European Commission Conference on “Exploiting the employment potential of personal and household services”. Brussels, 31st January 2013

New technologies and productivity: CARICT Study: 52 good practices on ICT for informal care in 12 EU countries.

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Joint Research Centre (JRC)
Institute for Prospective Technological Studies
The European Commission’s Research-Based Policy Support Organisation
**IPTS**: Part of Joint Research Centre of the EC: 7 Research Institutes across Europe

**Mission**: “to provide customer-driven support to the EU policy-making process by developing science-based responses to policy challenges that have both a socio-economic as well as a scientific/technological dimension”
New technologies and productivity: CARICT Study: 52 good practices on ICT for informal care in 12 EU countries.

1.- Policy relevance

2.- IPTS research on ICT for domiciliary care

3.- Research methodology

3.- Main findings

4.- Conclusions: key policy messages

5.- Some examples

6.- IPTS resources
Policy relevance

Long term care is mainly provided by....

**FAMILIES ASSUMED**
50-90% OF THE COST, AND ARE
- Stressed
- Socially isolated
- At risk of poverty
- Role poorly recognised
- Out of the labour market
- Not skilled for the task
- No services

**Migrant care workers**
- + Lost in the context: no language, services and institutional skills.
- No care skills recognised
- Illegal

**Current context**
- More elderly people in need of LTC, and qualified care.
- Less informal carers
- Job opportunities

**ICT as a tool to skilled carers and more satisfied: EMPL pack, DAE, EIPAHA, SIP**
1 February 2013
**IPTS research on ICT for domiciliary care**

**Exploratory research on ICT for carers (2008-09)**

1) What **ICT** applications / tools are used to support **informal caregivers** of older people?
2) **Opportunities** and **barriers** for ICT use?
3) Potential **policy options**?

*Focus on informal caregivers in general, and in particular for **migrants***

**CARICT (2011)**

1) how ICT can support the creation of a sufficient number of **available** (motivated) and **skilled informal caregivers** and family employed care workers?
2) how technology-enabled services can allow above caregivers to:
   - **better engage** with care recipient,
   - improve their **quality of life** and
   - improve **quality and efficiency of care**?

**Potential of ICT for informal care: need of more evidence-based data on impact, scalability and business models**

**Funded by**
**DGCONNECT and JRC**

**Research team:**
**IPTS and European Centre**
Research Methodology

Research methods:
1) Mapping of initiatives in 12 MS through a literature review
2) Development of an Multi-Level Impact Assessment Methodology (QT, QL)
3) Cross-analysis of innovation processes and impact through interviews with initiative coordinators and documents analysis
4) Expert (June 2011) and policy (Nov 2011) validation workshops with 42 experts

EVALUATION OF:
Cross analysis of impact, success factors, drivers and challenges

European Center for Social Welfare policy and Research + 4 National research organisations: CIRCLE (UK), INRCA (IT), Institute of Sociology of Academy of Sciences (HU), Swedish National Family Care Competence Centre, and Eurocarers
1.- A first analysis of 52 ICT based initiatives for informal care pointed there exists a WIDE RANGE of BENEFICIAL and NOT VERY COSTLY (30%) ICT-based services for carers across Europe.

**Independent living**: sensors, alarms, gps etc systems for the older dependent, e.g. Telecare Scotland (UK), Just Checking (UK), SOPHIA (DE).

**Information and learning**: websites with information on carer tasks, help line (Carers UK) and e-learning platforms for training and certification (CAMPUS – IT-).

**Personal support and social integration**: software for videoconference, like Skypecare (HU).

**Care coordination**: websites to coordinate services, like Sharecare (NL)
2.- ICT – based services provide benefits for health and life of informal carers and for the welfare system

For informal carers
- Better quality of life of informal carers: balance work and care, more social life and better health.
- Better quality of the care provided, with more skills and competences.
- Empowerment to provide care.
- Better e-skills.

For elderly people
- Better quality of life for older people: better and more care.
- Better e-skills

For welfare system
- Savings: reduction in use of services
- Reduction of labour costs.
- Increase of the employability
Main findings

3.- Key success factors ensure the development, implementation and transfer of these technological services:

- Involve end-users + digital and care competences.

- Integrate informal care in the formal system: carers as responsible of LTC.

- The cooperation among stakeholders, with the engagement of non-profit organisations.

- New value chains of care.

- Use existing digital inclusion and technological infrastructures.

- Policy frameworks from different functions and at different levels.

- Policy role for transfer.
Main findings

4.- ...but challenges still exist to deploy and transfer these services:

- Deploy small scale running initiatives.

- Related with technology: useful to provide LTC?, digital competences, new forms of organisations.

- Informal carers to be recognised as co-providers of care and in need of care.

