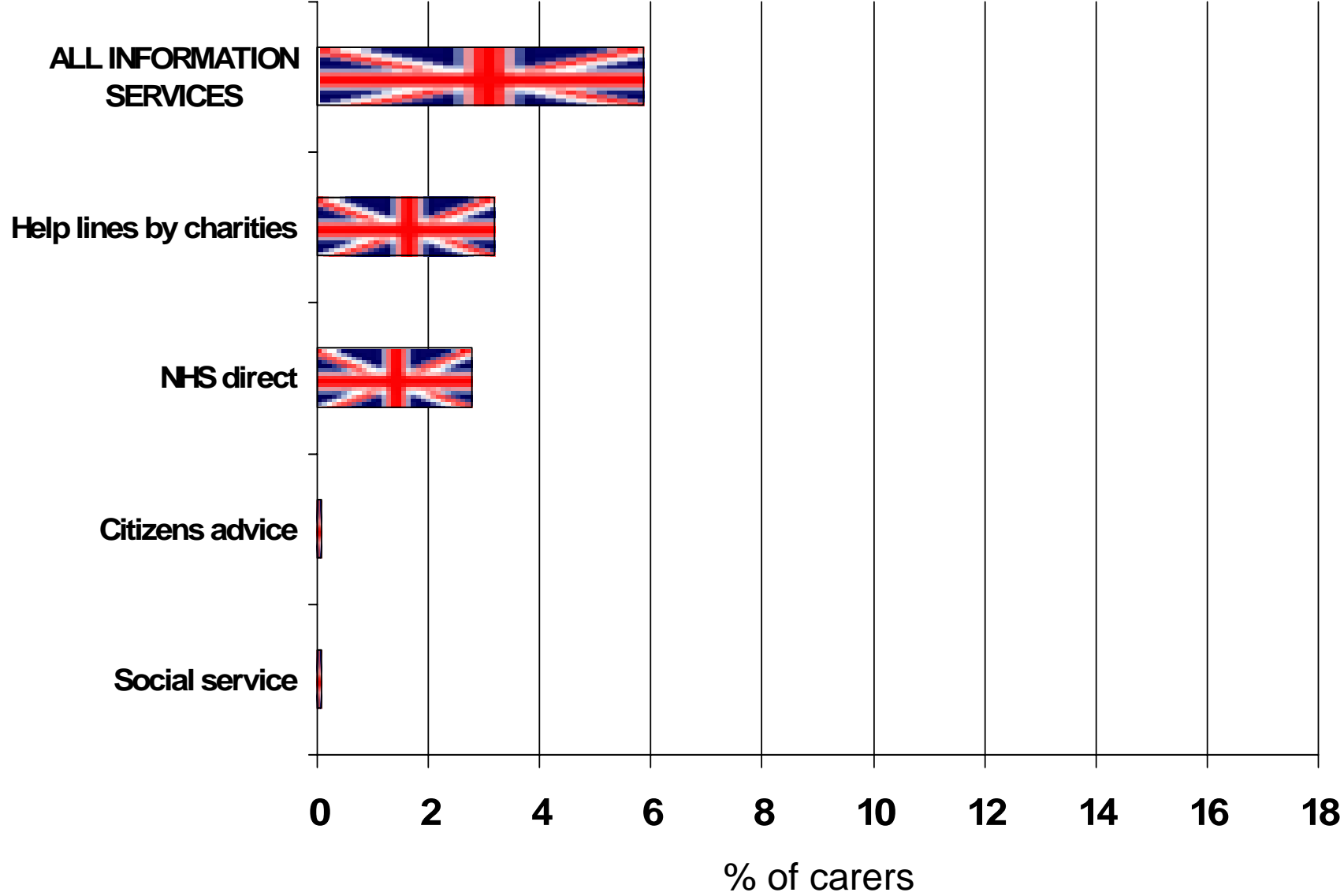


# Information services used in Germany



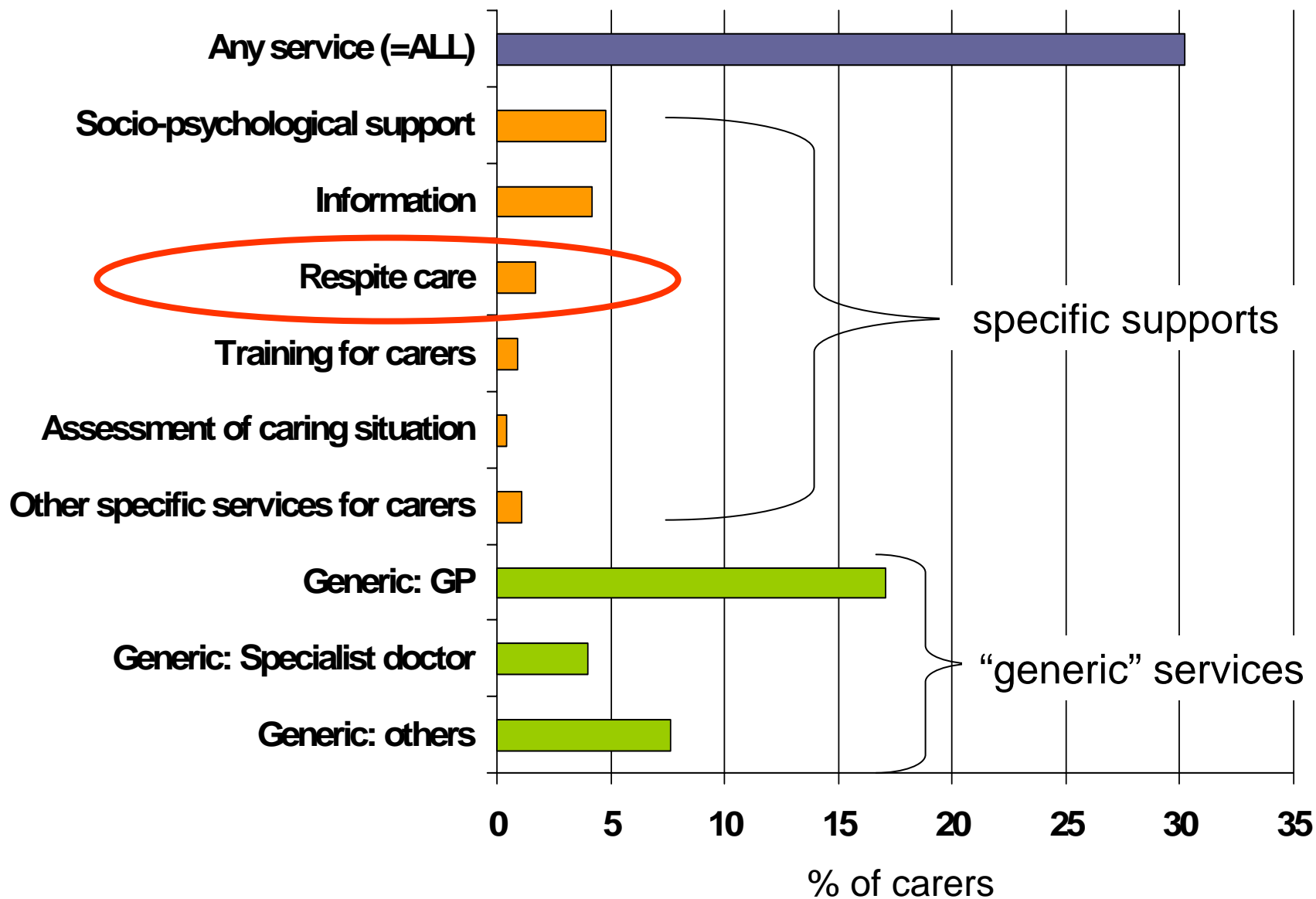


# Information services used in UK



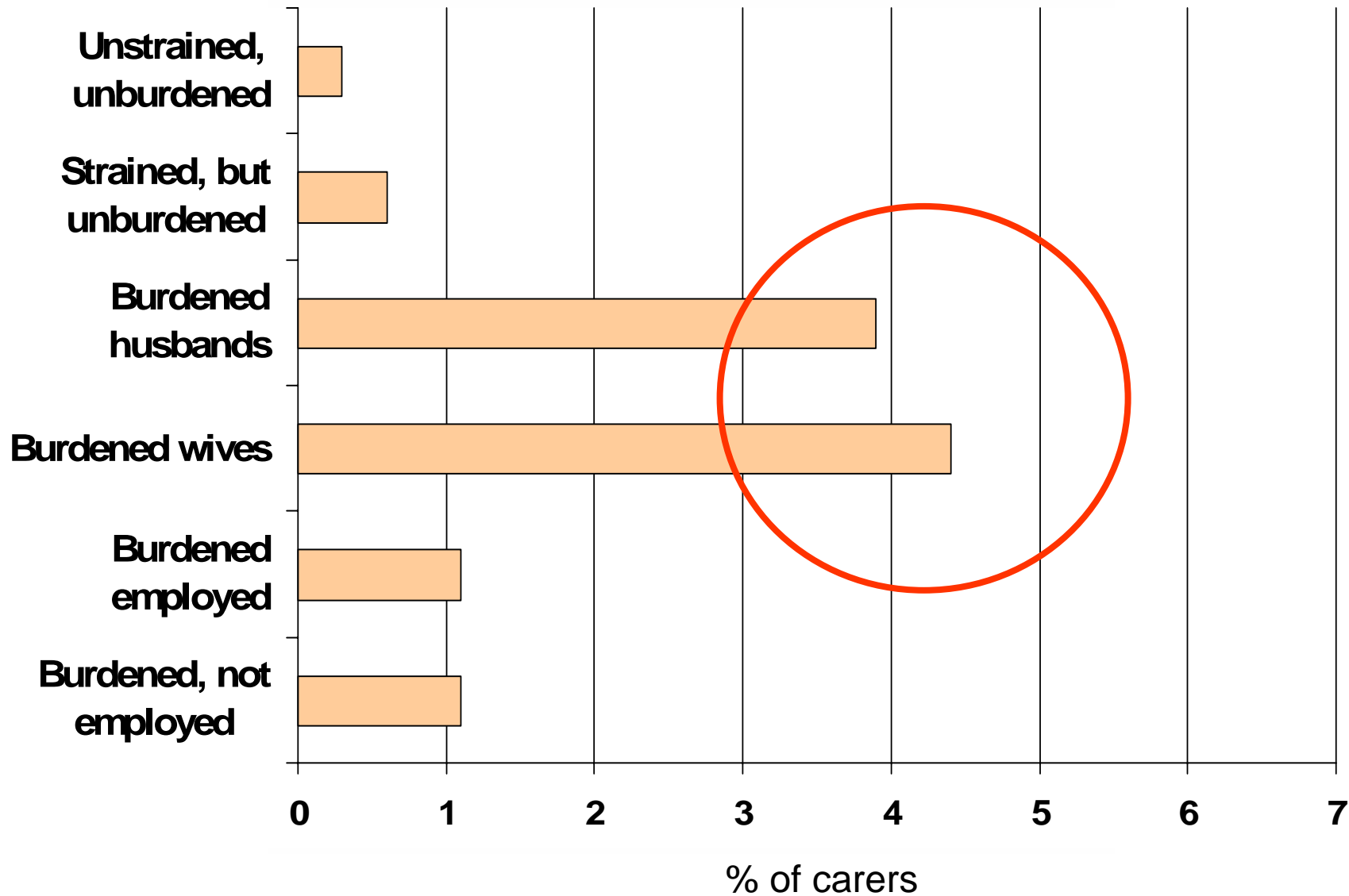


## Types of services used by carers (3/5)





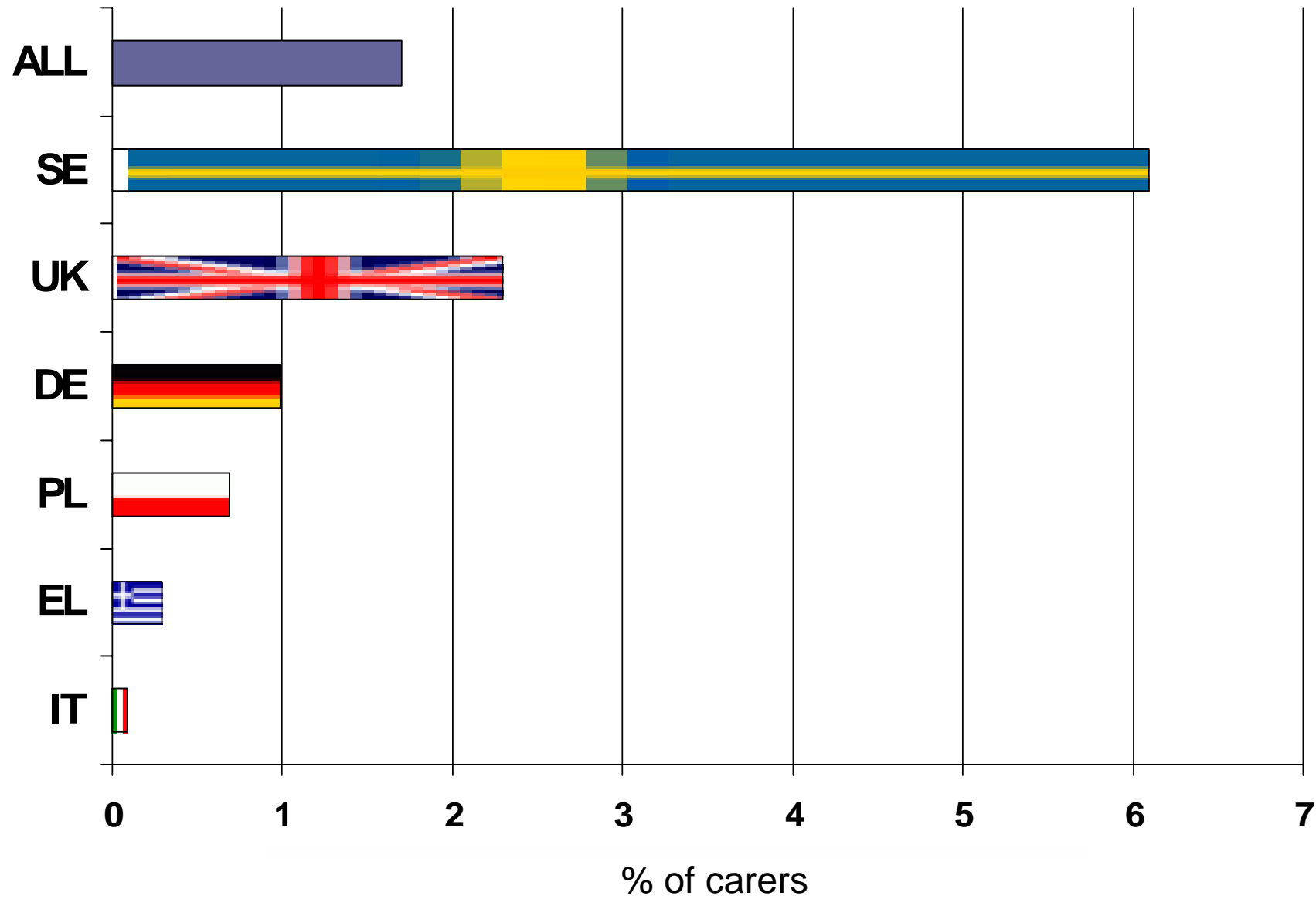
# Respite care used by care situation





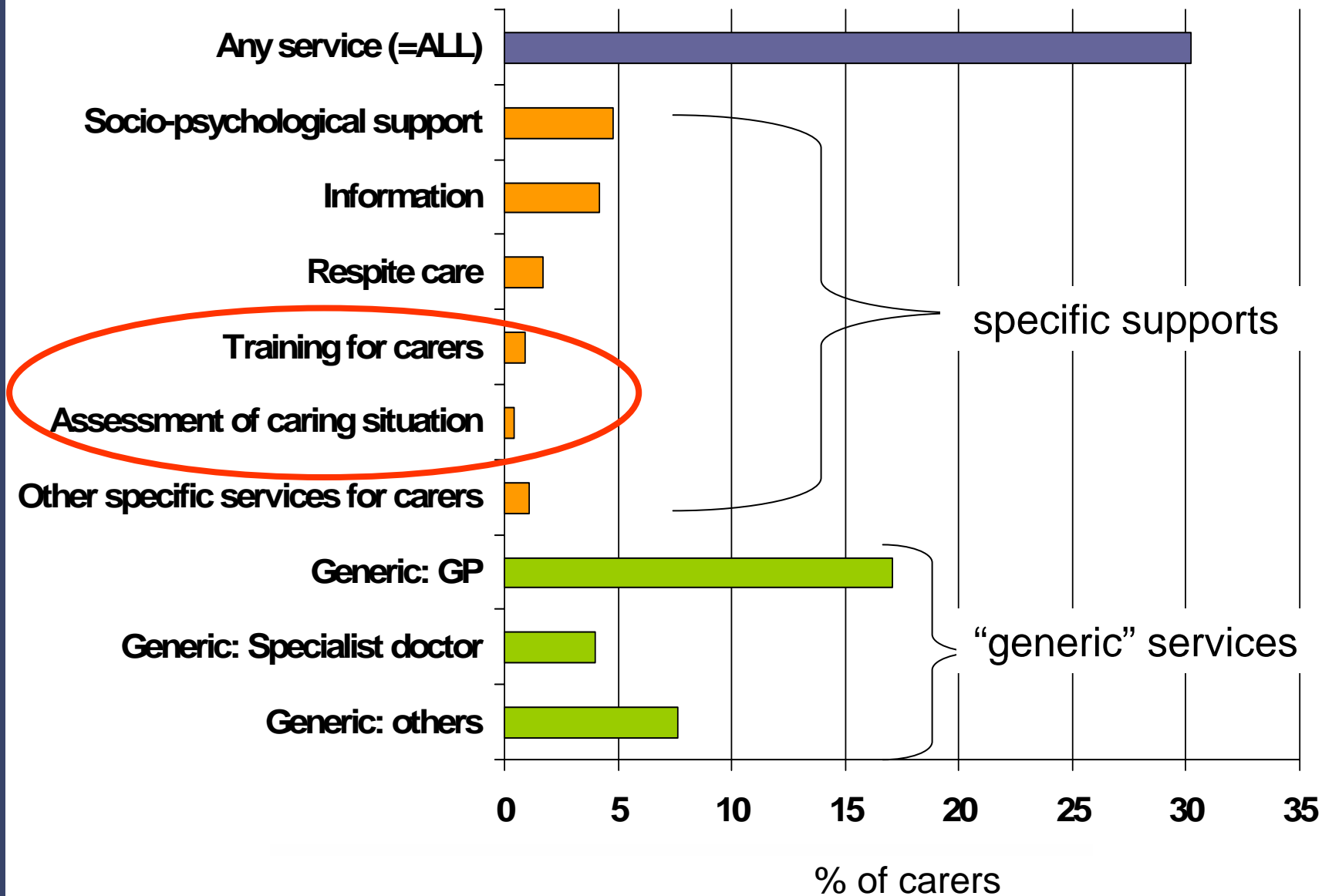


# Respite care used by country



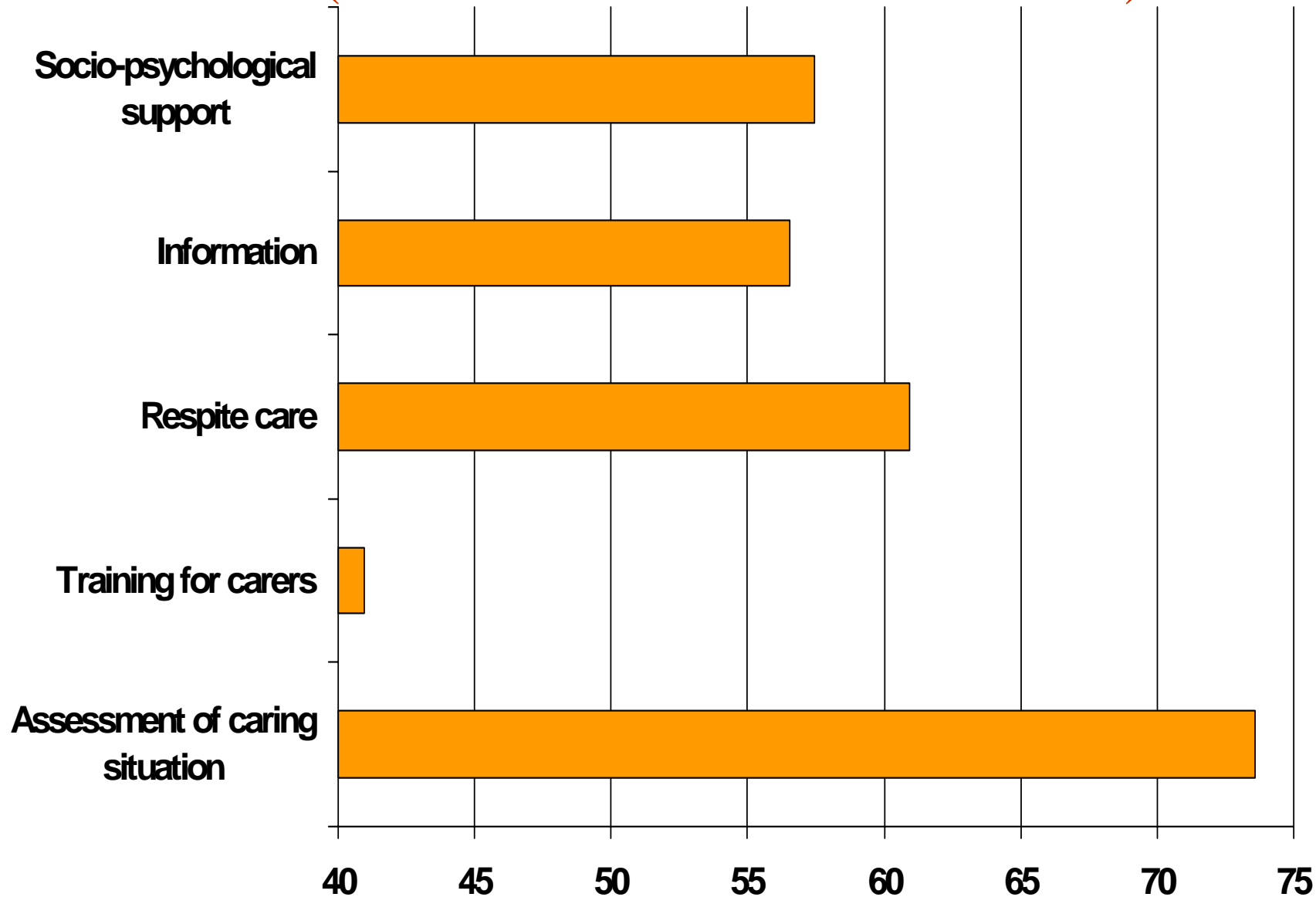


