

Setting standards in the provision of web-based support services for carers of older people in Europe: Eurocarers' new multilingual *InformCare* platform



NkaTM



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1: INRCA; 2: NKA; 3: EUROCARERS; 4: WirPflegen



innovAge
SOCIAL INNOVATIONS PROMOTING ACTIVE
AND HEALTHY AGEING

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Contents

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- 2. How the InformCare platform was built**
- 3. What is in InformCare: resources and services**
- 4. Evaluation by users in three countries**
- 5. Final remarks**

1.Introduction:

why InformCare?

Support needs of informal carers in ageing societies

- Population ageing, a positive phenomenon in itself, leads often also to an increase in long-term care (LTC) needs
- As formal/professional care services are not able to meet (fully, but often not at all) this LTC demand, informal/family carers remain crucial in addressing (elder) care needs, thus relieving the pressure on public resources
- By doing this, however, carers often have to face **many difficulties**, e.g. health problems (depression, anxiety), lower work productivity (or even job loss), financial problems, family conflicts and social isolation
- To tackle such difficulties, in some countries different forms of **support services for carers** have been implemented

Support services for carers: the increasing role of the web

An increasing number of support services for carers are being delivered via internet, in a static or interactive way, to provide the following:

- **Information** on different care-related aspects (static sites)
- **individual counselling** by health professionals to carers (via e-mail, audio or video communication)
- **group support** (**structured**: via video-conferencing group sessions with a moderator; **unstructured**: via on-line fora)
- **social participation tools** for interaction with other carers & significant others (via social networks etc.)

Gaps in the provision of web-based support services for carers in the EU

Many web-based services for carers existing in the EU present substantial limitations (Schmidt et al 2011) as:

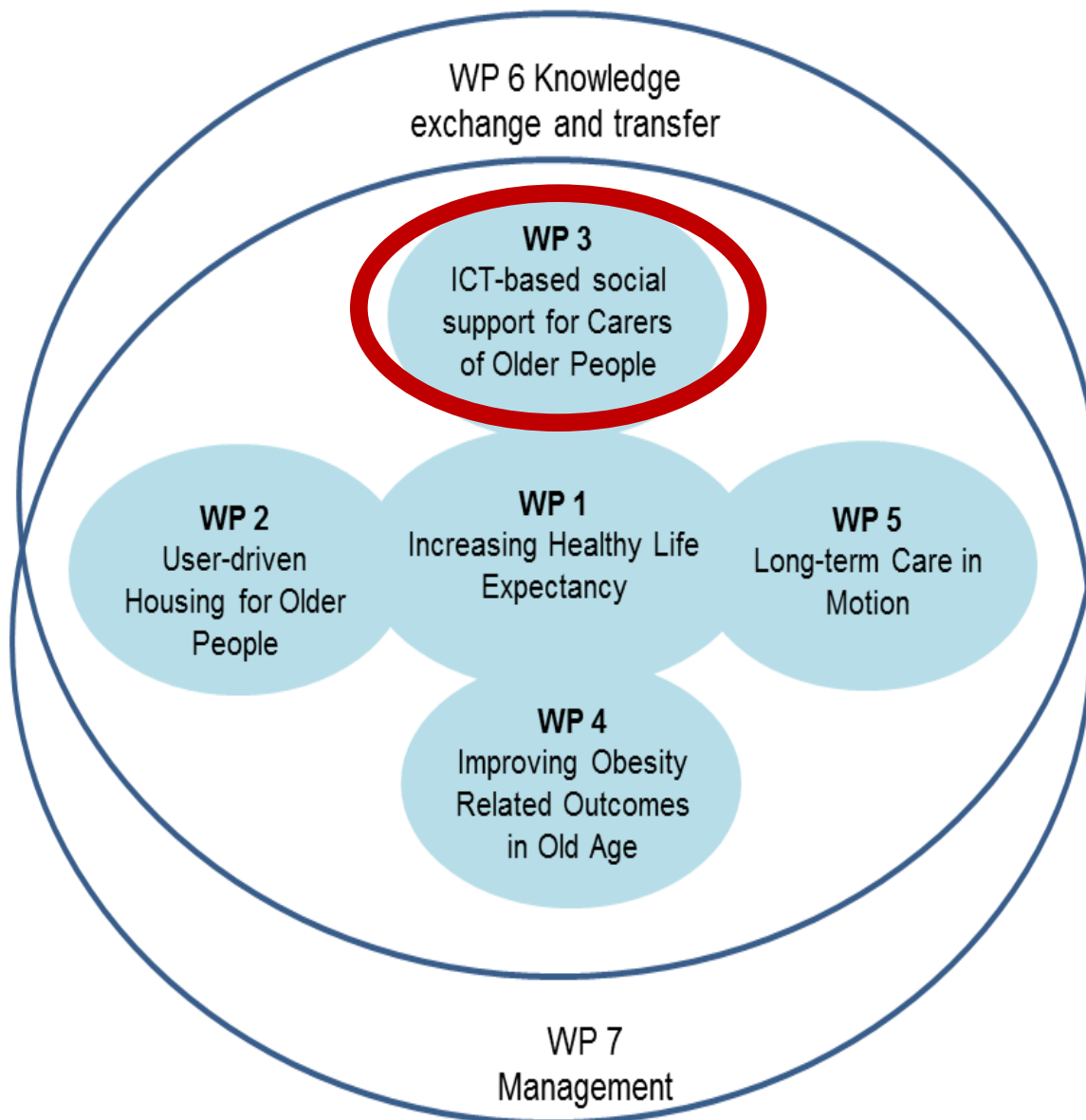
- many initiatives are **small-scale** and **low-funded**, with limited geographical coverage, so web-based services are available & accessible to few people only
- many countries in Europe experience (a) a **low penetration of low-cost broadband internet connection** and/or (b) a **small** (or even no) **cultural and social recognition** of carers' role (e.g. in Southern and Eastern Europe)