- Scientific evidence on positive impact and cost-efficiency.

- Business model.
5.- Policy leadership to face these challenges that combine existing support and funding programmes

- Cooperation among stakeholders: formal-informal sector and third sector and volunteers as a new value chain for care.

- Ensure involvement of end – users, through continuous support of R&D and innovation.

- Raise awareness opportunity of ICT for informal carers.

- Support the exchange of good practices.

- Support European market of ICTs for informal carers

- Promote digital inclusion policies.

- Fund publicly initiatives.
1.- Social innovation for informal care is taking place. Existence of running, easy to use and successful initiatives of ICT based initiatives for domiciliary care across Europe:
   - Independent living: work and care balance/relevant tasks.
   - Information and learning: care competences.
   - Personal support: satisfaction.
   - Care coordination: productivity.

2.- Impact on:
   - Quality of the employment: More attractive.
   - Quality of Care.
   - Productivity.
   - Sustainability of the services and systems.
   - Job creation: direct and indirect

3.- Challenges still exist, but policy can promote success:
   - Involve end-users: knowledge on ICTs, care and digital competences.
   - Raise awareness on these ICTs.
   - Involve the third sector, attract volunteers.
   - Exchange good practices.
Some examples

JUST CHECKING - http://www.justchecking.com/

Home | The system | How we help... | About Us | News | Contact Us

Home > About... > How the system works

How the system works

Small, wireless sensors are triggered as a person moves around their home. The sensor data are sent by the controller, via the mobile phone network, to the Just Checking web-server.

Installation is simple. You don’t need a phone line or broadband. There are instructions with the kit and a telephone helpline.

Families and professionals log on to the Just Checking website, to view the chart of the activity.

Next

NEXT

How the system works. Click "Next" to begin.
Some examples

As a person goes about their daily life, these sensors are triggered. This trigger creates a mark on a chart.

The activity recorded on this chart is fully accessible by an authorised person anywhere there is internet access.

Sensors are positioned at key points throughout the property. Click "Next" to continue.
Some examples

CARERS UK - http://www.carersuk.org/

Help & advice

Practical help
Help with money
Looking after you
Who do you care for
Focus on...
Care with nutrition
Finding help where you live
Useful organisations
Non-English languages

Carers eligible for flu jab

People who are in receipt of Carer’s Allowance, or those who are the main carer of an older or disabled person whose welfare may be at risk if the carer falls ill, are entitled to receive a free vaccination from...

Your situation

Caring means I have no time for me
What if something unexpected happens?
I need advice about benefits

Featured Forum Chats

Are holidays worth it?
Homemade soups & stews
Storing!
### Some examples

**CARERS UK**

**the voice of carers**

<table>
<thead>
<tr>
<th>Home</th>
<th>Help &amp; advice</th>
<th>Support</th>
<th>Get involved</th>
<th>Professionals</th>
<th>About us</th>
</tr>
</thead>
</table>

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**Looking after someone: a guide to carers’ rights and benefits 2012/13 (UK9033)**

This guide sets what rights carers have and how they can get financial help, practical help and help with combining work and caring. Contents and all in one booklet this gives an overview of a range of help and support for carers.

Download for free below or order hard copies for £1.50 each.

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**Online support**

Carers UK’s online forum has been offering support to carers since 2005. We offer a safe space where people can talk to others who know what they are going through. People post messages, questions and comments onto the forum and other carers reply and offer their experiences.

Carers UK’s forum is moderated by carers and former carers who are members of the online community. Become a member of Carers UK and you’ll get instant access to the forum. (Membership is free and only takes a few seconds to sign up)

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**CARERS UK - http://www.carersuk.org/**

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1 February 2013
Some examples

CAMPUS - http://equalaspasia.it/platform/

Servizi e formazione per l’assistenza familiare

English version

Aspasia – Self-learning course for domestic care workers

ASPASIA is a self-learning training course for caregivers of elderly people. It is ICT based: it means that it uses technological tools to provide training contents and to asses their comprehension.

This characteristic allows participants to acquire the basic knowledge they need to assist elderly people in a flexible way, overcoming problems such as the conciliation of work time and study time or the distance of students from the venue in which learning can be provided (for instance, for students living in rural areas).

Learning contents are provided through an e-learning platform through which are available: didactic units, assessment tests, exercises, videos, remote assistance. The same contents can be delivered also on DVD, for those users that have no internet access available.

The course is made of 20 didactic units concerning:

- The professional profile and the social context
- What is a paid caregiver
- The social service system
- Internet and the use of PC (basic)
Some examples
Some examples


To be there for your beloved

The ShareCare Caresite is a handy tool for planning and communication of a group caregivers. The application lets you personalize the care needs on a website, where friends and family can sign up for tasks and communicate with each other. The efficient coordination makes more time available for the real work: giving care.

