Social Care Systems: Approaches, Models & Applications

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Why Social Care

- Systematic and individual inequalities → vulnerabilities and unequal outcomes
  - Across the life course and cumulative

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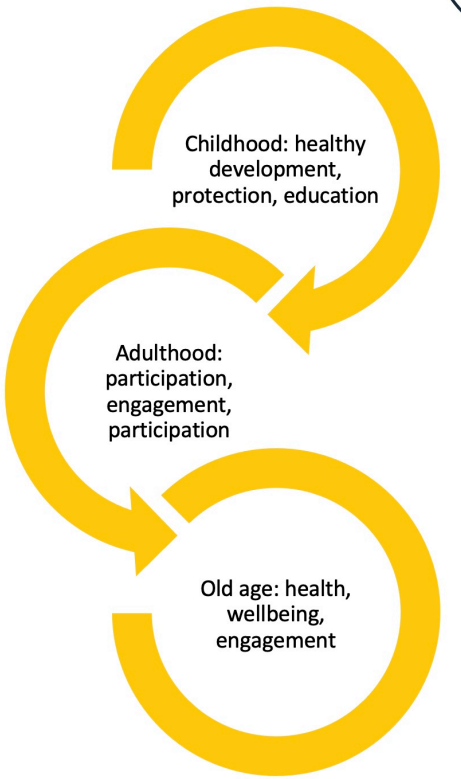

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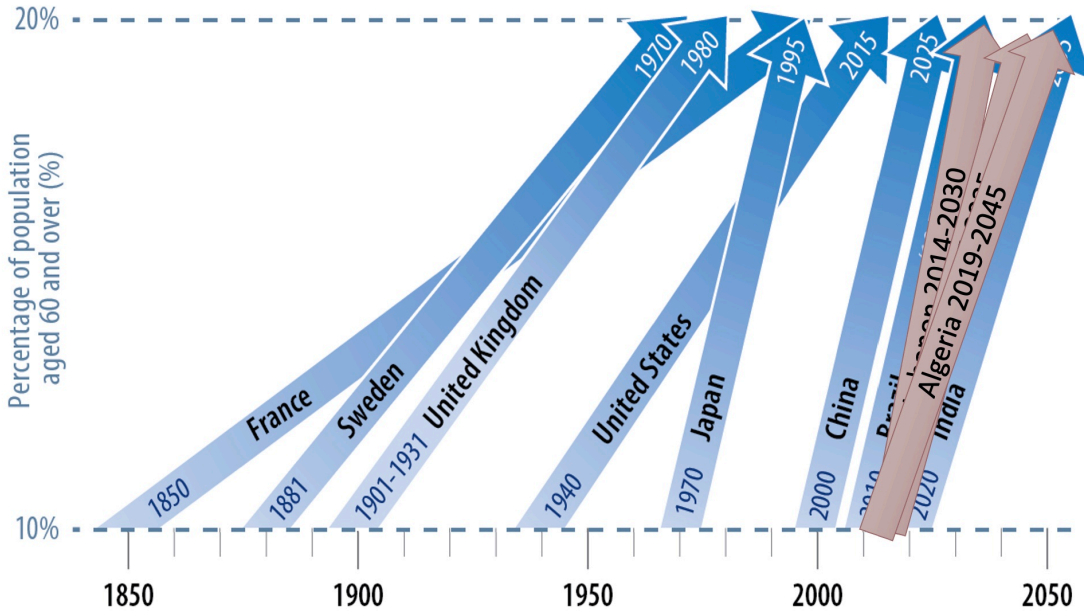

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- Formal & informal care systems aim to support & enhance outcomes
  - Employing different philosophies of care