2. How the InformCare platform was built

The INNOVAGE project (WP3)

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Project Partners

1. University of Sheffield, UK (Coordinator)
2. Lund University, SE
3. Heidelberg University, DE
4. Newcastle University, UK
5. National Institute of Health and Science on Ageing (INRCA), IT
6. Age Platform Europe, BE
7. Eurocarers, LU
8. Sheffield Hallam University, UK
9. Latvian Council of Science, LT

Goals of INNOVAGE-WP3: a multilingual platform for carers in the EU

- **Overall goal:** contribute to improving quality of life of informal carers of frail older people in Europe, by developing an integrated set of web-based, multilingual support services, to more effectively address carers' needs.
- **Specific objectives:** (1) to develop, (2) test (3) implement and (4) disseminate in the EU-27 the web platform with an integrated package of basic services.
- **Two main types of services:** information resources and interactive services

Three target groups

- **Primary target group:** Informal carers (all countries)
- **Secondary target groups:**

Care professionals (10 countries): health care workers, psychologists, psychotherapists, social workers, adult educators etc., who directly interact with informal carers (e.g. to promote integration of formal and informal care, provide direct support etc)



Employers (10 countries): Owners, CEOs & HRMs organisations interested in addressing the potential difficulties (also on the workplace) experienced by the (growing number of) employees who provide informal care



Three target groups

**COMMON
CONTENTS FOR
INFORMAL
CARERS**

*ALL 27 EU
MEMBER
STATES*

**NATIONAL
CONTENTS FOR
INFORMAL
CARERS**

*ALL 27 EU
MEMBER
STATES*

**NATIONAL
CONTENTS FOR
CARE
PROFESSIONALS**

10 countries:
Austria
Belgium
Czech Rep.
Finland
Germany
Luxembourg
Malta
Slovakia
Sweden
UK

**NATIONAL
CONTENTS FOR
EMPLOYERS**

10 countries:
Bulgaria
Germany
Estonia
France
Lithuania
Latvia
Netherlands
Portugal
Sweden
UK

Design and development

A **user-centred approach was adopted** to design the platform and develop the services offered through it, based on:

- **a wide mix of user representatives: almost 200 end-users/experts** and **32 stakeholders** (mainly user organisations & research centres), including an **Advisory Board** of 15 experts
- **a series of user-centred development activities:**
 - **review** of most successful web-based services tested and implemented in Europe & beyond (\cong 100 services reviewed)
 - **surveys** involving 58 selected experts, users and stakeholders, to get feedback on platform's main features
 - **preliminary round of user tests** to receive immediate feedback on prototypes of the platform
 - **pilot test** with 118 users in three countries (Germany, Italy & Sweden) for a more in-depth feedback and evaluation

Implementation and dissemination tasks carried out by national organisations

1. Contents for **Informal Carers**:

- a. revision of translations of **common** contents
- b. development and uploading of **national** contents

2. Contents for **Care Professionals** and **Employers**:

- a. translation of **common** contents
- b. development of **national** contents

