



care 4 carers



ANNEX I – COMPILATION OF EXISTING OFFERS FOR FAMILY CARERS & BEST PRACTICES

SEPTEMBER 2022

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I. AUSTRIA

i. Social care

 Austria	
Organisation	Federal state government (Burgenland)
Year and duration of good practice implementation	2019 - ongoing
General description of the good practice	<p>Since 2019, one of Austria's Laender (Burgenland) has introduced a pilot program which permits working-age family carers to be hired. Family carers have the possibility to be employed through a publicly owned non-commercial company if they care for a person</p> <p>with an assessed care need of level 3 or higher. The monthly net income ranges between EUR 1022 and EUR 1700 depending on part-time (level 3-4) or full-time (level 5-7) employment. The employment scheme contributes to the formalisation of informal care.</p> <p>Family carers have to take 100 hours of free basic training within the first year of the contract.</p>
Main activities implemented and methods used	Formalisation of informal care through the implementation of an employment scheme for eligible family carers (fulfilling certain criteria)
Results of the good practice	<p>The pilot will be evaluated this year. Up to now (May 2022) 234 family carers have benefited from the model.</p> <p>Other Laender are also planning to introduce this employment scheme for family carers.</p> <p>So, there is a chance that Austria will formalise a considerable number of family care arrangements (predominantly high-intensity).</p>
Obstacles/ Challenges	Critics of the employment scheme are pointing out that the high burden of family care is turned into a profession. Some questions such as additional hours worked by family carers are still unexplained.
Where can we find further information?	https://www.pflegeserviceburgenland.at/infos/das-burgenlaendische-modell

 Austria	
Organisation	Government regulation
Year and duration of good practice implementation	Since 2014 -Ongoing
General description of the good practice	<p>Paid care leave or part-time work for carers was introduced in 2014. It was implemented with the intention to support employed family carers at the beginning of a care situation to organise the new situation.</p> <p>5 years later an internal and external evaluation was carried out.</p>
Success criteria	8 out of 10 respondents reported that they reached their care goals during paid care leave, 9 out of 10 respondents indicated that they would take paid care leave again if there were in a similar situation.
Obstacles/ Challenges	<p>A majority of people who used paid care leave were unemployed. The idea is to encourage more employed people to take use of the paid care leave. There are only very few people who are willing to use part-time work for carers. For many users 3 months of paid care leave was too short, as they often did not return to the labour market after but continued caregiving.</p> <p>Alternatives to paid care leave such as the possibility to continue insurance under the pension scheme are often unknown among family carers.</p> <p>The model of paid care leave was criticised, as there is some financial appreciation on the one hand but also confirmation to an explicit familialism model that enforces the family's involvement in caring.</p>

ii. Career counselling

 Austria	
Organisation	ABZ (Labour, Education, Future)

Year and duration of good practice implementation	ongoing
General description of the good practice	ABZ is a women's counselling centre that offers a range of free educational counselling to women who want to re-enter the labour market (e.g. re-entry with future 2.0 north, management of re-entry and maternity leave).
Main activities implemented and methods used	<p>ABZ Austria provides an online information tool for organisations and companies to work with, including a variety of information on maternity/parental leave, paid care leave and part-time work for carers, educational leave, home-office, etc.</p> <p>For counselling, they also offer walk & talk sessions, where the counsellor and their client go on a walk together in a park. The underlying idea is that walking outside facilitates creativity and thinking processes and helps to focus on personal goals</p> <p>The project "Re-entry now!" focuses on women who had to interrupt their career due to maternity leave or family care and want to re-enter the labour market. They receive advice regarding change of career, further educational training or support in job search and job application.</p>
Obstacles/ Challenges	Most of their offers focus on women who have been absent from work due to childcare and counselling services that particularly speak to family carers still seem to be rare.
Where can we find further information?	http://abzaustria.at

	Austria
Organisation	WAFF (Vienna Employment Promotion Fund): a labour market policy establishment of the City of Vienna that aims to promote the professional development of employees in Vienna who are seeking to enhance their skills.
Year and duration of good practice implementation	ongoing
General description of the good practice	WAFF offers free consulting services in the area of re-entry for people living in Vienna who had to interrupt their career due to maternity/parental leave or family caregiving.
Main activities implemented and methods used	<p>The services can be used before, during or after interruptions in employment. WAFF also offers financial support up to 4000 EUR for further educational training.</p> <p>Moreover, the organisation provides training on digital upskilling for women involving information and communication technology, social media and data science, online marketing and -business.</p>
Obstacles/ Challenges	The internet description of the services mainly addresses parents, thus, it is not obvious that services are also meant to be for family carers.

Where can we find further information?	http://waff.at
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	Austria
Organisation	Pegasos: a non-profit organisation in Lower Austria
Year and duration of good practice implementation	ongoing
General description of the good practice	In cooperation with the Employment Service Austria in Lower Austria, Pegasos provides free counselling services for unemployed family carers who want to go back to work during or after caregiving.
Main activities implemented and methods used	They provide information on legal and financial aspects and existing care services and give support in finding individual solutions for family carers. In addition to individual counselling, they also provide information in the field of stress-management, burn-out/ethic, time-management and offer support groups.
Success criteria	Being well connected with the Employment Service and other providers, e.g. mobile care organisations, Pegasos has access to the target group and can provide comprehensive offers according to different needs.

Obstacles/ Challenges	So far, the counselling offer is only available to people in Lower Austria.
Where can we find further information?	https://pegasos-beratung.at/

iii. Psychological support

	Austria
Organisation	Federal Ministry of Labor, Social Affairs and Consumer Protection
Year and duration of good practice implementation	Since 2015 - ongoing
General description of the good practice	Carers' talks program
Main activities implemented and methods used	Carers' talks are offered as a free service for family carers who suffer from emotional and mental burden due to their care situation. Carers have the possibility to talk to a psychologist, social worker, or similar skilled person in confidence.

