



# WHO CARES FOR THE CARERS?

## PROMOTING PUBLIC POLICIES FOR INFORMAL LONG-TERM CARE

### WHY MEASURES FOR INFORMAL CAREGIVERS?

- The demographic trends indicate that the need for care will be on the increase
- Informal caretakers are the pillar of long-term care.
- The existing legal and policy frameworks contain the grounds for introduction of this kind of measures
- The care provided by informal caregivers is not structurally recognized and aided.
- There are no measures supporting or aiding caretakers and making it possible for them to have a better quality of life

### WHAT ARE THE PROBLEMS OF THE CAREGIVERS?

- Barriers to participation in the labour market
- Poverty
- The problem of informal care as problem for gender inequality
- Deteriorating health
- Barriers or termination of social life and socializing outside of the family
- Inability or difficulties for adjustment to the place of residence
- No availability, accessibility, acceptability and quality of the state institutions and services
- Invasive, punitive and discriminatory services

### WHAT ARE THE CURRENT POLICIES AND PRACTICES?

- Lack of needs assessment, or a system that would enable problem identification
- Not understanding the notion of long-term care
- Limited resources and capacity
- Insurmountable, expensive and irrational bureaucratic barriers and reaching for temporary solutions
- Lack of information
- Insufficient utilization of the potential on a local level
- Unequal distribution of services and institutions
- No one takes care of the caregivers

## RECOMMENDATIONS

### GENERAL RECOMMENDATIONS

- To prepare a comprehensive analysis in order to determine the number, profile (characteristics), as well as the needs and expectations of informal caregivers.
- To introduce an inclusive and sustainable long-term care system on grounds of this analysis, which will recognize and value the contribution and importance of the informal caregivers and will secure the introduction of new or adjustments of the existing measures.
- To respect the principle of equality and non-discrimination of caregivers.
- To increase the visibility and information on activities in relation to long-term care.
- To continuously work on informing about the possibilities offered by the existing system.

### MINISTRY OF LABOUR AND SOCIAL POLICY

- To take the lead in the process of reviewing the legal and policy frameworks. Within this activity:
- To increase the financial compensation for assistance and care.
- To consider reviewing the documents necessary to exercise this right, as well as place the burden of their payment back to the state.
- To work on moving away from the medical and towards the social model of understanding disability, in accordance with the obligations undertaken after the ratification of the International Convention on the Rights of People with Disability.

- To consider a possible revision of the existing limit to the monthly income in order to fulfill the right to a financial compensation for care and assistance from another person. It is necessary to revise the manner and calculation of income (excluding from the calculation of funds to meet the specific social need) and the timeframe for assessment (to be only for the past three months).
- To introduce mandatory assistance by formal caregivers during the mornings and to increase the network of daycare centers.
- To introduce respite care periods by using adequate comparative practices from other European Countries.
- To introduce the possibility to get the right to pension and health insurance for caregivers, as well as the right to an annual holiday.
- To monitor and encourage the use of the legal possibilities in practice, among other things, also by means of an analysis of the obstacles and recommendations for their overcoming.
- To use the potential and knowledge from the local level, especially from the Centers for Social Work.

### CENTERS FOR SOCIAL WORK

- To have a key on-field role in the drafting of the comprehensive analysis, especially in the part of conducting the assessment of needs of both, the people who need care, and those who provide it.
- To reorganize the service-providers and service, on the basis of the needs and expectations of the informal caregivers and the people who need care and assistance.
- To conduct activities for the purpose of informing the informal caregivers and the people who need care about the existing measures and services, together with the centers for providing assistance in the home.
- To design and conduct trainings for informal caregivers on providing care in the home in accordance with the findings of the conducted comprehensive analysis.

### CENTERS PROVIDING ASSISTANCE IN THE HOME

- In collaboration with the Ministry of Health, to take into consideration the past experiences with the health visitor teams visiting the people at risk and the elderly people, the experiences with the rural doctors, in order to design measures to provide care by medical persons in the home (focusing on the scope and quality). In addition, it is necessary to take into consideration the possibilities to adapt "My Time" according to the needs of the caregivers in order to adapt to the unpredictable nature of the responsibilities related to providing care.
- To improve the access and quality of services, on a local level, to strengthen their capacities, by means of adjusting the services to the modern lifestyles by using the advantages offered by the modern technologies and social networks in order to achieve the goals of long-term care.

### INSTITUTE FOR SOCIAL AFFAIRS

- In accordance with the findings of the comprehensive analysis and the conducted analysis of comparative experiences, a special program to be drafted, including a code of ethics and work, as well as training modules. Within this, to lay down the points necessitating inter-sectoral collation, especially in collaboration with the Ministry of Health, so that this activity can be carried out with joint efforts.
- In collaboration with CSW, to advertise the trainings and recruit the people.

### HOMES FOR THE ELDERLY

- In collaboration with MLSP and other relevant institutions, to take part in the development and implementation of trainings for the elderly, enabling continual education of their employees to develop protocols for standardization of homes for the elderly and to open info-centers for the elderly.

### CIVIL SOCIETY

- To encourage self-recognition of the caregivers and stimulate participation, both by self-representation, and by forming advocacy groups.
- To establish or help the establishing of support groups, web-sites, hotlines.
- To monitor the current situation, the implementation of the legal and policy frameworks, as well as provide adequate information by correcting the information launched in public so that the citizens can be informed about what exactly has been done.
- To inform about the existing measures and services and the access to them.

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