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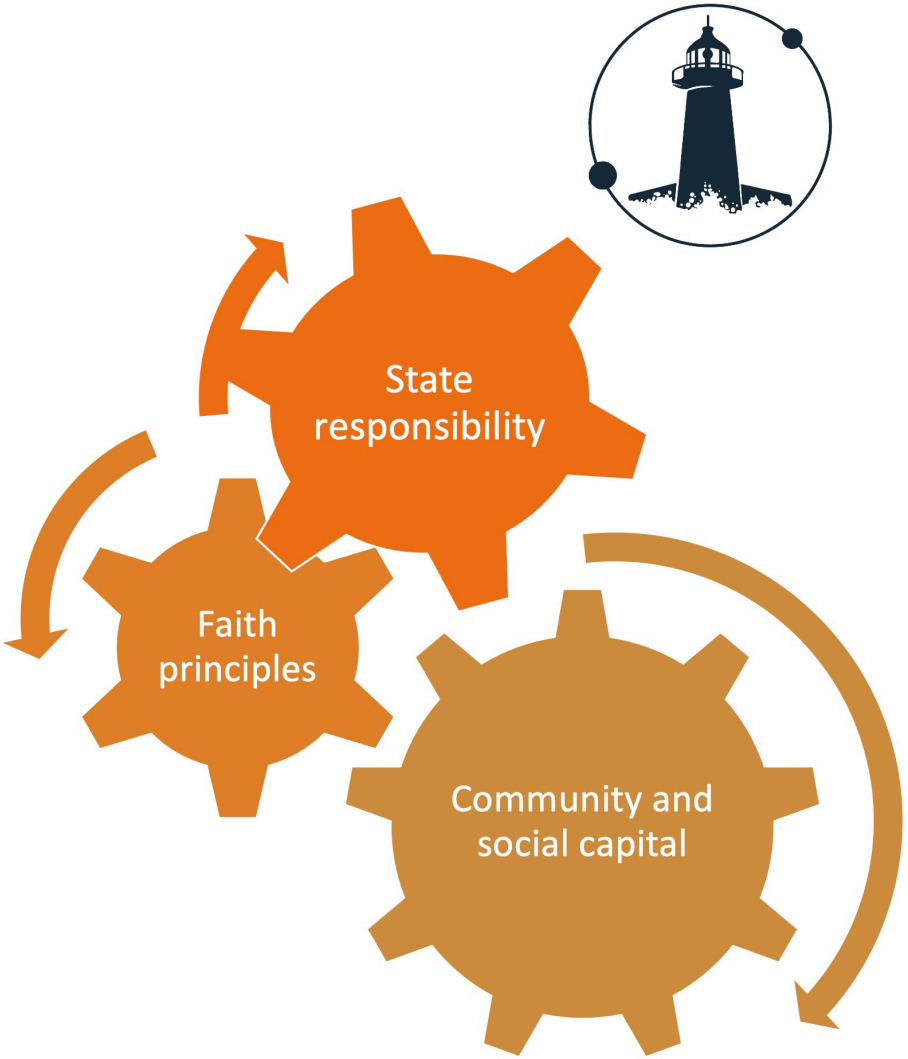
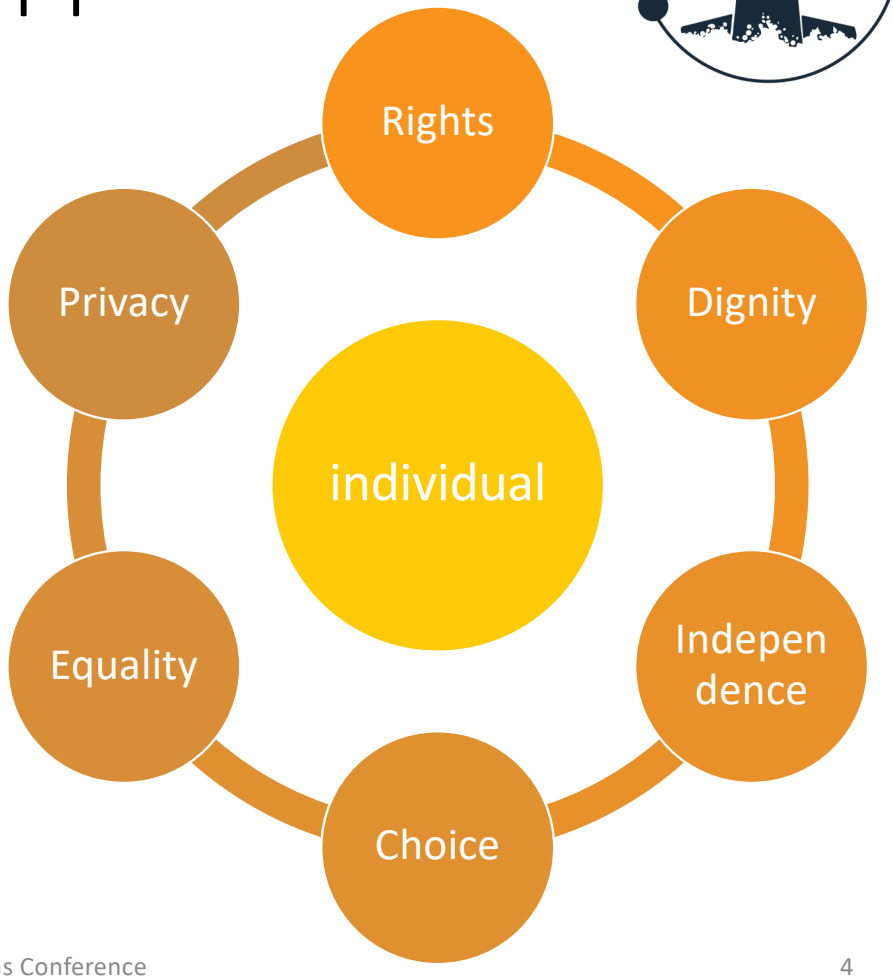