Success criteria	In the course of the care reform in May 2022, the offer was expanded, and informal carers now have the right to 5 carers' talks per year (instead of 3).
Obstacles/ Challenges	According to a survey in 2017, 7% of informal carers used the offer of a carers' talk program. Efforts need to be made to reach more caregivers.
Where can we find further information?	https://broschuerenservice.sozialministerium.at/Home/Download?publicationId=667

iv. Other forms of support

	Austria
Organisation	IG Pflege (Interest group for informal carers)
Year and duration of good practice implementation	2009-ongoing
General description of the good practice	IG Pflege is a membership association that advocates informal carers' interests and provides information about caregiver benefits and caregiver employment.
Main activities implemented and methods used	The association aims to improve the living conditions of informal carers, to create public awareness of care burden and to improve carers' awareness of services. On the regularly updated website, family carers can find a comprehensive collection of all different types of services available, links to relevant articles and current news on the topic.
Where can we find further information?	https://www.ig-pflege.at/

 Austria	
Organisation	Pflegedrehscheibe (Care Hub)
Year and duration of good practice implementation	ongoing
General description of the good practice	Care Hub is a central contact and information point for issues related to care and support provided by the social welfare office in Graz, Styria. It is available in each province of Styria.
Main activities implemented and methods used	The hub cooperates with all local health and care providers as well as hospitals, social workers and self-help groups and brings these into contact with each other. It aims at supporting persons in need of care and their caregivers in finding and organising the right services. Free visits are available on demand.
Success criteria	The Care Hub describes itself as the first contact point of its kind in the state of Styria.
Where can we find further information?	https://www.gesundheit.steiermark.at/cms/ziel/142146817/DE/

 Austria	
Organisation	Allianz – insurance company
Year and duration of good practice implementation	ongoing
General description of the good practice	Measures for reconciliation of care and employment
Main activities implemented and methods used	The company offers a care/ paternal leave management that aim at providing individual support to employees according to their situation. In case of a care situation, employees can talk to their manager and the HR manager. In an initial consultation, different possibilities provided by the company are discussed and the manager as well as the employee

	<p>receive info material. Employees have a free choice to choose between paid care leave or part-time care leave. They are also offered alternatives such as a 4-day-week, sabbaticals, teleworking and part-time for managers.</p> <p>During an annual employer/employee conference, reconciliation topics are part of the conversation and addressed by the manager.</p> <p>The organisation makes efforts to sensitise managers to care issues and measures.</p> <p>The organisation tries to keep contact with the employee when absent due to care leave and keeps sending information and invitations to events.</p>
Where can we find further information?	<p>Praxisleitfaden Vereinbarkeit von Pflege und Beruf (2016): https://www.familieundberuf.at/node/53729 (p.60)</p>

 Austria	
Organisation	MAM baby products
Year and duration of good practice implementation	ongoing
General description of the good practice	Introduction of a care/parental leave management tool
Main activities implemented and methods used	<p>The company attaches importance to the reconciliation of care and job, not only when it comes to childcare but also with respect to family carers. After conducting an audit and evaluating current measures in the context of reconciliation, it was concluded that employees were mainly missing information on the topic. As a consequence the company decided to introduce a leave management tool provided by ABZ (an ngo fostering labour equality for women) where users have access to a variety of information on family care and child care and checklists for employees and managers.</p>
Where can we find further information?	<p>Praxisleitfaden Vereinbarkeit von Pflege und Beruf (2016): https://www.familieundberuf.at/node/53729 (p. 85)</p>

 Austria	
Organisation	SHELL Austria
Year and duration of good practice implementation	ongoing
General description of the good practice	Elder-care consultancy
Main activities implemented and methods used	In cooperation with a company & employment assistance company, Shell offers free of charge and strictly confidential consultancy on eldercare. Topics range from financial and legal aspects (paid care leave, care allowance, social care services, institutional care, power of representation). Individual situations and suitable measures to meet the employees needs are discussed.
Where can we find further information?	Praxisleitfaden Vereinbarkeit von Pflege und Beruf (2016): https://www.familieundberuf.at/node/53729 (p.78)

 Austria	
Organisation	Austrian National Library
Year and duration of good practice implementation	ongoing
General description of the good practice	Free consulting services for employees in the context of care
Main activities implemented and methods used	The organisation offers free consultancy services for their employees in the context of family care and childcare through a consulting company (KibisCare). Individual care solutions are developed based on the care situation and the employee's needs.
Where can we find further information?	Praxisleitfaden Vereinbarkeit von Pflege und Beruf (2016): https://www.familieundberuf.at/node/53729 (p.76-77)

II. BULGARIA

i. Funding and financial support

 Bulgaria	
Organisation	Ole Male! Project by Foundation "Maiko mila"
Year and duration of good practice implementation	2018 - ongoing
General description of the good practice	Ole Male! is an online platform designed to help mothers of children with disabilities to promote their financial and work independence. The initiative aims to bring together the work of mothers of children with disabilities or illnesses who, due to the day-to-day care of their children, are prevented from attending their usual workplace and who, sometimes by compulsion, sometimes by love, have found their second calling - to create with their hands. On the Ole Male! website, every mother of a child with a disability can be an independent artist, supporting her family with her own efforts.
Main activities implemented and methods used	<p>The mothers show on the site the products they have made themselves - decorations, scarves, hats, bags, jewellery, and "Ole Male" promotes their products live and online to the widest possible range of people. Ways to help are donating, buying a handmade product directly from the online store, becoming a volunteer on different campaigns or becoming a corporate partner. The money raised is used to fund the purchase of materials for work, as well as vocational retraining courses to give mothers of disabled children a lasting and meaningful opportunity to support themselves.</p> <p>The Foundation's activity is related to organising the mothers, distributing the work, collecting the products made by them, storing them in Sofia and fulfilling orders to both corporate clients and private ones, organising bazaars in different locations and fundraising campaigns.</p>
Results of the good practice	<ul style="list-style-type: none"> - the platform is used by over 200 mothers of children with disabilities - organised/participated in over 40 bazaars (including abroad) with products made by mothers of children with disabilities from all over Bulgaria
Success criteria	- over 22 000 followers on facebook

