

Care services

Based on an interview with

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Three types of care service

There is a large array of care services for people. First of all, we have to make a distinction between three main categories:

- **house services:** in this category we find curative services and preventive services which can also be diagnostic services;
- **long term care:** these services are mainly oriented to people with disabilities, people who are ill for long time and who need punctual support over days, months, or even years;
- **social care and psychological care:** social support to persons in need or at risk and psychological help.



A key point in care services

In the centre of health and social services is the **dignity** of the person. The major point in care services are the needs of the person and secondly the dignity of the person. His or her needs are to be respected.

The dignity of the persons is absolutely central to the quality of the services that care givers deliver.

Services, whether they be in health, in social or in other care areas, need to recognize the diversity of the people they serve and their individuality.

Some important features of care services/1

Good care services are made of:

- **availability**, that means that services are really where you can find them
- **coverage**, that means that care services are delivered all over the country (not only in cities) and that they are accessible to all the members of society
- **continuity**, that means that services are not interrupted and that people who need care services get them all the time they need them
- **affordability**, this implies that not only rich people but also those who are in financial need can get the same services
- good care services are also right **safe** and this means no hazards

Some important features of care services/2

- **quality**, that is linked to the possibility for the users to make choices and evaluate the services they receive
- **independence** and **self determination** of users
- **transparency** and **result-oriented approach**, that means that care services should be administered in a transparent way and cover first of all the needs of service receivers
- **choice** and **control** by the served person
- **privacy** and **participation** of persons

Different approaches to care

There are in Europe very different approaches to care.

- One approach is the system where people are insured and where the financial aspect is covered by **individual contributions** that people make over their working life and which give them financial coverage for health and psychological services and long term care and other care. In countries adopting this approach, care services are delivered only to people who made these contributions.
- The second approach is the more universal one. Here, finances come from **taxes**, from the state and not from individual contributions and insurance systems. Taxes cover the need for care of the entire population, while in the first approach, care is targeted only to contributors.