Drivers for Social Care Reforms

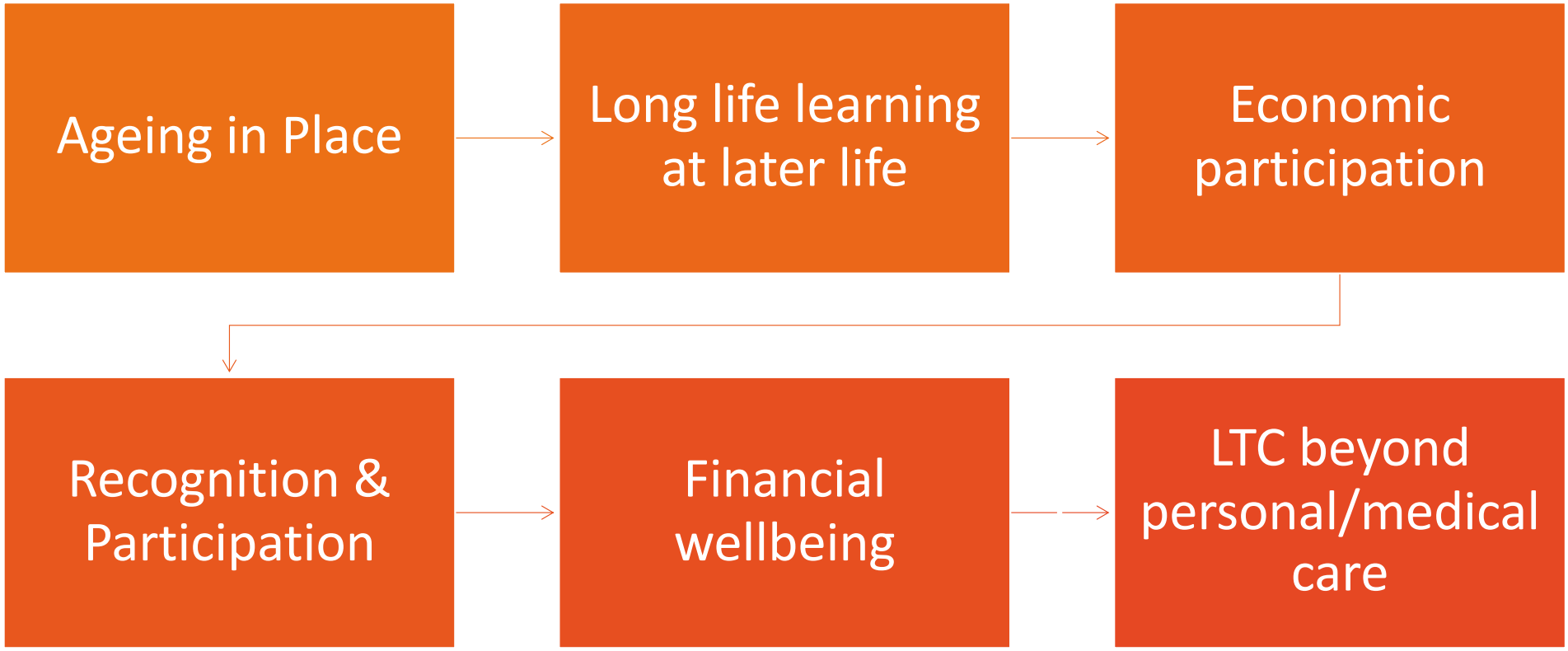
- Fast-paced ageing transition
- Escalating demand for social care services
- Considerable cross-ministerial activities
- A growing private market
- Policy direction

