Provision of adequate formal care services and their integration with informal care

Austrian Dementia Strategy
„Living well with dementia“
# The Austrian Long-Term Care System

<table>
<thead>
<tr>
<th>Art 15a B-VG agreement</th>
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</thead>
<tbody>
<tr>
<td><strong>Federal State (2017)</strong></td>
<td><strong>‘Länder’ (2017)</strong></td>
</tr>
<tr>
<td>LTC fund € 350 m (2017)</td>
<td></td>
</tr>
<tr>
<td><strong>Ltc benefit in cash</strong></td>
<td><strong>residential services</strong></td>
</tr>
<tr>
<td>☐ 456,650 entitled to benefit</td>
<td>€ 1,5 bn</td>
</tr>
<tr>
<td>€ 2,6 bn</td>
<td><strong>mobile services</strong></td>
</tr>
<tr>
<td></td>
<td>€ 404,9 m</td>
</tr>
<tr>
<td><strong>measures to support caregiving relatives</strong></td>
<td><strong>other social services</strong></td>
</tr>
<tr>
<td>€ 76,0 m</td>
<td>€ 75,5 m</td>
</tr>
<tr>
<td>Social insurance</td>
<td>Partly residential</td>
</tr>
<tr>
<td>€ 51,4 m</td>
<td>€ 24,1 m</td>
</tr>
<tr>
<td>Substitute care</td>
<td>Short term care</td>
</tr>
<tr>
<td>€ 11,0 m</td>
<td>Alternative dwelling</td>
</tr>
<tr>
<td>Care leave allowance plus insurance</td>
<td>C&amp;C Management</td>
</tr>
<tr>
<td>€ 7,8 m</td>
<td></td>
</tr>
<tr>
<td>€ 3,8 m</td>
<td></td>
</tr>
<tr>
<td>Quality assurance</td>
<td></td>
</tr>
<tr>
<td>€ 2,0 m</td>
<td></td>
</tr>
<tr>
<td><strong>24-hour-care</strong></td>
<td><strong>24-hour-care</strong></td>
</tr>
<tr>
<td>€ 95,4 m</td>
<td>€ 63,6 m</td>
</tr>
</tbody>
</table>

€ ≈ 5,2 bn
Care Setting (2017)

Source: Own presentation based on data from PFIF (Beneficiaries long-term care benefit in cash Dec. 2017), Nursing Service Statistics 2017 (Statistics Austria) and 24-hour-care monthly Statistics (Dec. 2017).
Long-term care (ltc) benefit in cash

• legal title on ltc benefit in cash

• regardless of the cause of the need for care

• financially independent of income and assets
  – ensuring needed care by providing flat-rate cash allowance
  – electoral freedom, leading an independent life which is oriented towards the personal needs

• granted monthly in 7 levels

• no subject to income tax

• 459,333 people (2018) entitled to receive long-term care benefit in cash
# LTC Benefit in Cash – Levels (2019)

<table>
<thead>
<tr>
<th>Level</th>
<th>Care Requirements Per Month</th>
<th>Additional Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>more than 65 hours</td>
<td>157.30</td>
</tr>
<tr>
<td>2</td>
<td>more than 95 hours</td>
<td>290.00</td>
</tr>
<tr>
<td>3</td>
<td>more than 120 hours</td>
<td>451.80</td>
</tr>
<tr>
<td>4</td>
<td>more than 160 hours</td>
<td>677.60</td>
</tr>
<tr>
<td>5</td>
<td>more than 180 hours</td>
<td>Extraordinary high level of care required</td>
</tr>
<tr>
<td>6</td>
<td>more than 180 hours</td>
<td>Timely unplannable care measures during day and night or constant presence of carer required because person or others would be at risk</td>
</tr>
<tr>
<td>7</td>
<td>more than 180 hours</td>
<td>No goal-directed movements of the person’s four extremities or equivalent condition</td>
</tr>
</tbody>
</table>
Long-term care benefit in cash

- hardship supplement
  - severely disabled children and young people up to 7 years (50 hours/month), up to the age of 15 (75 hours/month)
  - special needs of people with mental or physical disabilities (as dementia) are taken into account with 25 hours/month

