



Activities and tools to support informal carers

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What can informal carers help?

- Relief through support of services or friends, neighbours, ...

Division of work and responsibility

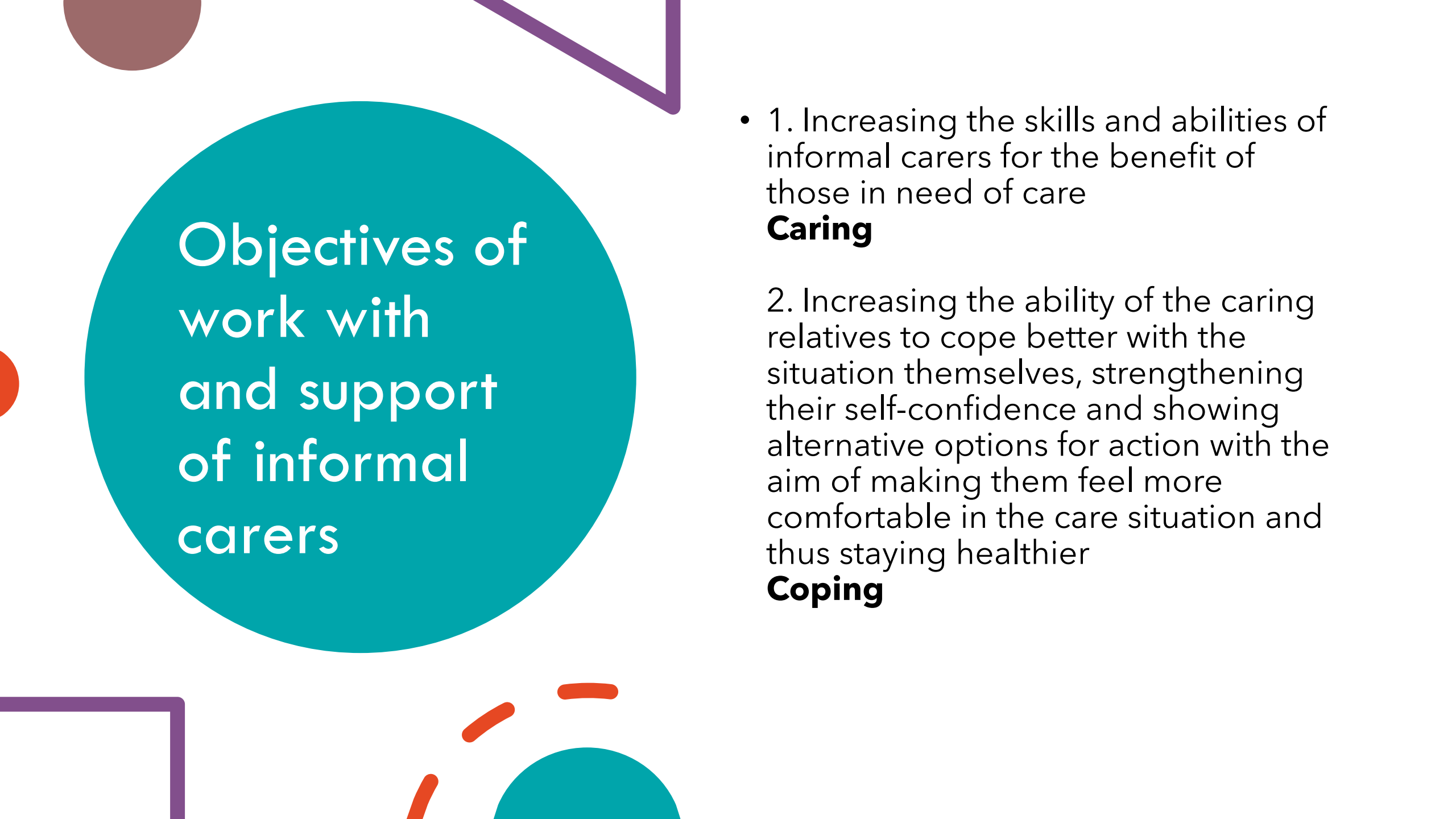
- Developing one's own abilities, skills and resources ("bringing in" skills)