Social Care Principles & Approaches

- Rights-based
- Care in place – deinstitutionalisation
- Promoting independence through empowerment
- Choice and control
  - Individual agency & active participation
- Care communities and social capital



Example: Services for Older People



Designing Formal Social Care Systems: Core Pillars

- Division of care responsibilities: the level of reliance on the family
- Who to provide care for?
  - Beneficiaries or Target groups:
    - Range from limited to universal coverage
    - Level of care dependency is the most common criterion; Other eligibility criteria may include age and income
- What to provide?
  - In-kind service, cash benefits or a combination
  - A range of services: At home, in the community, residential, telecare, supporting informal carers and the community
- How to finance SC services?
  - Social Insurance, general taxation, out-of-pocket – usually a combination of all
- Ensuring quality care
  - Workforce training and development
  - Regulation and monitoring

Levels of Services: levels of care needs

Fully independent older people

- Community participation
- Later life learning
- Day centres
- Home support services
- Preventative services
- Digital literacy

Older people with care needs

- Home care
- Day care
- Home support services
- Supported living
- Family support services
- Community support

Older people with complex needs

- Care homes
- Nursing homes
- Palliative care
- Family support services
- Specialist care services (e.g. Dementia care)

Types of Services

Residential care/assisted housing

Home care

Services at day centres- community based

Telecare services

Service to informal carers

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Telecare services

Service to informal carers

Investing in social Capital

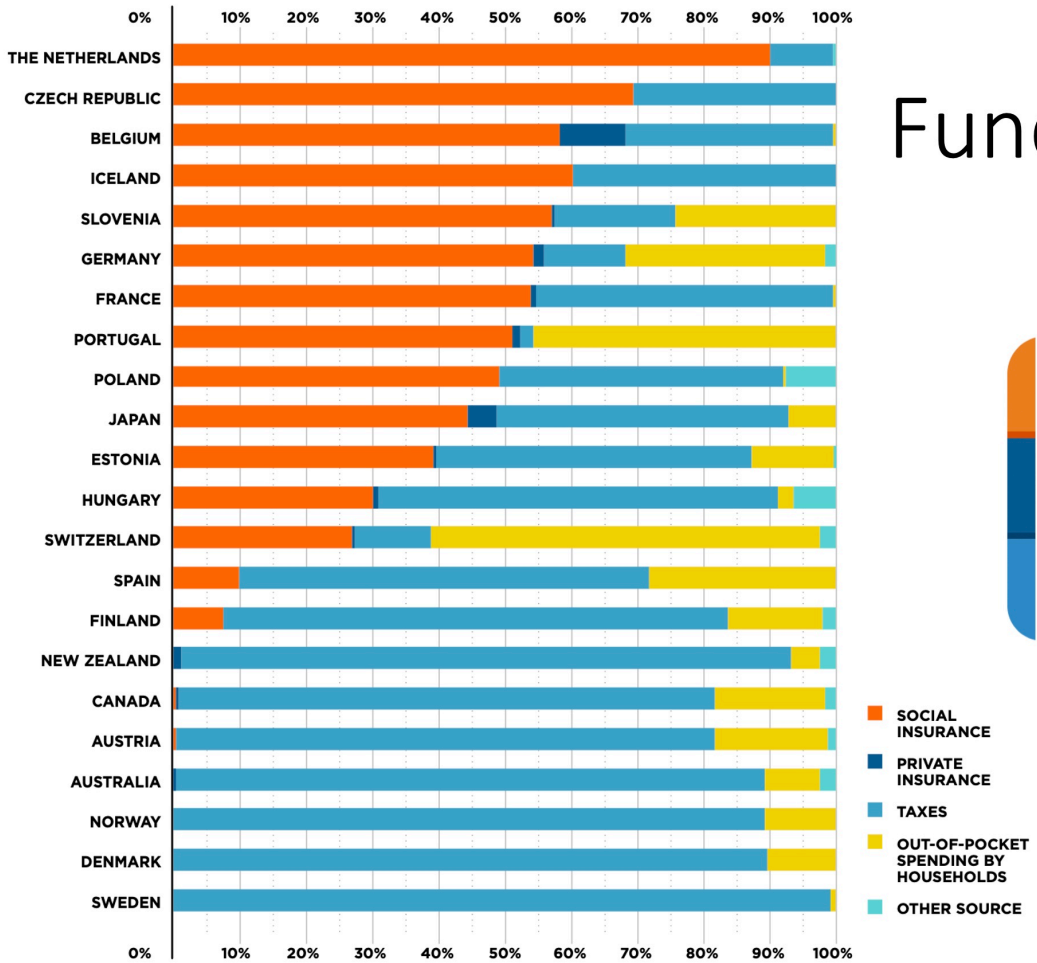