	<ul style="list-style-type: none"> - nominated for the prestigious international Effie Award for the effectiveness of a social campaign - won the biggest competition for social entrepreneurs in Bulgaria, organised by Nova Broadcasting Group and Reach for Change Foundation - CHANGE - won the first prize in the category "Marketing with a Cause" at the annual awards of the Bulgarian Business Leaders Forum for the campaign "My Mother is a SuperHero" in partnership with FANTASTICO - worked with dozens of corporate clients such as HP, PricewaterhouseCoopers, Coca Cola Company, Telenor, A1, British Council - received donations from some of the largest companies in Bulgaria: Ingram, Kaufland, Bulbank, Walltopia etc.
Obstacles/ Challenges	Relying on fundraising and volunteering
Where can we find further information?	https://www.olemale.bg/ https://www.facebook.com/olemalebg/

ii. Psychological support

	Bulgaria
Organisation	Association "Children with onco haematological diseases"
Year and duration of good practice implementation	2013 - ongoing
General description of the good practice	Golden Ribbon is the first and only Daily Centre for education, therapy and social rehabilitation of children with cancer in Bulgaria. It was established by the Association with the support of donors and the Sofia municipality. It is located within one of the main city hospitals but offers a greatly needed environment far from the hospital setting with a playroom, small library, game room (with computers, play station, board games) as well as an art room.
Main activities implemented and methods used	The Daily centre offers psychological consultations based on specially designed programs to meet the needs of sick children and young people, provide appropriate support in the difficult stages of active treatment, maintenance therapy, manage the psychological traumas that cancer and treatment bring to the child and his / her family in the process of recovery. The centre is also a room for parents

	(the carers) to receive psychological support, take part in art activities and share moments with their peers in a similar situation. Every Tuesday and Wednesday the centre offers art therapy and social counselling with parents. The team gives the new patients and their carers (parents) a warm welcome (something that one can hardly get at the public social institutions of Bulgaria), answers questions that worry the carers about the daily challenges of families, the difficulties and the pain as well as practicalities such as what social support they are entitled to.
Success criteria	The Association's team has successfully implemented all the above activities in the clinic. Parents/carers have repeatedly shared that the most valuable support for them is the casual conversation with peers and hearing from the words: <i>"My child was also here, and now he or she is healthy - studying, dancing, dreaming ... There is a long way in front of you, but everything will pass, you will learn to live with the disease and after some time you will be healthy and happy again"</i> .
Obstacles/ Challenges	The centre was built almost entirely thanks to the support of parents and donors as opposed to state support (the rooms were provided free of charge by the municipality). Moreover, this is the only centre of this kind in the country and is logically situated in the capital city, which unfortunately makes it less accessible for families coming from other parts of the country.
Where can we find further information?	http://www.decaohz.org/bg/%D0%B7%D0%B0-%D0%BD%D0%B0%D1%81/%D0%BF%D0%BE%D1%81%D1%82%D0%B8%D0%B3%D0%BD%D0%B0%D1%82%D0%B8-%D1%83%D1%81%D0%BF%D0%B5%D1%85%D0%B8/

	Bulgaria
Organisation	Association "Children with onco haematological diseases"
Year and duration of good practice implementation	2017 - ongoing (in the making)
General description of the good practice	With donations and European funding the Association is building a Rehabilitation/Recreational centre for children suffering from onco-haematological diseases and their families to be used during and after chemotherapy. The plan is for the centre to be later accessible to children with other kinds of diseases as well. A centre of this kind would be the first in the Balkan region and eighth in the world.

Main activities implemented and methods used	<p>One of the main aims of the Rehabilitation centre is to provide support to the children and their parents (who are their carers) to deal with the emotional consequences of the disease. Depending on the type of cancer, very often families are set apart and the centre would be a place for them to spend time together and heal both physically and emotionally. Teachers/trainers, psychologists and art-therapists offer different activities for the carers and the children. Currently there are 4 psychologists - each with a different profile who work with the children and their parents.</p>
Results of the good practice	<p>Even if the centre is planned as a family service, the first family therapy takes place only in 2022, which is considered success, having in mind the stigma surrounding this type of intervention among the concerned families. Individual therapies still seem to be prevailing for those conscious enough to seek this kind of help.</p>
Obstacles/ Challenges	<p>Again, funding is the main problem, as the centre is being built almost entirely with the support (not just financial but also physical) of parents and donors. European funding was also provided by</p>
Where can we find further information?	<p>http://www.decaohz.org/en/ http://www.center.decaohz.org/</p>

III. CYPRUS

i. Psychological support

 Cyprus	
Organisation	Union for Alzheimer's Patients
Year and duration of good practice implementation	1996-present
General description of the good practice	Provision of at-home care (partially funded) across all cities, but limited in number.
Main activities implemented and methods used	Psychological support and day-care of dementia patients, allowing their family members to re-integrate back in the workplace. The works primarily on a volunteering basis.
Results of the good practice	Raised awareness of Alzheimer's in the community; access to psychologists by patients and carers; mobilisation of volunteers
Where can we find further information?	https://cyprusalzheimersassociation.weebly.com/

 Cyprus	
Organisation	Ithaki
Year and duration of good practice implementation	2011-present
General description of the good practice	Ithaki is a non-profit organisation relying on a hybrid of healthcare professionals and volunteers. The centre provides day-care and activities for people with Alzheimer's. Psychosocial support is provided for carers, by offloading their caring duties weekly, but also by providing free access to psychological counselling.