Implementation and dissemination: a EU-wide joint effort / 1

COUNTRY	ORGANISATION
Austria	European Centre for Social Welfare Policy and Research
Belgium	Thomas More Kempen vzw
Bulgaria	Alzheimer Association in Bulgaria
Cyprus	Cyprus Alzheimer Association
Czech Republic	Centre of Expertise in Longevity and Long-term Care / DIACONIA?/ 50plus?
Denmark	Carers Denmark
Estonia	Estonian Carers
Finland	The Central Association of Carers in Finland /Folkehälsans förbund
France	Association Francaise des Aidants
Germany	wir pflegen
Greece	Athens Association of Alzheimer's Disease and Related Disorders
Hungary	Magyar Máltai Szeretetszolgálat Egyesület - Hungarian Maltese Charity Service (MMSZ)
Ireland	Care Alliance Ireland
Italy	INRCA - Italian National Institute on Health and Science of Ageing






















Implementation and dissemination: a EU-wide joint effort / 2

Italy	Anziani e non solo
Latvia	Apvienība „Apeirons”
Lithuania	Lithuanian Multiple Sclerosis Union
Luxembourg	RBS-Center fir Altersfroen (RBS)
Malta	SoS Malta
Netherlands	VILANS
Poland	European Care Foundation (EFO)
Portugal	Jose Alves
Romania	Ana Aslan National Institute of Gerontology and Geriatrics
Slovakia	Civic Association for Sustainable development of Regions in Slovakia (CASDRDS)
Slovenia	Slovenian Federation of pensioners' organisations (ZDUS)
Spain	FUNDACIÓ JOAN COSTA ROCA (Group Consorci Sanitari de Terrassa)
Sweden	National Family Care Competence Centre (NKA)
UK	CARERS UK
UK - Scotland	VOCAL


3. What is in InformCare: information resources & interactive services

Where is the InformCare platform?


To access the information and services available in your country, please see the related links below:

COUNTRY	LANGUAGES	CARE PROFESSIONALS	EMPLOYERS	CARERS
 Austria				
 Belgium	French			
 Belgium	Dutch			
...
 Sweden				
 UK - England				
 UK - N. Ireland				
 UK - Wales				
 UK - Scotland				

mer | Members Area English ▾

Search 

InformCare CarlCT



InformCare: section for carers

[CARERS](#)[EMPLOYERS](#)

EUROCARERS

EUROPEAN ASSOCIATION
WORKING FOR CARERS


[Caring for older people](#)[Your own needs](#)[Support by the state](#)[Get help](#)

Making life easier


Different types of equipment or changes to your home could help...


[More](#)

Example of Level 1 for 'Your own needs'

[CARERS](#)[EMPLOYERS](#)

AAA

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Search ... 



Caring for older people**Your own needs**Support by the stateGet help

Your own needs

Home / Carers / Your own needs

CarersCaring for older people >Site mapVideo Tutorial**Your own needs >**

Coping with Caregiving >Family reconciliation >Work reconciliation >Physical exercise – Staying ActiveSupport by the state >



As a carer you may experience the psychosocial, physical and financial burden of caregiving. Help yourself section presents 4 main topics to help you cope with caring:

- Coping with caring
- Family and Care Reconciliation
- Work and Care Reconciliation
- Physical Exercise – Staying Active

Stress, depression, family relationships, balancing between care and work and tips to stay active are discussed in above sections.

Remember, looking after yourself improves your quality of life and care!

Example of Level 2 information

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Coping with Caregiving

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Carers

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Site map

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Coping with Caregiving >

The Caregiving years' Introduction

Carers' Stories

Looking after yourself

Coping with stress and depression





The Caregiving years: An introduction

When you expect a child, the community (your family, friends, co-workers) rally around you and your spouse.

[More >](#)



Carers' stories

I am exhausted and extremely tired but I have not had a good night's sleep since we moved. Everyone tells me to stop worrying, things will work out, etc, etc.

[More >](#)



Looking after yourself

Being a carer sometimes makes it difficult to take care of yourself. Priorities are changing as the disease progresses and looking after yourself takes usually last place on a long list of heavy duties.

[More >](#)

Example of Level 3 information

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The Caregiving years: an Introduction

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Introduction](#)[The Caregiving
Years](#)[Stage 1](#)[Stage 2](#)[Stage 3](#)[Stage 4](#)[Stage 5](#)[Stage 6](#)[I May Help](#)

Stage 1: The Expectant Carer



In the near future, I may help a family member or friend.

Who are you?