Self care

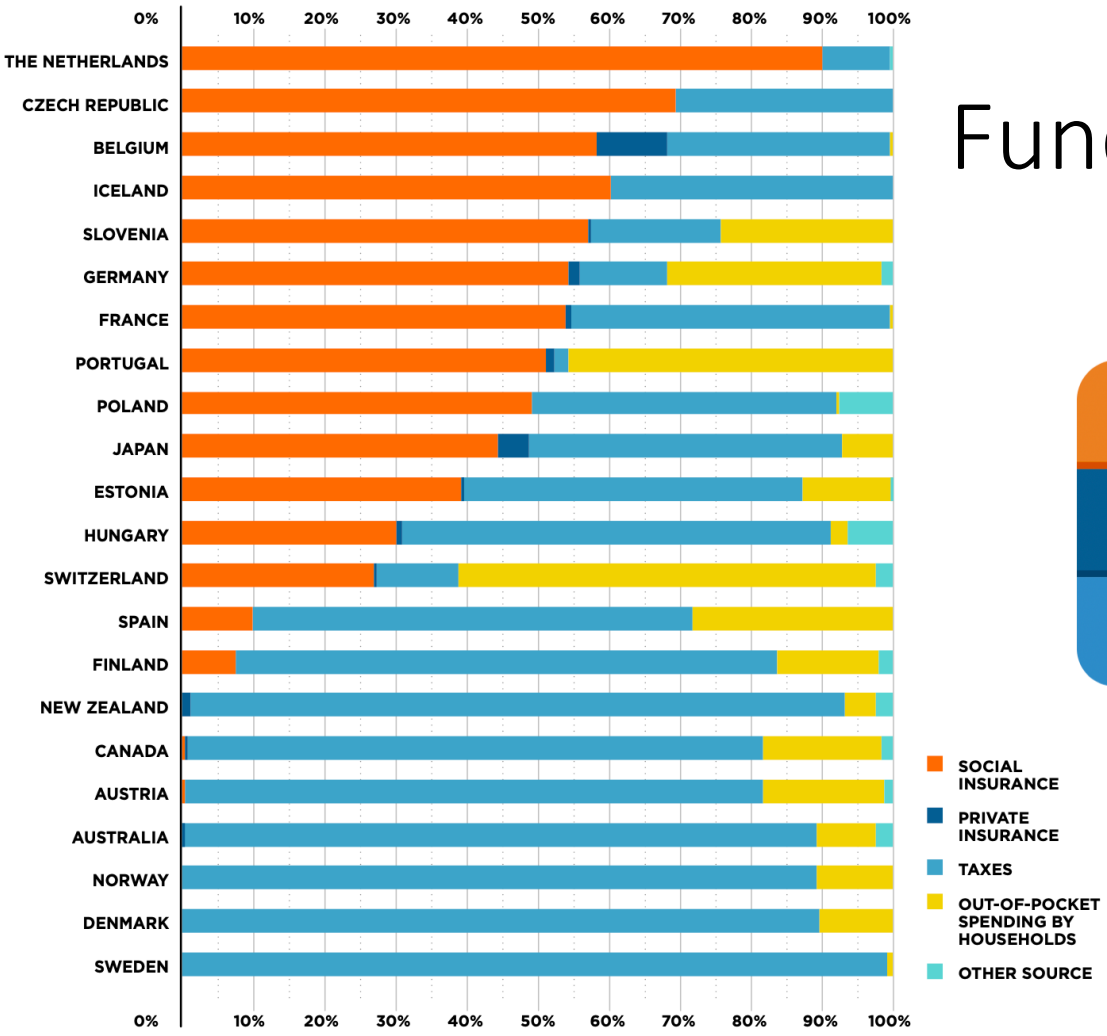
Mobilising care communities

Intergenerational support

Participation

Funding Social Care

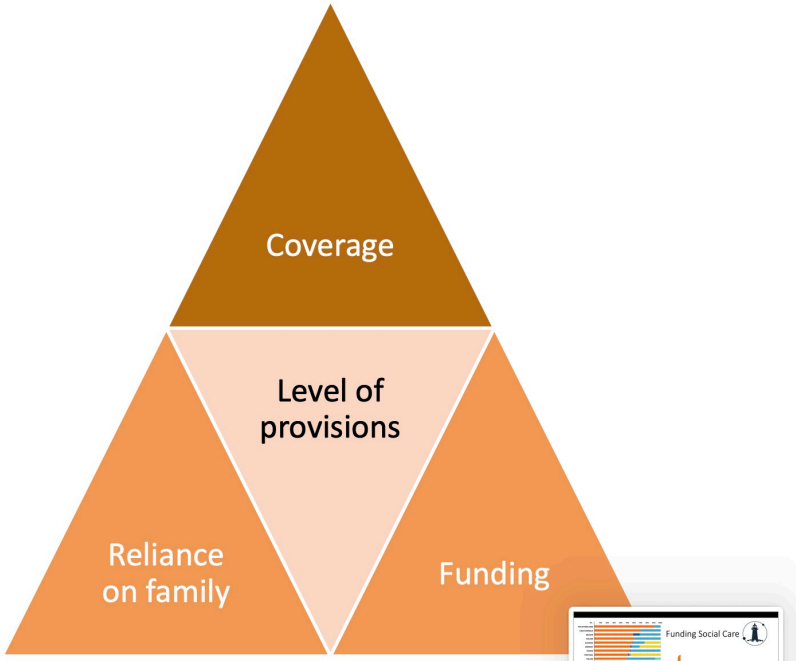




Funding Social Care

	SOCIAL INSURANCE	GENERAL TAXATION
Pros	• Difficult to evade because it is based on mandatory contributions. • Predictable resources since there is a specific fund. • Connection between contributions and benefits.	• Broader tax base, including capital gains and indirect taxation, and everybody contributes. • Access to benefits does not depend on employment status. • It can be easily combined with a means-tested approach.
Cons	• People without a formal job are not entitled to the social insurance benefits. • Restricted to wage income. • Difficult to modify the benefits.	• Less predictable resources, since there is no specific fund. • Difficulty ensuring resources due to competition with other causes.