Main activities implemented and methods used	Yearly campaign on 'Alzheimer Day' (21 st of September) to raise awareness and promote early diagnosis, patient and carer needs, as well as involve stakeholders. Promotional and fund-raising
Results of the good practice	Raised awareness of Alzheimer's in the community; access to psychologists by patients and carers; mobilisation of volunteers
Obstacles/Challenges	Relying on fundraising and volunteering
Where can we find further information?	http://ithakicyprus.com/

IV. DENMARK

i. Peer-to-peer support

	Denmark (Jylland, Århus)
Organisation	"Kræftens Bekæmpelse" – Fight against Cancer
Year and duration of good practice implementation	Peer-to-Peer support since 1928 (primarily in the last 50-60 years)
General description of the good practice	The NGO offers many varieties of peer-to-peer support.
Main activities implemented and methods used	They facilitate online forums, dialogue café's, blogs, and videos. There are different methods in these different offers e.g. psychologists or priests as facilitators.
Success criteria	That people are not feeling alone or left behind. They are a part of a huge network they can use, and they can share tips/tricks/sorrow/worries with each other that their friends might not understand.
Where can we find further information?	https://www.cancer.dk/hjaelp-viden/andres-erfaringer/

	Denmark (Jylland, Århus)
Organisation	Hospice
Year and duration of good practice implementation	Interdisciplinary options between priests, therapists, music therapy, grieving groups,
General description of the good practice	The NGO offers many varieties of peer-to-peer support.
Main activities implemented and methods used	They facilitate online forums, dialogue café's, blogs, and videos. There are different methods in these different offers e.g. psychologists or priests as facilitators.
Success criteria	That people are not feeling alone or left behind. They are a part of a huge network they can use, and they can share tips/tricks/sorrow/worries with each other that their friends might not understand.
Where can we find further information?	https://www.cancer.dk/international/patient-support/

ii. Other forms of support

	Denmark (Jylland, Århus)
Organisation	Jobcenter
Year and duration of good practice implementation	MBSR: Mindfulness-based stress reduction progress
General description of the good practice	This is an approach for people who have experienced stress during their leave or time off work. It is also offered to someone who has been depressed or is in grief.
Results of the good practice	Going back to work, without risk of having a fallback.
Success criteria	To increase the ability to work a bit longer. Less stress.
Obstacles/Challenges	Only for people who have difficulties with going back to work, not preparatory.

	Denmark (Jylland, Århus)
Organisation	Jobcenter
Year and duration of good practice implementation	Masterclasses: 6 weeks at a time.
General description of the good practice	For all citizens who have been away from the labour market. Maybe because they were sick, were on leave etc. These Masterclasses are six weeks long and can consist of very

	different content depending on the person's needs e.g. mindfulness, yoga, writing a CV, learning new skills like languages and more. It gives the tools to attend events again, after being off work for a while.
Main activities implemented and methods used	They facilitate online forums, dialogue café's, blogs, videos. There are different methods in these different offers e.g. psychologists or priests as facilitators.
Results of the good practice	Learning new skills, experiencing having new value to the labour force, getting structure to daily life.
Success criteria	It gives structure to their lives as well as the feeling of having value for someone or something and learning new stuff again. This also means you can return to the labour market with a new energy.

V. GERMANY

i. Social care

 Germany	
Organisation	National – Ministry of Health
Year and duration of good practice implementation	Ongoing
General description of the good practice	Reduced working hours for a care episode
Main activities implemented and methods used	<p>Work hours limited to 15h/week to enable the episode of care</p> <p>The job place is retained</p> <p>Social and Health insurance are retained</p> <p>Interest-free loans available</p>
Results of the good practice	Job and financial security during the care episode
Obstacles/ Challenges	<p>Duration limited to 24 months.</p> <p>The carer must have a job at the beginning of the care episode.</p> <p>The person cared about must have a proved degree of disability</p>
Where can we find further information?	https://www.bundesgesundheitsministerium.de/leistungen-der-pflege/vereinbarkeit-von-pflege-und-beruf.html

 Germany	
Organisation	Netzwerk Pflegebegleitung
Year and duration of good practice implementation	2004 - ongoing

General description of the good practice	A nation-wide network of family carer companions
Main activities implemented and methods used	Consultations, advise and emotional support by volunteer professionals
Results of the good practice	Empowerment of family carers
Success criteria	A total of 149 locations and over 2000 volunteers have been engaged.
Obstacles/ Challenges	In some areas, there are no organisations available- the nearest one can be anywhere from a few dozen to a 100 km away.
Where can we find further information?	https://pflegebegleiter.de/

ii. Funding and financial support

	Germany
Organisation	Dr. med. Heide Paul-Toebelmann Stiftung
Year and duration of good practice implementation	ongoing
General description of the good practice	The Foundation offers financial support to family carers.
Main activities implemented and methods used	Funding is available for: Vacations of family carers; Medical cure trips; Hiring professional assistance, so the carer can be temporarily relieved.
Results of the good practice	Improved physical and mental condition of family carers. An opportunity to reflect on important matters
Obstacles/ Challenges	Limited duration Application must be made by post or email, proving the financial necessity. Supporting documents are required. No examples for filling in the form are provided;

Where can we find further information?

<https://hpt-stiftung.weebly.com/>

iii. Training and education

	Germany
Organisation	Health Insurance Providers
Year and duration of good practice implementation	ongoing
General description of the good practice	Free care courses for family carers
Main activities implemented and methods used	According to: § 45 SGB XI The long-term care insurance funds shall provide training courses free of charge for relatives and other persons interested in voluntary care work in order to promote and strengthen social commitment in the area of care, to facilitate and improve care and support, and to reduce physical and mental stress caused by care and prevent it from developing. The courses are designed to teach skills for independent caregiving. At the request of the caregiver and the person in need of care, the training shall also take place in the home environment of the person in need of care.
Results of the good practice	Increased care competences
Obstacles/Challenges	Limited to the area of family care
Where can we find further information?	https://www.sozialgesetzbuch-sgb.de/sgbxi/45.html

iv. Peer-to-peer support

	Germany
Organisation	Verein wir pflegen e.V.