Personal stabilization and further development

- Development of coping strategies

Psychosocial support





Objectives of work with and support of informal carers

- 1. Increasing the skills and abilities of informal carers for the benefit of those in need of care

Caring

- 2. Increasing the ability of the caring relatives to cope better with the situation themselves, strengthening their self-confidence and showing alternative options for action with the aim of making them feel more comfortable in the care situation and thus staying healthier

Coping

Increasing skills:

- Training courses for informal carers for specific topics:
 - symptoms and treatment of specific diseases
 - technics in care and nursing (mobilization, transfer, prophylaxes eg. bedsores, measuring blood pressure, measuring blood sugar, ...)
 - to organize care at home, how to get the necessary equipment, ...
 - information on legal and financial allowances

Increasing skills

- Individual advice at home or at a counselling center
- Providing information on internet platforms (videos with care and nursing skills, information on financial support and services, ...)
- Digital advice via App or Hotlines



Psychosocial support

Organised neighbourhood help

Self-help groups for informal carers or Cafés for informal carers

Digital self-help groups with a moderator various Apps

Counselling/Advice from psychologist

Outreach support through volunteers

Examples

- Counselling center for people with dementia in Vienna from Caritas - free of charge; various professions (social worker, psychologist, nurses)
- Alzheimer Cafés with training for people with Alzheimer and self-help support for informal carers
- Online training for informal carers concerning COVID-19: Care at home from Austrian Red Cross
https://wissen.rotekreuz.at/pluginfile.php/12660/mod_resource/content/6/content/index.html#/
- Online Red Cross tips for home care
https://wissen.rotekreuz.at/pluginfile.php/12667/mod_resource/content/8/content/index.html#/
- Accompanied travelling, Rehabilitation centre for informal carer

Examples: support provided from the government

- Counselling from psychologist (free of charge, organized from a social insurance institution)
- Project from the government: Communtiy (Health) Nursing
- Financial support for informal carers
- Health and social insurance for informal carers, insurance fee is paid from the government
- Care leave and care leave allowance (3 months)

Factors that encourage the use of the activities

Low threshold: The offers can be used with little time for driving - ideally at home - and are associated with low costs.

Care service: The person being cared for can be taken to the counselling center/cafe/training course or alternative care is available for them at an affordable price.

Islands of normality: The offer brings relief on the one hand and joyful perspectives on the other and creates islands of normality in everyday life.

Factors that contribute to the activities being used

Peer exchange: There is the opportunity for networking and exchange with those affected (peers) and other people who are interested.

Non-stigmatizing information: oral and written communication avoids stigmatizing terms such as burdened relatives, psychological problems.

Trusted provider: the caring relatives know the provider and trust him.

Communication with informal carers

Find the right words: those affected do not see themselves as informal carer - they are relatives who take on tasks.

Positive examples are: mindful handling of body and soul, ideas for coping with stress, or helpful handling of stress.

Providing information about organizational and financial issues has also proved its worth.

Key questions: What would be good for you? How are you? - Listen!

Against feelings of guilt and for more self-care

"At eye level": Relatives who care for someone are not helpless. They should not be addressed as the addressee of help, but as experts with experience.

Be aware of the risk of stigma.

How to reach informal carer?



Analysis of needs of the target groups, taking into account the different living environments



Target group orientation: participatory behavior, rooms and time for activity is proper for the target group, costs are affordable, ...)



Look for target group: mediation channels are needed, check which media is appropriate for the target group, ...)



Methodical approaches to knowledge transfer (knowledge-transfer is resource oriented, understandable language, offer is made by people who enjoy trust and credibility, ...)



Good cooperation with various actors in the field