Social Care Trilemma



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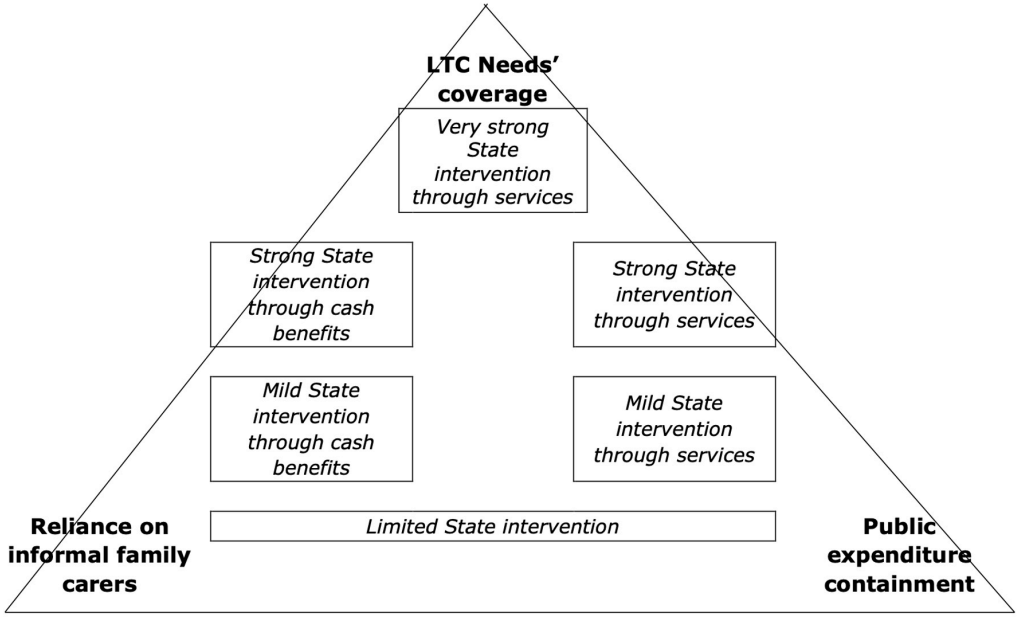