Year and duration of good practice implementation	ongoing
General description of the good practice	Stories about the economic hardships caused through caring for close ones
Main activities implemented and methods used	Family carers can share their stories about their care episodes and how they were affected by them. Their reports illustrate the high risk of poverty in family care and a care system that discriminates against family care and family caregivers in favour of institutional care.
Results of the good practice	Increased awareness of the hardships of family care Peer support Political representation
Obstacles/ Challenges	Cares must be willing to share their stories publicly. That incurs a risk of criticism as well as support.
Where can we find further information?	https://www.armutdurchpflege.de/

v. Psychological support

	Germany
Organisation	Zentrum ÜBERLEBEN
Year and duration of good practice implementation	ongoing
General description of the good practice	Consultations for family carers
Main activities implemented and methods used	Services are delivered online Consultations offering psychological help, support, and information The calls are anonymous, free of charge and data-protected
Results of the good practice	Access to information resources Access to support structures Psychological support
Obstacles/ Challenges	Lacking digital skills, devices or Internet connection can be an obstacle

Where can we find further information?

<https://www.pflegen-und-leben.de/>

vi. Other forms of support

	Germany
Organisation	Reisemaulwurf
Year and duration of good practice implementation	Ongoing
General description of the good practice	A service offering vacation trips for persons in care and family carers
Main activities implemented and methods used	<p>Consultations of travel opportunities</p> <p>Supported vacations for people with disabilities</p> <p>Vacations for family carers</p> <p>Networking of tour operators, care hotels, social institutions, health insurance companies, self-held and welfare associations, public agencies, etc,</p> <p>Sensitising the tourism industry of the target group of people requiring care</p>
Results of the good practice	<p>Raised awareness of the need of people under care and of carers to have proper vacation</p> <p>An opportunity for improved physical and mental health</p>
Obstacles/ Challenges	<p>Financial means required</p> <p>Carers are NOT the primary target group</p>
Where can we find further information?	https://reisemaulwurf.de/

	Germany
Organisation	Urlaub & Pflege e.V.
Year and duration of good practice implementation	ongoing

General description of the good practice	Holiday travel for people with disabilities and their carers
Main activities implemented and methods used	<p>Relatives providing care can take part in the holiday trips of the persons they care about. However, due to a system of 24-hour care as well as 1:1 care, their participation is not required. Therefore, they can decide independently of care-related necessities whether they would prefer to go on vacation together or whether they can recover better if they do something all by themselves or just stay at home in peace.</p> <p>With a tandem trip, the organisation combines a joint vacation with an extra program for caregiving relatives. They can participate in a course on "autogenic training", which is recognized by the health insurance companies according to §20 SGB V. In addition, a care course is offered where they receive tips and suggestions to optimise their home care situation. Exchanges with other relatives and joint activities can also take place.</p>
Results of the good practice	<p>Free time</p> <p>Decreased physical and psychological stress</p> <p>Increased care competences</p>
Obstacles/ Challenges	<p>Focused primarily of the cared person, not the carer</p> <p>Limited duration</p> <p>Substantial costs</p>
Where can we find further information?	https://urlaub-und-pflege.de/

VI. GREECE

i. Training and education

	Greece
Organisation	The Social Intervention Programme “Gefyra” of the Regional Development Fund of Central Greece and the Greek Association of Alzheimer’s Disease and Related Disorders of Chalkida
Year and duration of good practice implementation	June 2021-July 2021
General description of the good practice	<p>In 2021, the Social Intervention Programme “Gefyra” of the Regional Development Fund of Central Greece along with the Greek Association of Alzheimer’s Disease and Related Disorders of Chalkida launched the action “Learning to care for people with dementia”. The main objective of the action was to provide a free training and support scheme addressed to family, professional, or other types of carers of people with dementia living in the Region of Central Greece. Moreover, the programme aimed to strengthen the carers’ resilience and equip them with coping skills for their everyday lives.</p>
Main activities implemented and methods used	<p>The programme had a total duration of eight weeks and included live and asynchronous webinars, which took place twice a week as well as individual or group psychological support sessions. It focused mainly on the specific needs of dementia patients’ carers, providing key information about dementia symptoms, progression and available treatments and skills for effective coping with the physical and psychological burden of dementia. At the same time, additional knowledge was also provided to prevent the negative mental health consequences of a potential new wave of the Covid-19 pandemic.</p>
Results of the good practice	<p>Through their participation in the training seminars of the programme, carers of people with dementia were able to better understand the characteristics of dementia disorders and its implications in their role as carers, as well as to identify and resolve problems related to the care of a person with dementia. Furthermore, they learned ways to engage the person with dementia in meaningful activities and how to provide person-centred care, using appropriate communication and problem-solving skills.</p>

Where can we find further information?

<https://www.alzheimer-chalkida.org/programma-ekpaidusis-frontistwn/>

<https://www.alzheimer-chalkida.org/en/caregiver-training-and-support-program/>

ii. Peer-to-peer support

 <p>Greece</p>	
Organisation	"Nestor" Psychogeriatric Association
Year and duration of good practice implementation	2015-today
General description of the good practice	In October 2015, the programme "Caregivers' café" was launched in collaboration between Nestor Psychogeriatric Association and the Caregivers of Alzheimer's Disease and Related Disorders Association. In this context, meetings for "coffee" take place every second Wednesday at the Alzheimer's Center of the Psychogeriatric Society "Nestor" and anyone interested can participate. Carers who take part have the opportunity to exchange views with other carers of dementia patients, to obtain information and advice from health professionals on different topics in each meeting, such as patients' behavioural problems, non-pharmaceutical interventions, creative activities at home, ways to reduce carers' burden, legislation and insurance issues, etc.
Main activities implemented and methods used	The programme seeks to provide them with useful knowledge about patient care and to support them psychologically, combining information and training with coffee breaks and enjoyable activities. In specific, apart from educational hours, the programme also includes recreational activities for carers, such as relaxation exercises, crafts, dance, music, board games etc. These activities temporarily relieve carers from the burden of caring for a geriatric patient, help them develop friendly bonds between them, and encourage them to keep going in the carers' role. It is important to highlight that while carers participate in the Caregivers' café, the staff of the short-stay clinic can undertake the care of the carers' relatives with dementia in a separate room so as to facilitate carers' participation.