- visual disabilities
  - persons with severely impaired vision: Stage 3
  - blind persons: Stage 4
  - deaf and blind persons: Stage 5
Long-term care benefit in cash

• Wheelchair users
  - without stool/urinary incontinence or bladder/bowel paralysis and without restrictions in their upper extremities: Stage 3
  - with stool/urinary incontinence or bladder/bowel paralysis and without restrictions in their upper extremities: Stage 4
  - with a functional limitation of the upper extremities (getting into or out the wheelchair independently is not possible): Stage 5
ltc benefit in cash - distribution of levels

- 1. level: 27%
- 2. level: 23%
- 3. level: 18%
- 4. level: 15%
- 5. level: 11%
- 6. level: 4%
- 7. level: 2%

Federal Ministry
Republic of Austria
Labour, Social Affairs, Health
and Consumer Protection
Measures to support caregiving relatives

1. Financial support for 24-hour care
2. Financial support for substitute care
3. Care leave benefits
4. Social Insurance for caregiving relatives
5. Quality Assurance in home care

- Home Visits by certified healthcare and nursing professionals
- Counselling provided by trained psychologists
Financial support for 24-hour-care

- **necessity** of a 24-hour-care
- **ltc benefit** in cash at least **level 3**
- professional carer (employment-relationship; self-employed carers [99%])

<table>
<thead>
<tr>
<th>Financial support/month (12 times/year)</th>
<th>Employed</th>
<th>Self-employed</th>
</tr>
</thead>
<tbody>
<tr>
<td>One professional carer</td>
<td>€ 550</td>
<td>€ 275</td>
</tr>
<tr>
<td>Two professional carers</td>
<td>€ 1,100</td>
<td>€ 550</td>
</tr>
</tbody>
</table>

- **independency of assets**
- **income limit** (€ 2,500)
Financial support for substitute care

• main caring person for 1 year
  – ltc benefit in cash of at least level 3 (or level 1 for minors or people with dementia)

• inability to provide care (holiday, illness, other reasons) for at least 7 (4) days
  – private or professional substitute care

• allowance of € 1.200 to € 2.500 (depending on care stage) for max. 28 days/year

• income limit
Paid care leave for caregiving relatives

• arrangement employee - employer for
  – care leave (no wage or salary is paid)
  – part-time care leave (reducing working time, prorated payment)
• 1 – 3 months
• to care for a close relative who receives a ltc benefit in cash of at least of level 3 (level 1 for minors or people with dementia)
• legal title on care leave allowance
  – as high as the unemployment benefit (55 % of daily net income)
  – free pension- and health insurance
  – no subject to income tax
Paid family hospice leave for caregiving relatives

- legal title as employee to
  - family hospice leave (no wage or salary is paid)
  - part-time family hospice leave (reducing working time, prorated payment)
- up to 3 months (prolongation to 6 months) for a close relative
- up to 5 months (prolongation to 9 months) for seriously ill child
- to nurse a dying close relative or a seriously ill child
- legal title on care leave allowance
  - as high as the unemployment benefit (55% of daily net income)
  - free pension- and health insurance
  - no subject to income tax
Free social insurance for caregiving relatives

• Pension insurance
  – voluntary self-insurance, if the relative cares for his/her child with disabilities
  – voluntary self-insurance or continuing-insurance for caregiving relatives
    • who are unemployable because of care at home, for a close relative with ltc benefit in cash of at least level 3

• Health insurance
  – co-insurance, if the relative cares for a person with a ltc benefit in cash of at least level 3 or the carer has a ltc benefit in cash of at least level 3
  – self-insurance, if the relative cares for his/her child with disabilities
Home Visits by certified healthcare and nursing professionals

- Since 2001 free and voluntary home visits by certified healthcare and nursing professionals (approx. 20,000 home visits/year)
- Home visits of recipients of LTC benefit in cash to inform and counsel all those involved in the specific care situation in order to assure the quality of home care
- View into situation of dependent person and situation of caregiving relatives
- Total home visits between 2001 – 2018: ~283,000
- Throughout Austria, free of charge and voluntary
- Also possible: free home visits by request
Counselling provided by trained psychologists