## Types of services used by carers (4/5)



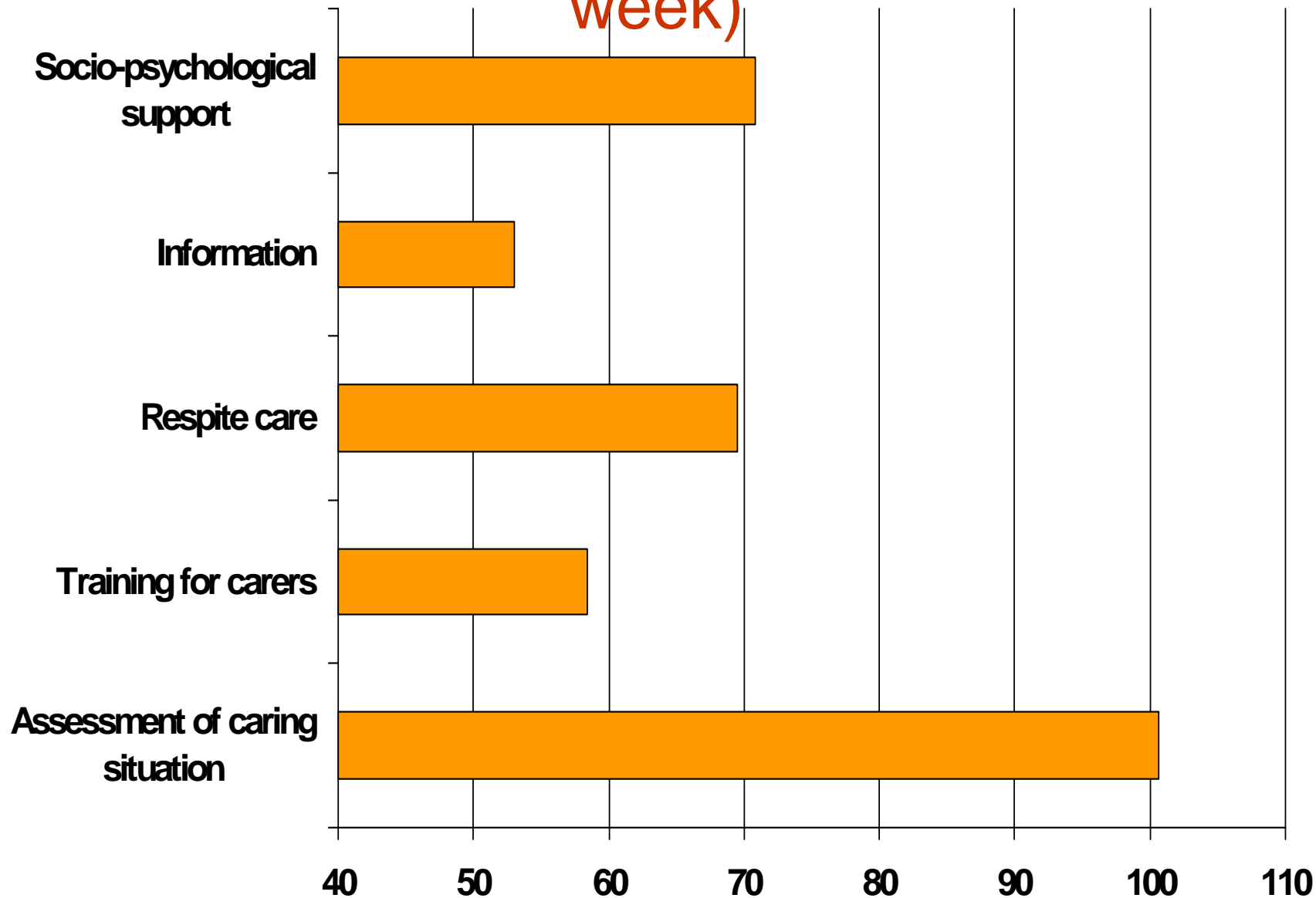


# Timing for use of specific support services by carers (mean care duration in months)



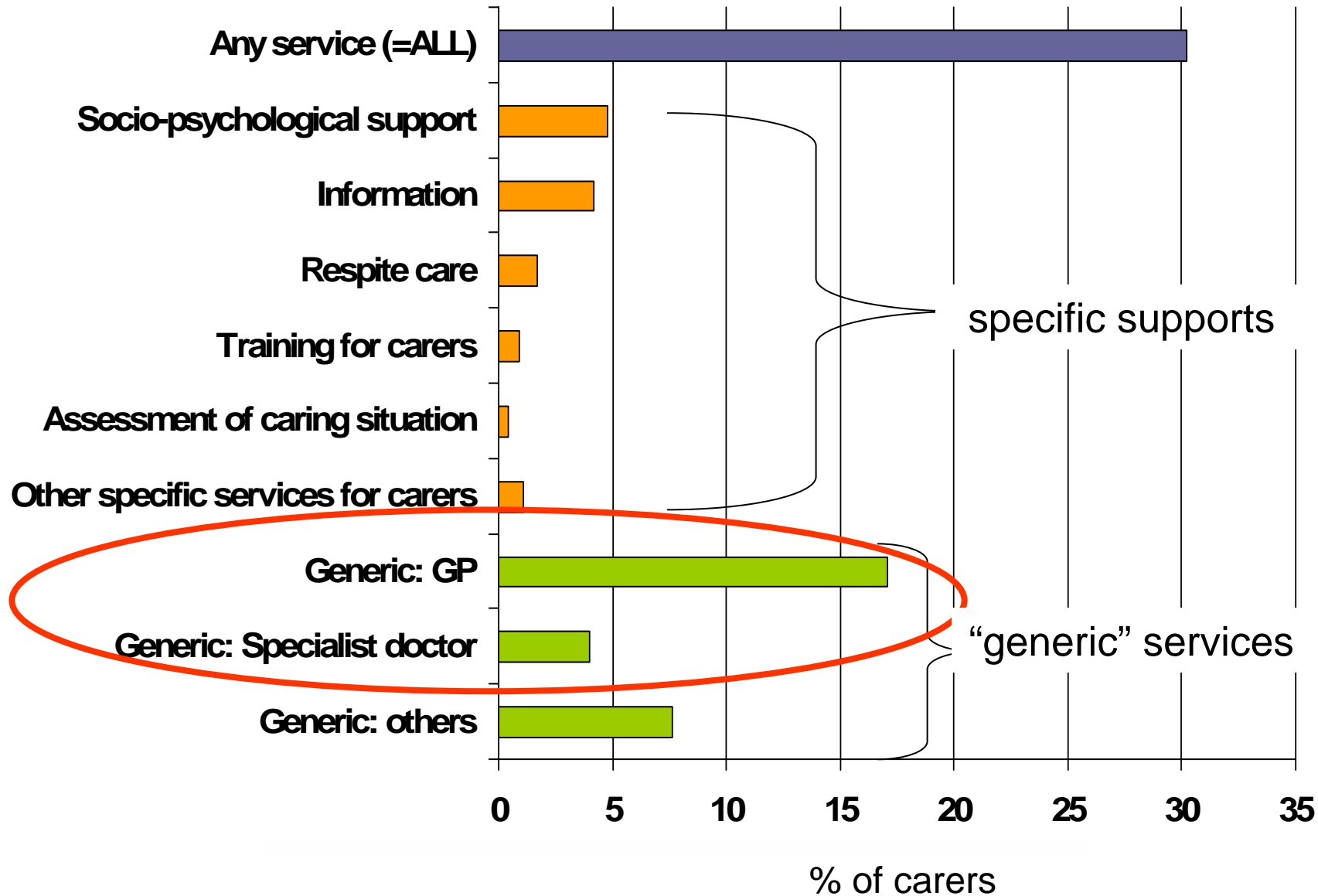


# Use of specific support services by care intensity (mean