You have a growing concern that, within the near future, your family member or friend will

Summary of static information for carers

- Information on illnesses and care management
 - Available care and support services
 - Psychological support- consultation
 - Information on taking care of yourself
 - Work and care reconciliation
 - Family and care reconciliation
 - Legal aspects
 - Financial aspects
 - Good Practices
 - Emergency services
- Caring for an older person*
- Your own needs as a carer*
- Support by the state*
- How to get practical help*
-
- ```
graph LR; L1[• Information on illnesses and care management] --- G1{ }; L2[• Available care and support services] --- G1; G1 --- C1[Caring for an older person]; L3[• Psychological support- consultation] --- G2{ }; L4[• Information on taking care of yourself] --- G2; L5[• Work and care reconciliation] --- G2; L6[• Family and care reconciliation] --- G2; G2 --- C2[Your own needs as a carer]; L7[• Legal aspects] --- G3{ }; L8[• Financial aspects] --- G3; G3 --- C3[Support by the state]; L9[• Good Practices] --- G4{ }; L10[• Emergency services] --- G4; G4 --- C4[How to get practical help];
```

# InformCare's interactive services



CARERS

A

A

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Interactive Services

## The Caregiving years: an introduction

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The Caregiving years: an introduction



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The Caregiving years: an  
introduction

The Caregiving  
years

Stage 1

Stage 2

Stage 3

Stage 4

Stage 5

Stage 6

When you expect a child, the community (your family, friends, co-workers) rally around you and your spouse. When you expect your first child, you receive gifts, well wishes and the encouragement that you are entering a wonderful, albeit challenging, chapter in your life. As you prepare to welcome your child, you feel pride at the thought of your role as parent: How you will shape the mind of a youngster, impacting him or her with your wisdom, insights and knowledge.

Now think about a similar life experience, just one on the other end of the spectrum. An aging relative, a spouse, a parent, a grandparent, needs your help. And, you want to help—you believe in making the most of the years you have left together. But, when you tell your friends, your colleagues, even other family members, the comments you may hear are a far cry from well-wishes. “I could never do that! Why do you?” Or, the more common response: “Why don’t you just put your mother (or your wife, or your grandfather) in a nursing home? That way you won’t

# Social network



## Servizi Interattivi



0 Notifiche



Profilo



Impostazioni



Esci

Cerca

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Social Network

Messaggi

Chat

Video Chat

Forum

Ciao Giovanni  
Lamural



Vedi Aggiornamenti Profilo Modifica Profilo Cerca Iscritti

Cosa c'è di nuovo

Pubblica Qualcosa...



**Arianna Poli** PROSSIMO EVENTO...



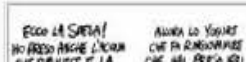
Assistenza ai pazienti con demenza, conferenza Auser - Inrca

L'evento Assistenza ai pazienti con demenza, conferenza Auser - Inrca inizia il 05.06.2015 !

29 maggio - Mi piace - Commenta - Condividi



**Arianna Poli** Buongiorno a tutti!! :)



Novità

03/11/2014. Lo spazio di ascolto della dott.ssa Arianna Poli diventa più flessibile. Puoi chiederle disponibilità per il giorno e l'orario che preferisci mandando un semplice messaggio privato.

Richieste

2 richieste di amicizia

Nuovi Iscritti

Arianna Poli

Amici Online (2)



# Forum



## Servizi Interattivi



0 Notifiche



Profilo



Impostazioni



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## Forum

Inserisci Nuovo Topic



Di positivo oggi c'è che...

13  
RISPOSTE

85  
VISITE



Ultimo Post di Arianna Poli  
1 aprile



Al fianco di una persona con Demenza...

21  
RISPOSTE

236  
VISITE



Ultimo Post di Arianna Poli  
1 aprile



Spazio di scrittura - Le vostre storie

12

26  
RISPOSTE

188  
VISITE



Ultimo Post di Arianna Poli  
11 marzo



quando l'assistenza del malato diventa troppo stressante...

0  
RISPOSTE

10  
VISITE



Ultimo Post di Cinzia Giuli  
25 Luglio 2014



Assistenti familiari - Badanti

9  
RISPOSTE

95  
VISITE



Ultimo Post di Arianna Poli  
30 giugno 2014

# Messages



## Servizi Interattivi

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### I Miei Messaggi

Messaggi Ricevuti

Messaggi Inviati

Componi Messaggio

0 nuovi messaggi ricevuti su un totale di 6 [Check All](#)



11 novembre 2014

(Nessun Oggetto)

un bel messaggio da analizzare...



