

Empowerment of informal carers in Montenegro, Serbia and Austria

Conclusions from the workshop

Analysis of policies and legal solutions of informal care in Montenegro-
EXAMPLES OF GOOD PRACTICE AND POSSIBLE PERSPECTIVES

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Analysis of the national and local framework in Montenegro

- Informal care consists of unpaid services;
- Informal care is often the only form of long-term care;
- Limited access to services, lack of cash benefits to users;
- Customer-oriented services and rights, not as carers;
- Caregivers are "invisible" - for many of them we never find out as professionals in the system;
- Due to the lack of adequate support in the form of breaks and services of a daily nature, carers are socially isolated without the possibility of participating in the labor market - in the long run on the verge of poverty and dependent on the system

Existing rights and services of the Montenegrin system

- Compensation to a parent / guardian for the care of persons under guardianship;
- Fee for providing family accommodation services (they receive both training and a license to provide services);
- Subsidies for water, electricity, telephone if the user he cares for receives certain rights from the centers for social work;
- Other person's care and assistance allowance;
- Some municipalities have day care centers, Retirement Clubs;
- NGO Futura (licensed service) has Dementia Counseling in 5 municipalities;
- The Montenegrin Red Cross has self-help groups for carers;

Existing rights and services of the Montenegrin system

- Possibility to go to the Mental Health Center;
- Psychosocial support in the centers for social work and within the Red Cross of Montenegro;
- Geronto housewife service;
- The Labor Law provides for paid leave (of short duration) for the care of a family member;
- There is no possibility in accordance with the Law on Pension Insurance that a person caring for a spouse, brother or sister goes into early retirement, unless it is a matter of caring for a child.

Some examples of good practice in other countries

- Innovative services - listening to the real needs of carers, different actors to get involved
- "Social Transport" -Northern Macedonia
- Existence of a break - Serbia
- Lobbying and greater involvement of municipalities, bringing local resources closer to BH
- Social and health insurance - Croatia
- Professionalization of occupations-family accommodation service provider -Croatia -ZZZ code - inclusion of men in this way so that it is not as current exclusively reserved for women

Some examples of good practice in other countries

- The Nursing home „Bijelo Polje“ has a telephone line "Telecare" where users can call a doctor, nurses, geronto-housewife via smart watches and tablets for support and assistance — such a service should also be developed in the direction of informal caregivers;
- The Nursing home "Grabovac" -Risan has the service of a day care center for people with dementia in cooperation with local government

Recommendations for improving the position of caregivers

- Obligation to identify and record informal carers and the prevalence of informal care;
- Create preconditions for increasing the allowance for care and assistance and other cash benefits;
- Consideration should be given to the modalities of introducing direct cash benefits to persons providing informal care;
- Consider introducing health and social and pension insurance for informal carers in line with international standards;

Recommendations for improving the position of caregivers

- Providing more space for advisory services;
- Organization of training for both formal and informal carers;
- Introduction of the respite service - the practice of most European countries;
- Improving coordination between different actors at the level of local communities (social work centers, health care institutions, NGOs ...);
- Licensing of occasional and temporary accommodation services for users to support informal carers within Nursing homes;
- Mobile teams which would visit people and provide them with psychosocial support and assistance in direct contact;

Recommendations for improving the position of caregivers

- Introduction of a service telephone for informal carers;
- Introduction of volunteer management in all social and health care institutions, in order to reach every caregiver;
- Development of local strategies, where municipalities would budget the development of services for older and informal carers;
- Introduction of innovative services tailored to the needs of informal carers;
- Involve informal carers in creating services for them;

Recommendations for improving the position of caregivers

- Public forums, round tables, media appearances with topics related to informal carers, their role in society and the need to have appropriate support;
- Create a Caregiver Information Booklet containing all relevant service numbers, listing services and rights as well as institutions where they can turn for help and support;
- Distribute them in all parts of Montenegro especially in those remote rural areas;
- Public advocacy on behalf of informal caregivers, but also with their participation

Instead of a conclusion

- Caregivers are a valuable resource that allows the elderly and sick to stay in a family environment and the warmth of home.
- We must preserve and preserve them through systemic support and assistance and a certain financial compensation for their efforts so that they would not be dependent on the system tomorrow;
- Through public advocacy make them visible, create a supportive environment for them; Improving the quality of life of informal carers - we also improve the quality of life of final users;
- By advocating for informal carers, we support the traditional values of the family, solidarity, care