- Experience from home visits as part of the Quality Assurance in Home Care has shown that caregiving relatives often suffer emotional stress

- Those caregiving relatives who during a home visit explain, that they suffer from at least one psychological stress are offered a counselling session

- To deal with existing problems, resulting from burdensome care situations

- Provided by trained psychologists

- Throughout Austria an free of charge

- Also possible: free dialogue by request
The Austrian Dementia Strategy „Living well with Dementia“

- Framework of 7 objectives and 21 recommendations taking action to improve the lives of people with dementia as well as their families and carers

- Creating a system in which people affected by dementia and their carers
  - live within a community that promotes participation and autonomy to the greatest possible extent,
  - get information they need as early as possible
  - know where to go for help and which services are available
  - get high-quality care irrespective of place of residence
  - are actively involved in decisions about their care
Goals and principles of the Austrian Dementia Strategy

Creating a joint orientation framework for a targeted co-operation between all stakeholders: decision makers (state, “Länder”, community, and social insurance), care organizations) and people affected by dementia and their informell carers

- The needs of persons affected by dementia and their support providers are in the centre of attention
- All relevant stakeholders and persons with dementia as experts by experience should be involved in the implementation process
- In subsequent processes, the respective parties should stipulate further steps to specify the goals and their implementation
- Funding and efforts can be pooled by a common commitment that is orientated towards the dementia strategy
Integration of formal and informal care services

Self-aid Groups/Support Groups

- Promenz: a self aid group with and for affected people
- Peer to peer groups
- Support groups for informal carers
- Cafés, Working groups

Dementia friendly communities

- Aktion Demenz in Vorarlberg
- Dementia friendly Vienna
- Lokal initiatives: financial funding from national level (FGÖ)
Integration of formal and informal care services

Trade and services
• Dementia friendly pharmacy

Public transport/mobility
• Guidelines for staff in public transport
• Financial funding of projects from ministry for transport, innovation and technology

Public service - training
• Online tool for police: Einsatz Demenz
• Special training on subnational level

Promote participation and self-determination
Integration of formal and informal care services

Provision of information

Broadly based public relations and campaigns
- Information material, information activities

Low threshold information offers
- On the local basis, service points are established

Web based information
- In all federal countries: websites with information for affected people and their relatives

Media
- Development of a code of good practice for media reporting (2020)
Integration of formal and informal care services

Principles:

• Provide people affected by and their families and friends with low-threshold advice, support and treatment throughout the different stages of the condition

• Multi-professional teams plan individual measures together with all affected persons, and coordinate the measures with service providers
The Platform Dementia Strategy

- Dementia Strategy Objective 4 “Create consistent framework conditions for coordinated care” recommendation 4c “creating a platform for all stakeholders to plan and work together in a coordinated way”
  - Promotes the implementation of the strategy
  - Supports transfer of information and knowledge
  - Encourages cooperation and coordinating projects in Austria
  - Governance function “health in all policies”
- Information on the objectives of the Austrian dementia strategy
- Documentation of all measures of implementation since 2016
- Practice examples
- Tools and tipps for different target groups (informal carers, communities, hospitals ...)

Website www.demenzstrategie.at
Working papers and fact sheets

- Fact Sheet for communities (2017, Update 2019)
- Overview of über services for informell carers (Website)
- Guidelines for hospitals (2018)
- Guidelines for public transport organisations (2018)
- Guidelines for nursing homes – Eine Orientierungshilfe (2020)
- Code of good practice for media reporting (2020)
Working papers and fact sheets
Flyer “Support for caregiving relatives” in English is available under https://broschuerenservice.sozialministerium.at/Home/Download?publicationId=644

The Austrian Report on Dementia 2014 can be downloaded in German from https://broschuerenservice.sozialministerium.at/Home/Download?publicationId=277

The Austrian Dementia Strategy in English
https://www.demenzstrategie.at/fxdata/demenzstrategie/prod/media/Demenzstrategie_Neu_englisch.pdf

Information on the topic of the Dementia Strategy in English
https://www.demenzstrategie.at/fxdata/demenzstrategie/prod/media/Demenzstrategie_Englisch.pdf

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