Arianna Poli

11 novembre 2014

corrispondenza\_carers intervistati da Valentina

NON FAR TROPPO CASO AL MIO TESTO, VOLEVA ESSERE QUANTO PIU' STIMOLANTE E PROVOCATORIO... PARE ABBIA SMOSSO QUALCOSA... AD OGNI MODO, TROVI LE LORO RISPOSTE SOTTO... Ciao a tutte! Come state? Spero tutte bene :) Volevo ringraziarvi della vostra disponibilità ad incontrare la nostra stagista, Valentina. Come vi siete trovate nel ruolo delle intervistate? E' andato tutto bene? Spero di sì... Il ruolo del Caregiver sembra stia guadagnando piano piano più spazio e considerazione. Che ne pensate? Sono reduce da un meeting per il progetto INNOVAGE dove alcuni colleghi stranieri si meravigliavano del fatto che in Italia non ci sia un nome (italiano) specifico per il vostro ruolo, il termine "caregiver", che noi usiamo, è preso in prestito dall'inglese... Sarà forse sintomo del fatto che il vostro ruolo non è riconosciuto e considerato come dovrebbe? che ne pensate? Spero di sentirvi presto! Buona serata e grazie ancora... Arianna Serenella Saracini 8 novembre Ciao Arianna. Carissima Valentina, mi ha fatto molto piacere trovare giovani che sono interessati e sensibili a certe problematiche sociali, mi fa sperare in un futuro migliore. Ciao a tutte, un abbraccio Roberta Martini 9 novembre Ciao Arianna. Ha ragione Serenella, Valentina, così carina e sensibile, fa proprio ben sperare. Mi auguro di esserne stata utile. Per quanto riguarda il termine "caregiver", che in italiano non esiste, forse il suo equivalente è stato fin da sempre, di volta in volta, "figlia", "nuora", "sorella" o "moglie" (senza nulla togliere agli uomini che oggi si occupano di un familiare). Forse è proprio la nostra cultura che ha fatto rientrare il ruolo di "caregiver" nel doveri scontati di una "donna di casa", senza che nessuno si sia mai reso conto, almeno fino ad ora, di quanto sia pesante, impegnativo e per niente facile. Ma sono sicura che, prima o poi, anche l'Italia troverà il suo "nome specifico". A presto e un saluto a tutte! :)



10 people

10 settembre 2014

(Nessun Oggetto)

E' stato un piacere, grazie a tutti :) Sono stata felice anche di aver potuto conoscere alcuni ... "colleghi", soprattutto **Serenella** con la quale ho avuto il piacere di scambiare messaggi. A presto!



2 people

(Nessun Oggetto)

• Cinzia



• Cristina



• Andrea



• Benjamir



• Arianna



Amici Online (2)



# Chat



## Interactive Services

0 Updates My Profile Settings Exit

Search

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Messages

Chat


Video Chat

Write in the darker field below and press enter

### Introduce Yourself

Browse Chatrooms

-  Francesco Barbabella  
Hi everybody!
-  Francesco Barbabella  
😊
-  Francesco Barbabella  
😊

-  Francesco Barbabella
-  Frida Andreasson
- 
- 

Cinzia Giuli

Cristina Lancioni

Andrea

Benjamin Salzmänn

Arianna Poli

Friends Online (2)

# Videochat



## Interactive Services

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Social Network







Messages

Chat

Video Chat

### Video Chat




**Francesco Barbabella**  
Online da: 00:31



UPL: 0kb/s DWL: 1kb/s

Attiva il tuo Microfono e il tuo Video

(1) ITALIA

**Francesco Barbabella**  
  
1 2

ITALIA

11:23 am Silvia Valenza(ban): mi sente?

11:24 am Silvia Valenza(ban): Provi di nuovo

Si

11:24 am Silvia Valenza(ban): proviamo con un altro computer


11:25 am Silvia Valenza(ban): Le cuffie sono ON?











11:26 am Silvia Valenza(ban): Sto cambiando computer

11:27 am Silvia Valenza(ban): mi aspetti che esco dalla video chat

11:27 am Serenella Saracini(ban): OK

Benvenuto in AVChat 3.0 (<http://www.avchat.net>). Manda un messaggio agli altri utenti digitando il tuo messaggio nella casella di testo in basso e premendo **INVIO**.

B /    Tahoma



**Manda**

☐ NSFW

# Changing language...

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## The Caregiving years: an Introduction

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### Stage 1: The Expectant Carer



In the near future, I may help a family member or friend.