n° of hours of care per week)



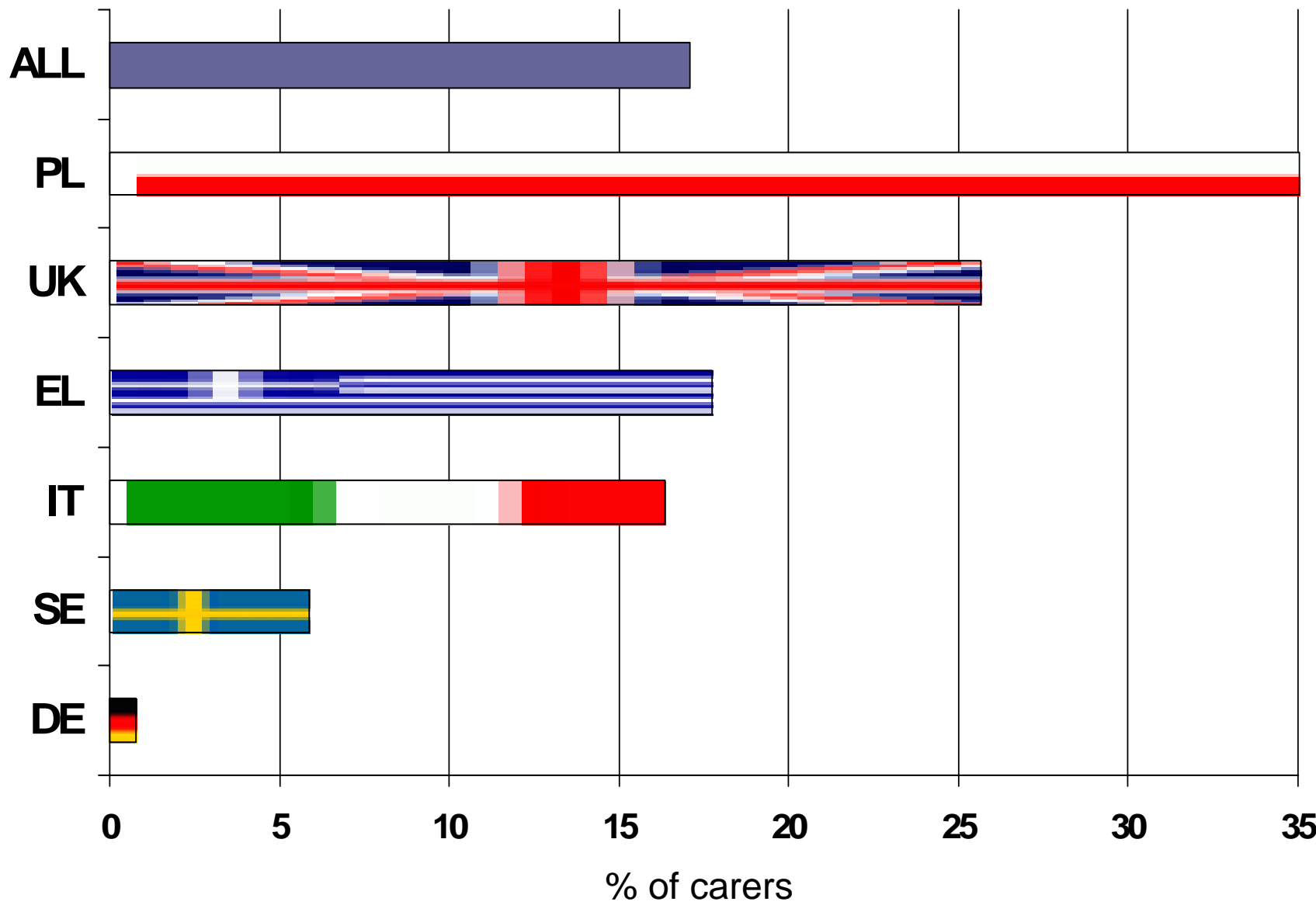


# Types of services used by carers (5/5)



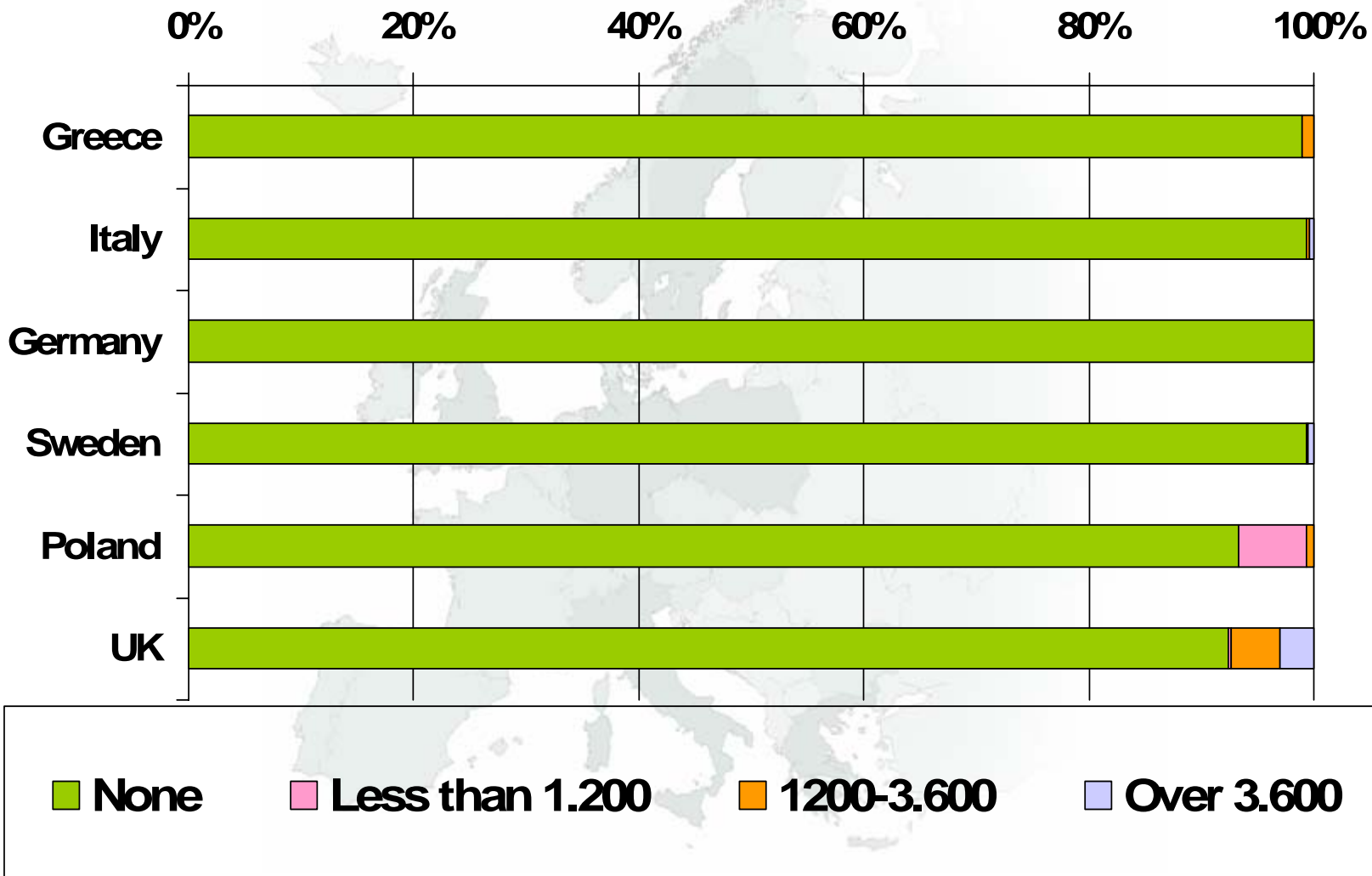


# Generic services: GP used



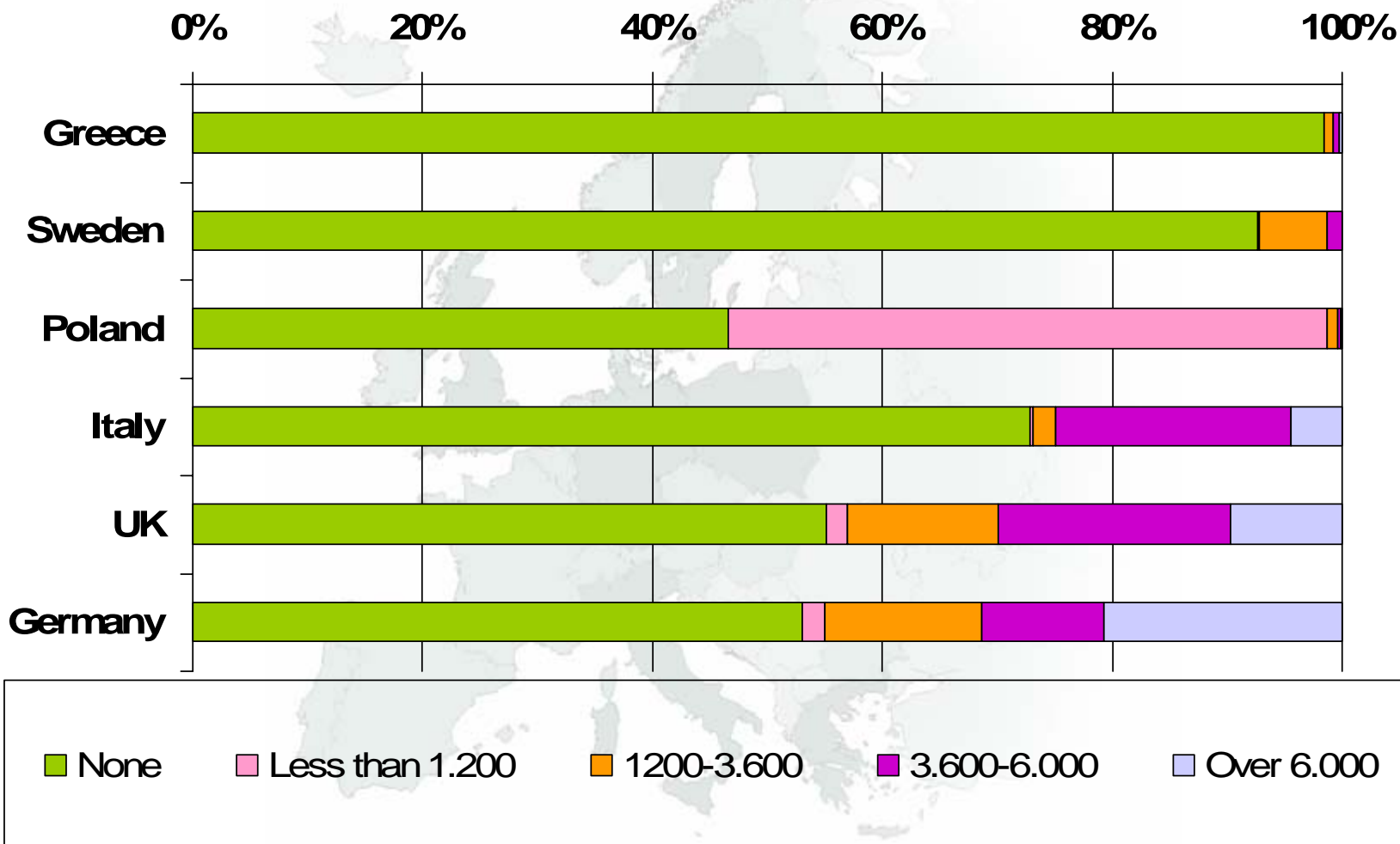