Business Information

The Caresite is a product from ShareCare. ShareCare makes arrangements with home care companies, assisted living organizations, health insurances, hospitals, organizations for social welfare, etc. A branded version of the Caresite can be obtained to give free access to your target group.
Final Summary Policy Report:

Can Technology-based Services support Long-term Care Challenges in Home Care? Analysis of Evidence from Social Innovation Good Practices across the EU: CARICT Project Summary Report

Authors: Stephanie Carretero, James Stewart, Clara Centeno, Francesco Barbabella, Andrea Schmidt, Frédérique Lamontagne-Godwin, Giovanni Lamura

Publication date: 1/2013

Available at: http://ipts.jrc.ec.europa.eu/publications/pub.cfm?id=5899
Other reports on ICT and informal care:

- Long term care challenges in an Ageing Society: The role of ICT and Migrants – Results from a study on England, Germany, Italy and Spain (2010), integrates the results of the following reports:
  - The potential of ICT in supporting Domiciliary Care in England (2010)
  - The potential of ICT in supporting Domiciliary Care in Germany (2010)
  - The potential of ICT in supporting Domiciliary Care in Spain (2010)
  - The potential of ICT in supporting Immigrant Care Workers in Domiciliary Care in Italy (2010)

- CARICT: Analysis and Mapping of 52 ICT-based initiatives for caregivers, Deliverable 2.3 (2011)
- CARICT: Final report containing case-by-case detailed description and analysis of selected 12 Good practices (2012)

http://is.jrc.ec.europa.eu/pages/EAP/eInclusion.html
Online repository with ICT based services for informal carers

**CARICT Projects**

**DISCOVER Skills for Carers**
DISCOVER Skills for Carers, a pan-European project, offers information, advice, guidance and training to support the wellbeing of carers in their caring role.

**ECVC "Elderly Care Vocational Certificate"**
The ECVC "Elderly Care Vocational Certificate" project has the scope to create a system of vocational training to provide participants with the "Elderly Care Vocational Certificate" in the Health and Welfare educational field. The training utilises the existing e-learning curriculum developed by the LiDyECV project www.ecleamdo.com (2005-2007) and it is supplemented with practical experience at elderly care providing centres. The ECV Certificate is a low cost but effective.

**Hand in Hand**
Here's a Hand is a new way for family, friends and neighbours to offer and coordinate a helping hand for older or disabled people, using the web, emails and mobile phones. It is also possible to follow the blog via email by entering the email address to follow the blog and receive notifications of new posts by email.

**Healthtalkonline.org (carers)**
Healthtalkonline, an award-winning charity website, to share people's experiences of health and illness. Information is based on qualitative research into patient experiences led by experts at the University of Oxford. The Health Experience Research Group has created a unique database of personal and patient experiences through in-depth qualitative research into over 50 different illnesses and health conditions. The results of the research are published on two websites – www.healthtalkonline.org and...

**Leeds City Council Telecare**
Leeds City Council Telecare provides second generation telecare equipment to around 5000 people including those with dementia, learning difficulties, head injuries, and physical impairments. The main beneficiaries of this service are older people with social care needs; ICT equipment in their home helps them live more independently and avoid crises.
## Healthtalkonline.org (carers)

### Summary

Healthtalkonline, an award-winning charity website, to share people’s experiences of health and illness. Information is based on qualitative research into patient experiences led by experts at the University of Oxford.

The Health Experience Research Group has created a unique database of personal and patient experiences through in-depth qualitative research into over 50 different illnesses and health conditions. The results of the research are published on two websites – [www.healthtalkonline.org](http://www.healthtalkonline.org) and [www.youthhealthtalk.org](http://www.youthhealthtalk.org).

The Health Experiences Research Group at the University of Oxford, assessed as a ‘5-star’ research department by the last Research Assessment Exercise (RAE), uses rigorous and systematic research methods to sample, collect and analyse interviews with individuals of all ethnic groups over the age of sixteen. Thes methods provide an evidence-based approach to patient experience so that a full range of patients’ perspectives are analysed in terms of what someone might expect to experience when diagnosed with a particular condition or illness. More recent studies have focused on broader health and personal issues, from both the individual’s perspective and that of their carers and families.

Results are presented in through video, audio and written material – which resonate with the users’ own perspectives and experiences of issues such as reaction to diagnosis, consultation with their doctor, effect on work, social life and relationships, decisions on treatment options and side-effects of treatments. The questions that patients want answered are identified in the interviews with patients and summarised on the websites.

Studies have focused not only on the patient’s perspective but also on the impact of a illness on those around them.
Thank you very much for your attention!

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http://is.jrc.ec.europa.eu/pages/EAP/eInclusion.html