#### Who are you?

You have a growing concern that, within the near future, your family member or friend will

# Changing language...

[CARERS](#)[EMPLOYERS](#)[A](#)[A](#)[A](#)[at](#)[be-fr](#)[be-nl](#)[bg](#)[cs](#)[cy](#)[da](#)[de](#)[el](#)[es](#)[et](#)[fi](#)[fi-se](#)[fr](#)[hu](#)[ie](#)[it](#)[lt](#)[lu-de](#)[lu-fr](#)[lv](#)[mt](#)[mt-en](#)[nl](#)[pl](#)[pt-pt](#)[ro](#)[sct](#)[sk](#)[sl](#)[sv](#)

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I May Help

### Stage 1: The Expectant Carer



In the near future, I may help a family member or friend.

# Changing language... to Swedish



ANHÖRIGA

PROFESSIONELLA

ARBETSGIVARE

A

A

A



Search ...



Att vårda eller stödja en närstående äldre

Dina egna behov

Lagar, regler och ekonomi

Få hjälp

Kommunicera med andra

























Privacy & Cookies Policy



# InformCare for care professionals

links below:

|                                                                                    | COUNTRY         | LANGUAGES | CARE PROFESSIONALS                                                                   | EMPLOYERS                                                                             | CARERS                                                                                |
|------------------------------------------------------------------------------------|-----------------|-----------|--------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
|    | Austria         |           |                                                                                      |                                                                                       |    |
|    | Belgium         | French    |                                                                                      |                                                                                       |    |
|    | Belgium         | Dutch     |                                                                                      |                                                                                       |    |
| ...                                                                                | ...             | ...       |                                                                                      |                                                                                       |                                                                                       |
|    | Sweden          | ...       |   |    |    |
|    | UK - England    |           |  |   |   |
|  | UK - N. Ireland |           |                                                                                      |  |  |
|  | UK - Wales      |           |                                                                                      |  |  |
|  | UK - Scotland   |           |                                                                                      |                                                                                       |  |



# InformCare for care professionals

[ANHÖRIGA](#)[PROFESSIONELLA](#)[ARBETSGIVARE](#)[A](#)[A](#)[A](#)

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[Att vårda eller stödja en närstående äldre](#)[Dina egna behov](#)[Lagar, regler och ekonomi](#)[Få hjälp](#)[Kommunicera med andra](#)

## Professionella

[Home](#) / [Professionella](#)

### Betydelsen av anhörigomsorg

Anhöriga kan definieras på många olika sätt utifrån olika variabler såsom relationen till den närstående, ålder, kön, etnicitet och den närståendes behov. Eurocarers definierar en anhörig som en person som ger obetald vård, hjälp och stöd till någon med en kronisk sjukdom, funktionsnedsättning eller annat långvarigt hälso- eller vård- och omsorgsbehov, utanför en professionell eller formell ram.

### Juridiska aspekter för professionella som möter anhöriga i sitt arbete






















Den rättsliga ställningen för den som är i behov av vård och omsorg regleras genom lagstiftning. För personal som arbetar inom vård och omsorg och socialt arbete finns det flera olika lagar som styr och påverkar arbetet. För personal som möter både enskilda och anhöriga är det naturligtvis viktigt att

### Att hantera vård- och omsorgspersonals belastning i arbetet

*"Jag har arbetat som socialarbetare på en dagverksamhet för personer med demens i fem år nu. Förra året vaknade jag en morgon och kände mig på väldigt dåligt humör och ville inte gå till jobbet. Så fort jag kom till jobbet kände jag mig utmattad och energilös, som om jag redan hade arbetat i flera*

# InformCare for Employers

links below:

|                                                                                    | COUNTRY         | LANGUAGES | CARE PROFESSIONALS                                                                  | EMPLOYERS                                                                             | CARERS                                                                                |
|------------------------------------------------------------------------------------|-----------------|-----------|-------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
|    | Austria         |           |                                                                                     |                                                                                       |    |
|    | Belgium         | French    |                                                                                     |                                                                                       |    |
|    | Belgium         | Dutch     |                                                                                     |                                                                                       |    |
| ...                                                                                | ...             | ...       |                                                                                     |                                                                                       |                                                                                       |
|    | Sweden          | ...       |  |    |    |
|    | UK - England    |           |                                                                                     |   |   |
|  | UK - N. Ireland |           |                                                                                     |  |  |
|  | UK - Wales      |           |                                                                                     |  |  |
|  | UK - Scotland   |           |                                                                                     |                                                                                       |  |

# InformCare for Employers

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## EUROCARERS

EUROPEAN ASSOCIATION  
WORKING FOR CARERS

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## Employers

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### Your business and informal care

If not currently caring for someone ourselves, we probably all know somebody (a relative, a friend, a colleague) who is responsible for looking after a dependent person, such as an older parent. The experience of providing informal care to our loved ones can be satisfying but it is also a challenging

### Legal framework

Carers' legal rights have changed over recent years and it is important for employers to ensure that they are complying with the law. This section highlights the key legislation affecting carers in employment and the issues of which employers should be aware...