Results of the good practice	"Caregivers' café" is an innovative initiative which is implemented for the first time in Greece and it is also provided to carers free of charge. It is characterised as successful since it has been running for several years now and manages to engage a significant number of dementia patients' carers each year.
Where can we find further information?	https://www.nstr.gr/%CF%80%CF%81%CE%BF%CE%B3%CF%81%CE%AC%CE%BC%CE%BC%CE%B1%CF%84%CE%B1/%CE%BA%CE%B1%CF%86%CE%AD%CF%82-%CE%B3%CE%B9%CE%B1-%CF%86%CF%81%CE%BF%CE%BD%CF%84%CE%B9%CF%83%CF%84%CE%AD%CF%82/# https://www.nstr.gr/2019/10/%CE%BF%CE%BC%CE%AC%CE%B4%CE%B1-%CE%BA%CE%B1%CF%86%CE%AD-%CF%86%CF%81%CE%BF%CE%BD%CF%84%CE%AF%CE%B6%CF%89-%CF%83%CF%85%CE%BD%CE%B5%CF%87%CE%AF%CE%B6%CF%89/

iii. Psychological support

	Greece
Organisation	Department of Social Policy, Health and Solidarity of the Municipality of Nea Smyrni
Year and duration of good practice implementation	January 2022-today
General description of the good practice	The Department of Social Policy, Health and Solidarity of the Municipality of Nea Smyrni recently launched a new initiative for carers' psychosocial care. The initiative was based on the realisation that increasing numbers of the population are currently facing physical, mental, intellectual, or sensory difficulties which in turn increases the burden for their carers on both practical and emotional levels. Thus, the formation of support groups for carers at municipal level was decided.
Main activities implemented and methods used	The first step implemented were individual exploratory sessions with carers and support groups were formed afterwards. The carers support groups aim to provide psychosocial support for the struggles and anxieties that family carers of patients with organic or mental illness are facing and to cover their needs in

	terms of support. The main activities to achieve this goal is through the creation and operation of experiential groups for carers residing in the Municipality that will serve as a stable point of reference for support and empowerment.
Results of the good practice	Provided that the related initiative is relatively new, there are few data available for its results. However, an event titled “Caring for Caregivers: From theory to practice” ¹ was recently organised by the Local Mental Health Promotion Team of the Municipality of Nea Smyrni in which members from the carers’ support groups also participated and shared their experiences.
Where can we find further information? Web/Study	https://neasmyrni.gr/%CF%88%CF%85%CF%87%CE%BF%CE%BA%CE%BF%CE%B9%CE%BD%CF%89%CE%BD%CE%B9%CE%BA%CE%B7-%CF%83%CF%84%CE%B7%CF%81%CE%B9%CE%BE%CE%B7-%CF%86%CF%81%CE%BF%CE%BD%CF%84%CE%B9%CF%83%CF%84%CF%89%CE%BD/

¹<https://neasmyrni.gr/event/%cf%86%cf%81%ce%bf%ce%bd%cf%84%ce%af%ce%b6%ce%bf%ce%bd%cf%84%ce%b1%cf%82-%cf%84%ce%bf%cf%85%cf%82-%cf%86%cf%81%ce%bf%ce%bd%cf%84%ce%b9%cf%83%cf%84%ce%ad%cf%82-%ce%b1%cf%80%cf%8c-%cf%84%ce%b7-%ce%b8/>

VII. ITALY

i. Social care

Italy	
	
Organisation	ANS – Anziani e non solo
Year and duration of good practice implementation	2004 - ongoing
General description of the good practice	ANS- Anziani e non solo is a cooperative based in Carpi (province of Modena), which has been carrying out interventions, products and services in the field of welfare assistance and social inclusion since 2004. It has been carrying out several different projects in the field of social promotion and the support to non-professional caregivers, also relying on both local and transnational networks.
Main activities implemented and methods used	<p>- Self-training course for family carers formation “Aspasia”</p> <p>- Family Caregiver online platform collecting useful documentation and information on existing services and offering an on-line training course for family caregivers with modules dealing with issues such as the role and problems of caregiving, knowledge of available services and the organisation of care work, and how best to provide this type of care in its most practical aspects (emergency management, help with movement, nutrition, personal hygiene, etc.).</p> <p>- Rete Caregiver project, which has involved more than 3,000 people in the provinces of Vicenza, Verona and Mantua, creating self-help groups. The project has also helped to strengthen home care services and had as main objectives the following:</p> <ol style="list-style-type: none"> 1. <i>To build a support network for caregivers, creating specific spaces and services, also in online mode;</i> 2. <i>Enhance the carer's role through social inclusion interventions;</i> 3. <i>Create a model that can also be replicated in other territories.</i> <p>With the new funding coming in under the National Recovery and Resilience Plan (RRP) it is hoped to build an integrated team with health and social services, creating a single point of access for caregivers.</p>

	<p>-Caregiver day: an initiative to promote awareness about family caregiving</p> <p>-Talent di cura: an on-line validation system for the competences acquired during the care period</p>
Results of the good practice	<p>The intervention of ANS is contributing to the diffusion of several similar initiatives in other Italian regions. As for the quantitative results, the on-line training course has been used by over 600 carers, the Aspasia course has had over 3,500 learners (among professional carers), Talenti di cura validation system has had about 800 users. 48 Family Care Counters have been established or technically assisted by ANS.</p> <p>On the qualitative side, action carried out allowed to achieve significant results in terms of:</p> <ul style="list-style-type: none"> - Role and needs awareness - Empowerment - Development of skills - Improvement in the quality of care provided - Increased attention to the risk of mental and physical stress - Social inclusion - Active citizenship - Outreach to stakeholders and professional community - Legislative recognition - Design of targeted actions and interventions
Success criteria	<p>Offering tailored and innovative services for family caregivers (both in the local dimension and, thanks to the on-line tools, also at the national one), through:</p> <p>Targeted action on the specific needs of the area</p> <p>Encouraging the transfer of good practices from other EU countries</p> <p>Acting in close relationship between territorial short networks and long networks</p> <p>Customizable interventions, promoting their knowledge and dissemination</p>
Obstacles/Challenges	Lack of national regulation, lack of dedicated structures and methodologies
Where can we find further information?	<p>http://www.caregiverfamiliare.it</p> <p>https://www.anzianienonsole.it/online/</p> <p>https://retecaregiver.it/</p>