# Care allowances received by carers (%, Euros/year)





# Care allowances received by older person (%, Euros/year)





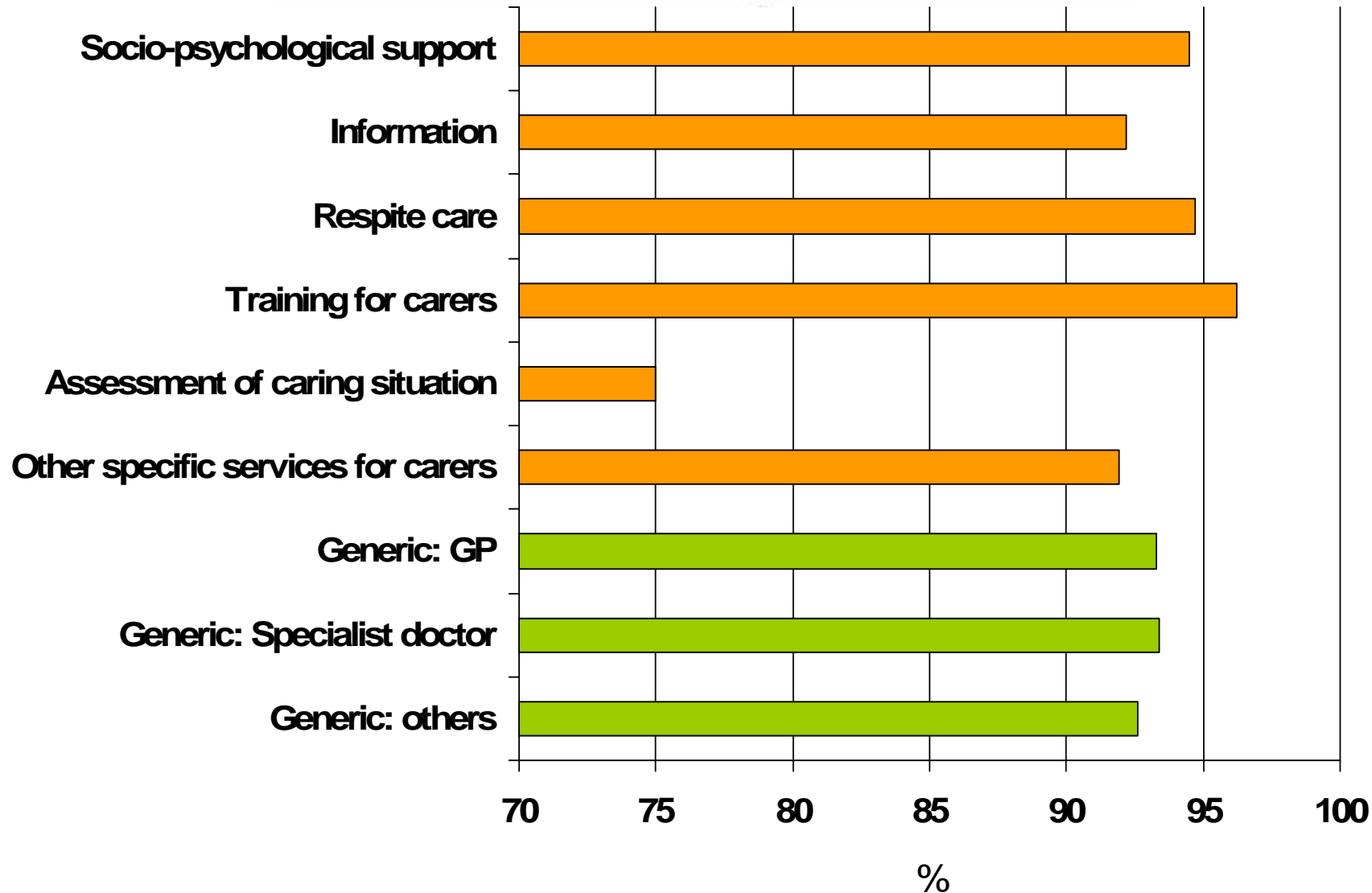


# **1b. Carers' experiences in using support services**

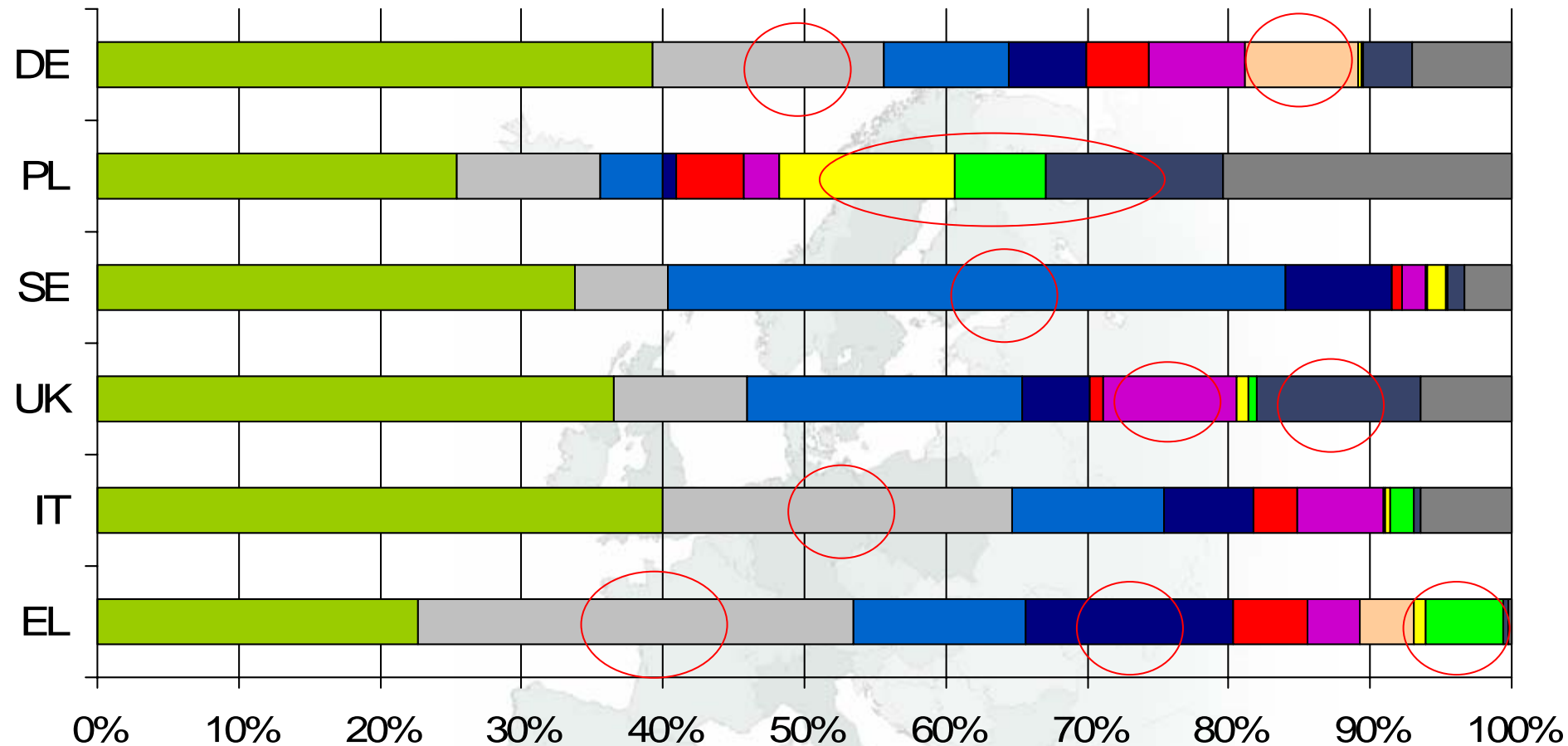