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### Action run by employers

Apart from the legal framework, employers can implement different measures for supporting working carers, thereby both benefitting and getting benefit from them...

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# **4. EVALUATION BY USERS IN 3 COUNTRIES**

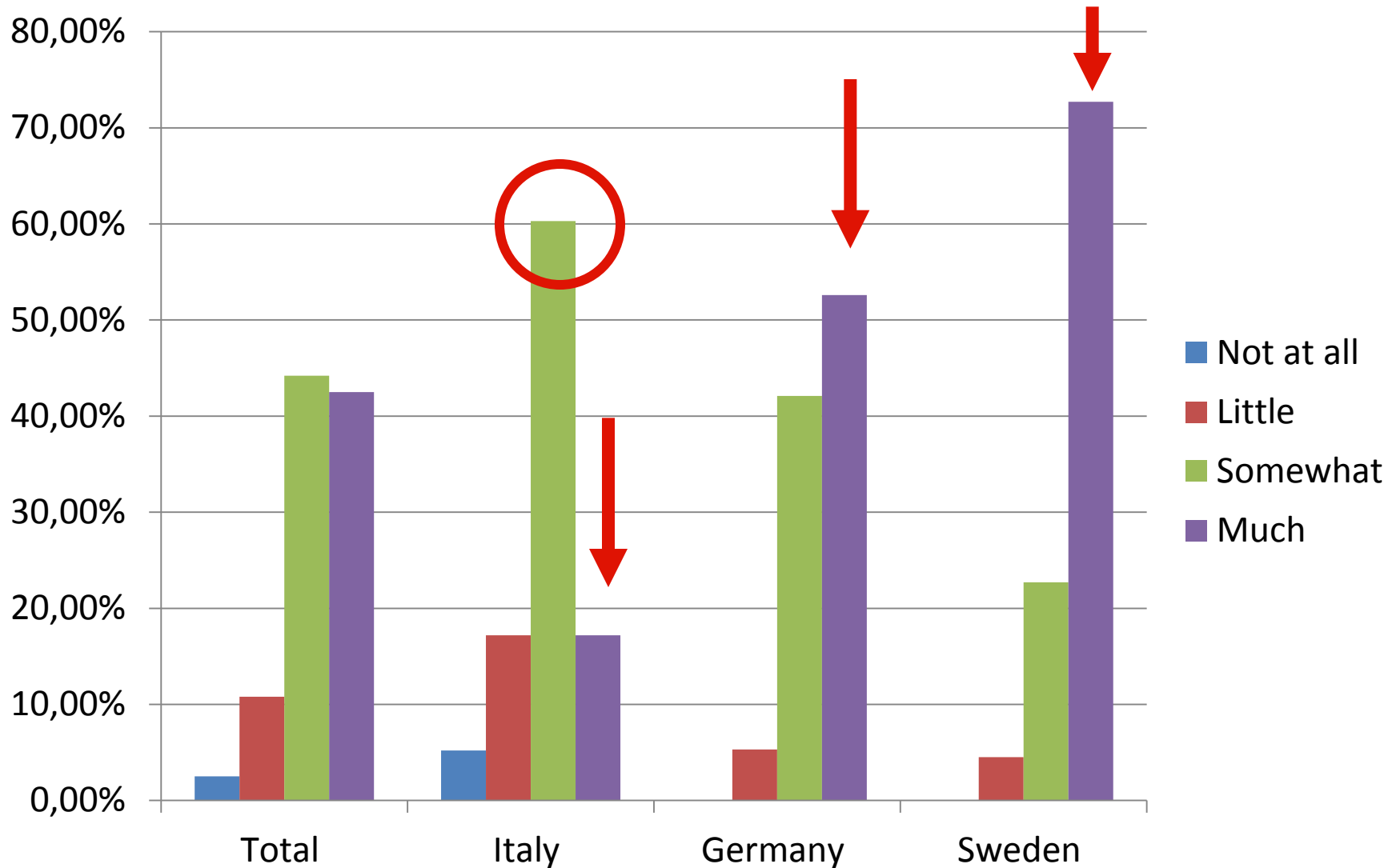
# Evaluation methodology

- **Design:** one-group pre-test/post-test study (pilot)
- **Duration:** 12-17 weeks (Apr-Jul 2014)
- **Countries involved:** Italy, Germany, Sweden
- **Sampling:** convenience sample approach (exception in Italy: all patients approaching an Alzheimer Assessment Unit)
- **Sample size:** 118 carers
- **Measures:** structured questionnaire (with validated scales & ad-hoc items) & focus groups in each country