ii. Career counselling

	Italy
Organisation	ANPAL – Agenzia Nazionale Politiche Attive del Lavoro (National Agency for Employability Policies)
Year and duration of good practice implementation	2021/2025
General description of the good practice	<p>National Programme for the Guaranteed Employability of Workers (Garanzia di Occupabilità dei Lavoratori - GOL)</p> <p>One specific component of this programme (which has a nation-wide scope, but is managed at a regional level by local employment services) looks at the world of caregiving: the beneficiaries of this programme are, among others, unemployed persons with fewer employment opportunities. The programme has been financed with EUR 55 million for the year 2022.</p>
Main activities implemented and methods used	<p>The programme envisages two directions of intervention: on the one hand, reintegration into work, with short-term interventions aimed at those who are most easily re-employable, and on the other hand, reskilling, i.e. specialised intervention activities, with training for retraining, job accompaniment and training for digital skills.</p>
Results of the good practice	(data not yet available)
Obstacles/Challenges	<p>The programme is not reserved for caregivers, and its wide scope can result in, on the one hand, a more difficult access by these particular category of beneficiaries, and, on the other, in a less tailored intervention than the one that would be desirable.</p>

Where can we find further information?

<https://www.regione.veneto.it/web/lavoro/percorso-1->



Italy

Organisation

Jointly – benefit corporation

Year and duration of good practice implementation

2014 - ongoing

General description of the good practice

Jointly care is a platform specifically designed for helping companies to offer tailored welfare solutions to their employees who carry out care activities (including parents with small children).

Main activities implemented and methods used

They offer tailored and innovative counselling services both to create in-house welfare systems and to direct them towards existing public services.

Results of the good practice

- Activation of the Jointly partner network to support Caregivers with services such as: House assistance, Assistance in residential structures, Psychological support, Legal and economic advice.
- Activation of the Family Manager: a dedicated social worker able to guide by phone or email towards the most suitable solution based on the individual case.

Obstacles/Challenges

In the context of 49 % of employees taking care of dependent family members who do not live in their family on a regular basis, it is a challenge to offer all employees individual concrete support in managing caregivers' care loads .

Where can we find further information?

<https://www.jointly.pro/chi-siamo>

VIII. INTERNATIONAL COOPERATION

i. Training and education

	<p>Cyprus, Bulgaria, Italy, Greece, Poland, Czech Republic</p>
<p>Organisation</p>	<p>Consortium coordinated by Cyprus University of Technology</p>
<p>Year and duration of good practice implementation</p>	<p>2018-2023</p>
<p>General description of the good practice</p>	<p>eLily was an Erasmus+ project enhancing the internet use and the level of health and ehealth literacy of carers of frail older people and people with dementia. It aims to provide a blended training programme (class sessions and e-learning course) for carers of frail older people and people with dementia. The e-learning programme facilitates the class goals and includes selected modules that assist carers' training.</p> <p>The program expanded to Lily2, with the aim to develop a blended training programme (class sessions and eLearning course) for nurses and nursing students by expanding the existing knowledge developed as part of the eLILY project "eHealth Literacy Learning skills among informal carers of older people and people with Dementia".</p>
<p>Main activities implemented and methods used</p>	<p>Digital literacy training, skills-training for older people, integration</p>
<p>Results of the good practice</p>	<p>Free access to digital literacy for people wanting to upgrade their skill set;</p>
<p>Where can we find further information?</p>	<p>https://elily.eu/ ; https://www.elily2.eu/</p>

 Greece, Italy, France, Cyprus	
Organisation	Consortium coordinated by University of Athens (UoA), Greece
Year and duration of good practice implementation	2015-2017
General description of the good practice	<p>The i-Care project was an Erasmus+ programme which aimed to develop training material in order for formal and informal carers to enhance their social (soft skills) and ICT skills and provide them with innovative electronic educational resources. The target groups of the project were scholars of nursing schools, VET organisations, and social educators, but also informal carers. The main objectives of the project were to grant free access to open educational resources, to help carers foster both basic skills for the most widespread diseases and transversal soft and ICT skills which are crucial for their integration in the labour market. Last, but not least the project sought to support the existing integration services for carers with few qualifications by equipping them with knowledge and competencies and, thus, increasing their employment rates.</p>
Main activities implemented and methods used	<p>In order to achieve the above-mentioned objectives, the project implemented five main activities. The first one was a literature review including the identification of good practices and innovative educational tools. The second activity entailed the conduction of qualitative research and the development of a training methodology for the creation of the educational content for carers. The latter was developed during the third step of the project, which also involved the adaptation, piloting, and validation of the content in partner countries. The final activity of the i-Care project was the development of a Massive Online Open Course (MOOC) for careers on basic, soft and ICT skills and knowledge.</p>
Results of the good practice	<p>The first result of the project was a systematic needs analysis to identify the gaps in carers' social, ICT, and basic skills. Another result was the interactive free training material for informal carers to increase their skills regarding patient care and self-care and to enhance their soft and ICT skills. The project resulted as well to a wider transfer of knowledge</p>

	through a chain reaction of the training provided during the project activities.
Success criteria	The i-Care project was considered to be innovative because of the systematic needs analysis of the target groups and most importantly because of using a creative model of teaching and learning through a free, massive open online course for carers. Another important feature of the project was its focus on both formal and informal carers and the combination of theoretical and practical methodologies.
Where can we find further information?	http://www.i-care-project.eu/ https://www.facebook.com/icareprojecteu/