# Satisfaction: do used services meet carers' needs?

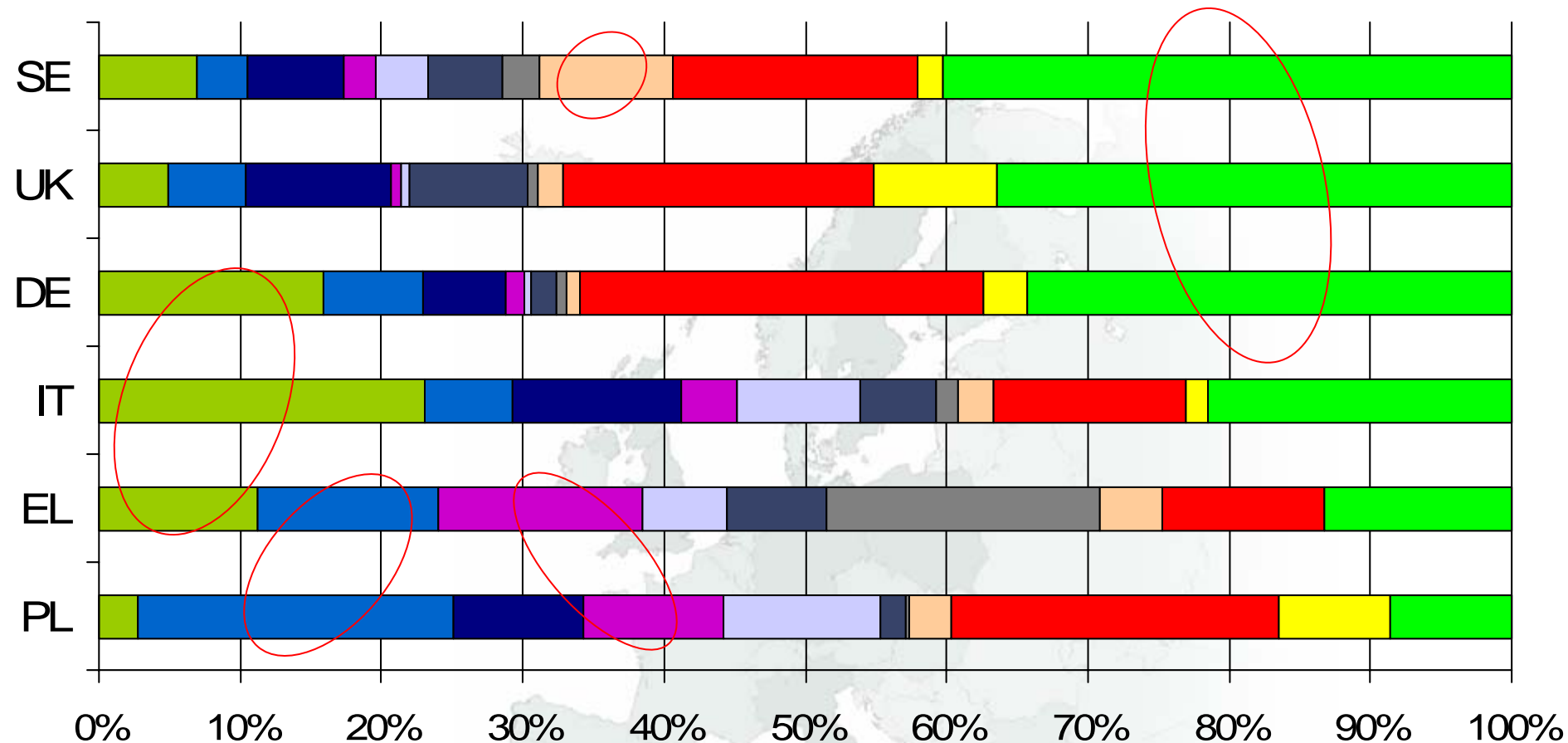


# In your experience, who or what has been the **GREATEST HELP** in accessing services/support?



- Health care staff
- Social services
- Mass-media, advertisements etc.
- Health/social insurance
- Own savings & resources
- Other factors
- Family, friends & neighbours
- Personal experience & knowledge
- NGOs & volunteers
- Close distance, transports
- Don't know / never tried