# Who are informal carers (in need)?

|                                                  | Total        | Italy        | Germany           | Sweden             |
|--------------------------------------------------|--------------|--------------|-------------------|--------------------|
| <b>Carer</b>                                     |              |              |                   |                    |
| Gender: <i>woman</i>                             | <b>70.8%</b> | 69.6%        | 60.0%             | 77.3%              |
| Age                                              | 58.5 (11.5)  | 53.1 (10.2)  | <b>60.6 (9.0)</b> | <b>64.7 (10.8)</b> |
| Relationship with elderly:                       |              |              |                   |                    |
| <i>Spouse/Partner</i>                            | 30.6%        | 3.5%         | 26.3%             | <b>66.7%</b>       |
| <i>Children/Children-in-law</i>                  | 61.2%        | <b>84.2%</b> | 57.9%             | 33.3%              |
| <i>Other</i>                                     | 8.3%         | 12.3%        | 15.8%             | 0.0%               |
| Children: yes                                    | <b>77.5%</b> | 78.6%        | 65.0%             | 81.8%              |
| Grandchildren: yes                               | 35.5%        | 22.8%        | 20.0%             | 59.1%              |
| <b>Education</b>                                 |              |              |                   |                    |
| <i>Low (up to lower secondary school)</i>        | 18,3%        | 28,1%        | 15,8%             | 6,8%               |
| <i>Medium (upper secondary school)</i>           | 37,5%        | 56,1%        | 26,3%             | 18,2%              |
| <i>High (post-secondary, tertiary education)</i> | 44,2%        | 15,8%        | <b>57,9%</b>      | <b>75,0%</b>       |
| Employment: yes                                  | 52.1%        | <b>62.5%</b> | 31.6%             | 47.7%              |

# Carers' confidence with internet



# Usage of the platform

- Average **days of visits** varied from 5 in Italy to 23 in Germany, and average **time spent** surfing in the platform from 3 hours in Italy to over 7 hours in Germany and Sweden
- Most users preferred a **passive use** of services
- Among interactive services, the most successful was the **social network**, followed by the **forum**
- **Private messages** were a major communication channel in Sweden (over 70% of users sent/replied to messages) and used also in Italy and Germany
- **Chat** and **videochat** were the least used



# Adequateness, usability and barriers

- Carers in all three countries appreciated the adequateness and usefulness of **information provided** from project staff through the platform
- Some **passive users** reported that even simply **to know** they could get any time support **via the interactive services** of the platform was a **positive, reassuring feeling**
- Overall scores of **global usability** were satisfactory, albeit some Swedish carers were concerned about helpfulness and efficiency of the platform
- This was to a large extent related to **technical problems** during the pilot phase, affecting especially Swedish and Italian users (25% and 20% of cases, respectively)

## 5. Final remarks

# Main achievements of InformCare...

- A set of both common and country-specific support services for carers, available for free via internet in **32 versions, 27 EU countries** and **23 languages**
- **Contents' quality and user-centeredness** has been ensured via a systematic involvement of **final users and stakeholders** through countless **contacts** (e-mails, skype and phone calls) over 2 years, and a 3-month field phase
- More than **2,500 web pages** of contents specifically produced to address **informal carers' needs** & over **300 web pages** for **care professionals** and **employers**
- **For some countries, this kind of web-based support is available in local/national language for the first time!**

# InformCare's potential for the future

- **Additional versions**, countries and languages can be added at any time via Eurocarers
- **Adaptation** and **update** of contents in each version can occur according to national/local needs
- Wide choice of what **interactive services** to provide
- Possibility to become a **national information hub** for carers, employers and care professionals
- Potential for strengthening a **Europe-wide network of stakeholders** active and interested in supporting, lobbying and advocating for carers
- **A powerful tool to promote the adoption of EU-wide policy measures to better support carers!**

# Thank you!