	United Kingdom, Greece, Romania, Italy, Belgium
Organisation	Consortium coordinated by IARS International Institute, UK
Year and duration of good practice implementation	2018-2020
General description of the good practice	The Care to Entrepreneurship (C2E) project was an Erasmus+ programme which was developed as a response to the Lisbon agenda and the Europe 2020 priorities in which entrepreneurship was considered to be a key component of sustainable and inclusive growth. The project's main target group were young carers aged 18-30 with a main focus on low-income women and it aimed to promote entrepreneurship education and social entrepreneurship by facilitating young carers to put their ideas into practice, for example through launching social enterprises, tackling related challenges and utilising entrepreneurship as means for their social inclusion. In specific, the main objectives of the project were the development of training curricula fostering youth's entrepreneurial competencies (e.g., business and strategic planning skills) in order to become entrepreneurs and also, the testing and implementation of the training material in partner countries, using comparative learning to inform national and EU practices.
Main activities implemented and methods used	The C2E project used a youth-led methodology which informed the creation of evidence-based, well-tested and replicable training curricula to develop young carers' entrepreneurial skills. The main activity of the project was the

	<p>development of the curriculum, including training guides and modules for young carers and professionals working with them, linking them with the business market and social enterprises.</p> <p>The curriculum was informed by the previous exploration of best practices and existing tools in the partner countries, piloted via face-to-face training events and it was evaluated for its effectiveness. The second project activity was the launching of two online courses which adapted the curriculum in innovative, interactive platforms and aimed to reach over 100 young carers and an equal number of professionals.</p> <p>The last project activity aimed to bring together all the project's theoretical and practical results into an ebook, providing national and EU wide policy recommendations and best practices.</p>
Results of the good practice	<p>The expected results of the project were an integrated social entrepreneurship capacity building and networking platform for youth and the reinforcement of young carers in becoming social entrepreneurs. Moreover, C2E sought to enhance the partner organisations' capacity to promote youth employment in the social enterprise sector and to develop a European network of young carers and entrepreneurs.</p>
Success criteria	<p>The project's success indicators were considered to be the following:</p> <ul style="list-style-type: none"> ● increased employment rate for young carers in social enterprises ● uptake of courses and completion of accredited training ● increased employability of youth ● increased understanding of stakeholders supporting young carers ● knowledge increase for conference participants about the topic
Where can we find further information?	<p>https://c2eproject.org/</p> <p>https://www.facebook.com/c2eproject/</p>

	Italy, Ireland, Greece, United Kingdom
Organisation	Consortium coordinated by SOFIA cooperative, Italy
Year and duration of good practice implementation	2009-2011
General description of the good practice	<p>The project's goal was to strengthen local and national strategies concerning informal training of former family carers to help their reintegration into society after they have ceased in their caring roles by exchanging experiences, good practices and tools in the context of the project's partnerships.</p>
Main activities implemented and methods used	<p>Through field work and networking in the four countries involved, partners have developed and promoted innovative strategies for recognition and enhancement of the skills and experience gained through caring and their transfer in three areas: (re)entry into the formal labour market, volunteering in community services, and involvement in carer support. The most interesting outcomes of the project are:</p> <ul style="list-style-type: none"> - an overview report on caring and post-caring in Europe - a handbook to support the transition from caring to post-caring
Results of the good practice	<p>The results of the project, specifically regarding the field work in the Italian context, can be mostly summarised as a useful, in-depth analysis of the family caregivers's situation in the countries, conducted through interviews and focus groups. One other useful result is the country-specific handbook on how to reintegrate into society after the care period</p>

	(http://lifeaftercare.anzianienonsolo.it/docs/lavitadopolacura.pdf)
Where can we find further information?	http://lifeaftercare.anzianienonsolo.it/index.php Italian field work results report: http://lifeaftercare.anzianienonsolo.it/docs/italianFieldWork.pdf

ii. Other forms of support

	Bulgaria, Greece, Austria, Germany, Ireland, Israel
Organisation	Consortium coordinated by the University of Münster, Institute of Sports Science
Year and duration of good practice implementation	2015 - 2018
General description of the good practice	Wellbeing and healthy choices for older adults and their carers (WHOLE) is a project funded by the Erasmus + programme. Its main objective was to promote active and healthy ageing through physical activity and healthy nutrition for frail seniors and older people at home (i.e. care recipients) using the personalised home care services provided to them by formal and informal carers. At the same time, WHOLE equally emphasises the effects of physical activity and healthy nutrition on the wellbeing and relief of formal, and especially informal, carers.
Main activities implemented and methods used	The basis of WHOLE was the collection and exchange of good practices among the partners. Another important component was identifying and involving local networks and stakeholders at different levels, for example, older people and their families, formal and informal carers, care providing organisations, professionals in the field of social care, community and social welfare representatives, and researchers. WHOLE's specific output was developing a basic e-learning platform for physical activity and healthy

	<p>nutrition at home to train formal and informal carers to implement it as an integral part of the home care services they provide.</p>
<p>Results of the good practice</p>	<p>Envisaged results:</p> <ul style="list-style-type: none"> • New health promotion skills to improve the quality and range of the work and services formal/informal carers can provide. • The possibility to improve the relationship between carers and care recipients through positive, healthy living activities carried out together. • Lesser extent of dependence for everyday tasks on informal carers through improvement in physical functionality among older people. <p>Real results after piloting:</p> <ul style="list-style-type: none"> • 114 carers (86.8 % female) in the mean age of 44.55 (\pm 13.27) years took part in two streams of the pilot study. 43.9 % of all carers were formal carers or in vocational training to become professional carers, 17.4 % were informal and 30 % were paid but non-professional carers. • The WHOLE program was evaluated mostly positive, the e-learning platform was found usable and user friendly, the information provided - comprehensible and implementable, the physical activity content - safe and appropriate for the target groups and both carers and care recipients admit they feel better after their participation.
<p>Success criteria</p>	<p>The main innovation of WHOLE is that it brought physical activity into the daily routines not only of older people, but of their formal/informal carers too, as an essential component of daily care giving.</p>
<p>Obstacles/ Challenges</p>	<p>After testing the programme, it was established that the implementation in daily life is often difficult and only few participants could follow the recommended use of the program, so a more individual approach should be sought after by the carer. The nutrition content was not applicable for some carers.</p>
<p>Where can we find further information?</p>	<p>https://www.uni-muenster.de/ProjectWhole/background/</p>