# In your experience, who or what has caused the **GREATEST DIFFICULTIES** in accessing services/support?



Bureaucracy

Distance/lack of transports

Non-flexible services

Don't know, never tried

High costs

Long waiting lists

Lack of services

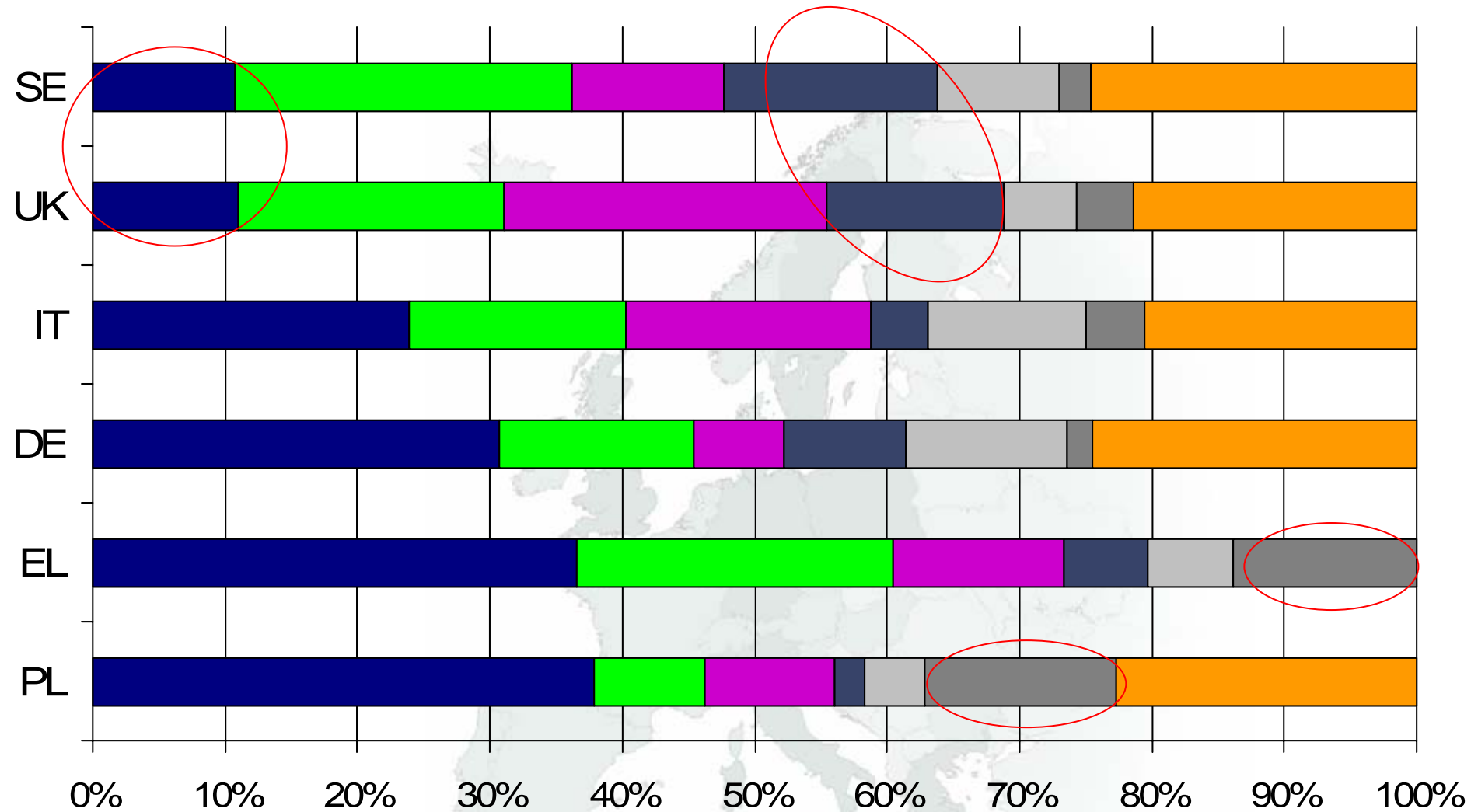
None

Lack of information

Poor quality of services

Other reasons

# Reasons for stopping using needed services (% , n=650)



■ Too expensive

■ Low quality

■ No longer available

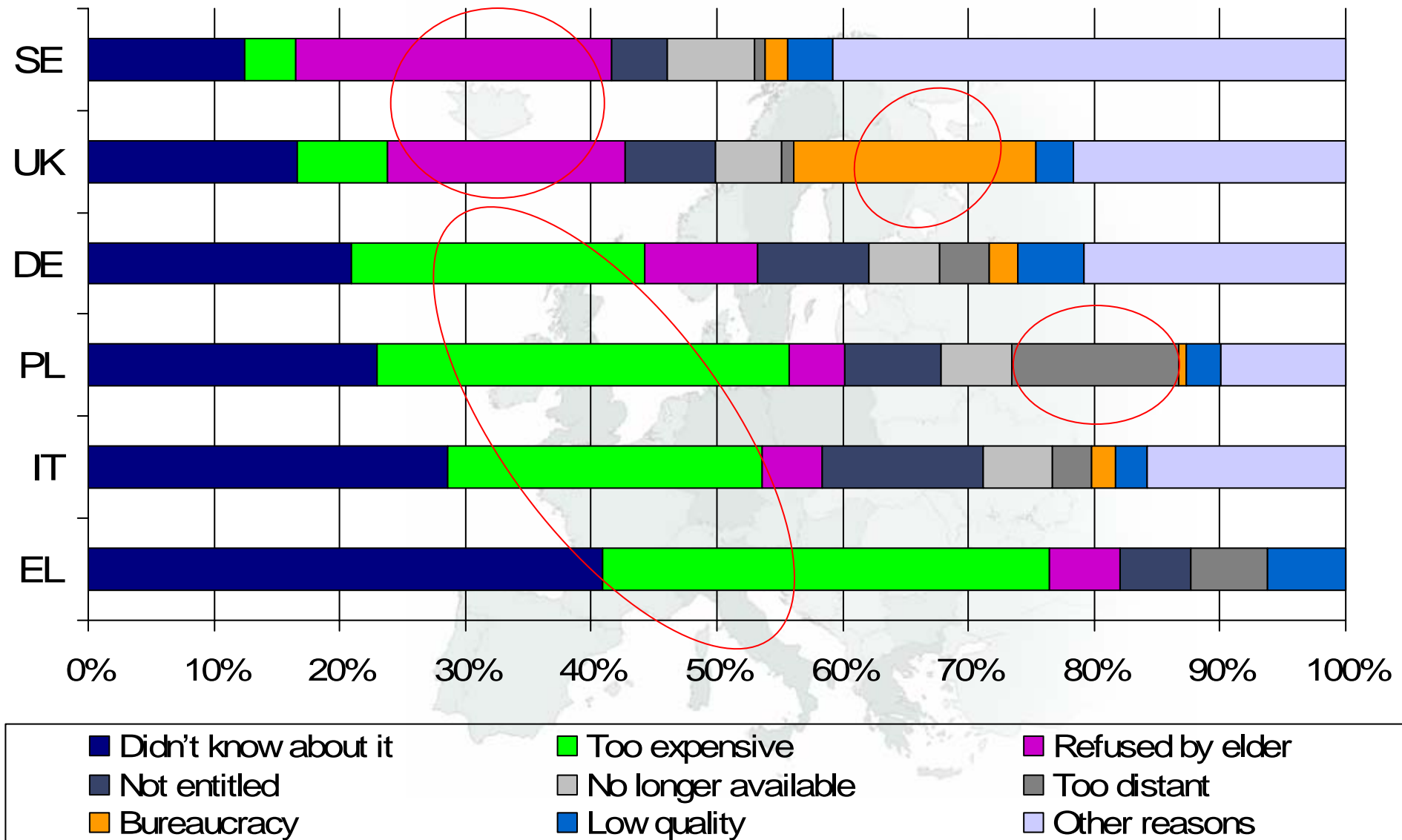
■ Refused by elder

■ No longer entitled

■ Too distant

■ Other reasons

# Reasons for not using needed (but not yet used) services (%, n = 1,499)





## Summary (1/2)

- most family carers manage their caring tasks without using any support service at all;
- in DE, SE & UK support services specifically addressing carers' needs are more available, mainly providing psychological help, information and respite care (training and carer's assessment being less widespread);
- In IT, EL & PL carers rely mainly on “generic” services to find some support (GPs etc.);
- care allowances are widespread in DE, UK and IT (in PL much less “generous”), uncommon in SE and EL;



## Summary (2/2)

- high satisfaction for services used, but problems remain for
  - bureaucracy (IT, DE, EL),
  - high costs (PL, EL + IT, DE),
  - lack of information (IT, PL, UK),
  - distance/transports (EL, PL),
  - long waiting lists (PL, IT, EL),
  - acceptability by OP (SE, UK),
  - perceived quality (UK, SE, EL),
  - flexibility (EL),
  - changes in service provision (UK, IT)