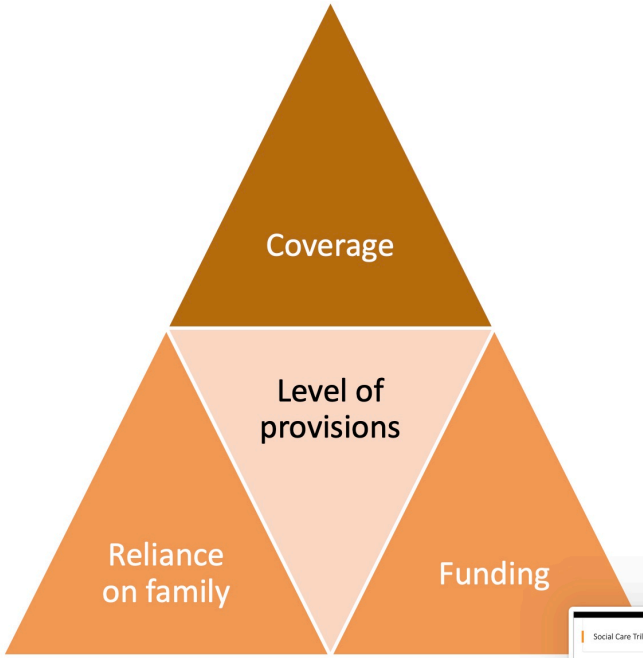

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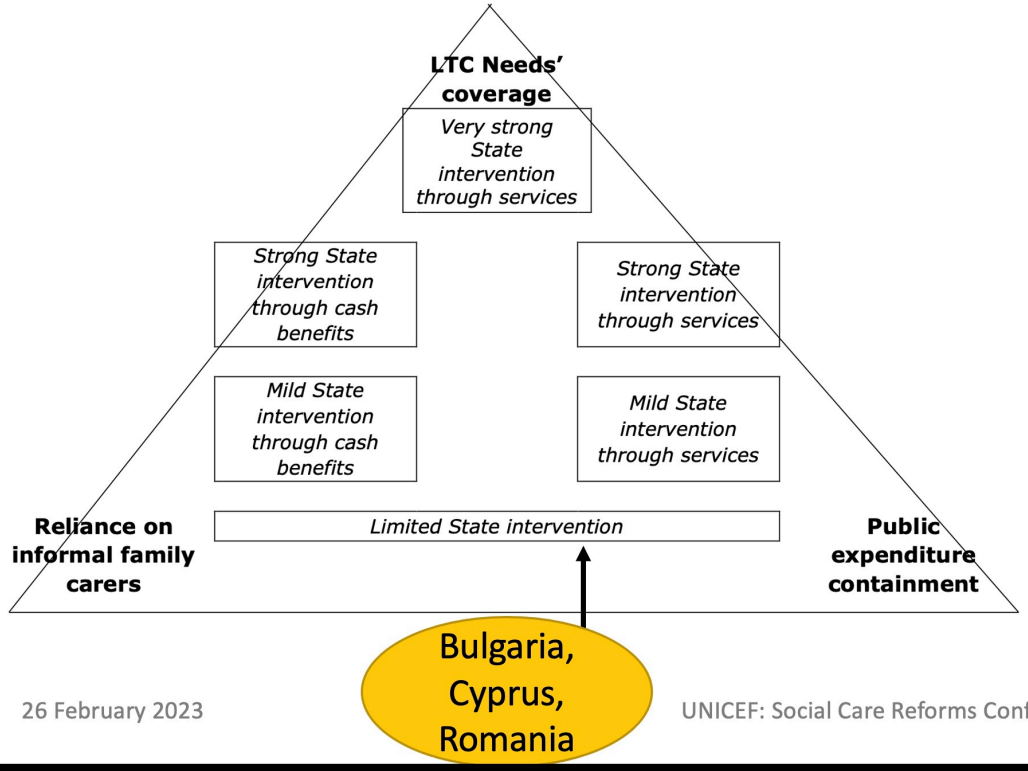

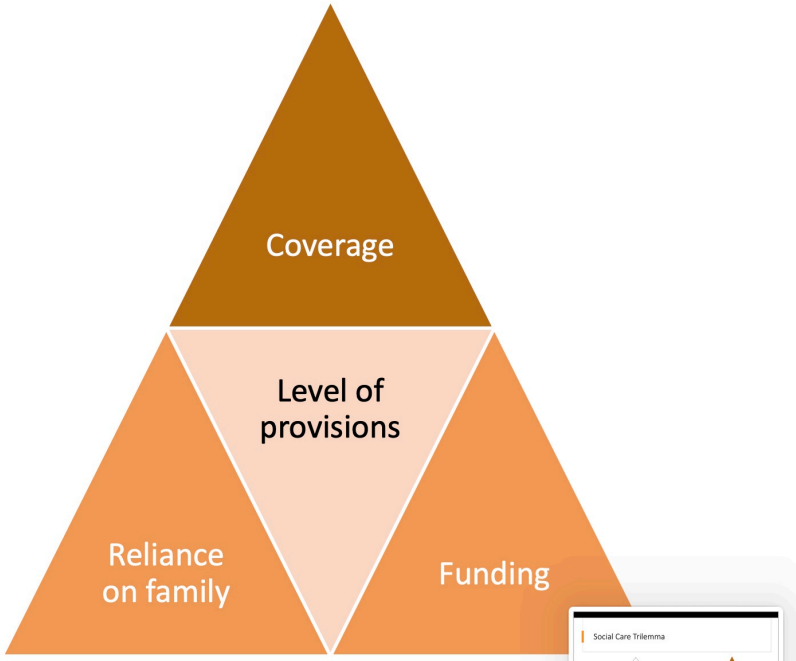

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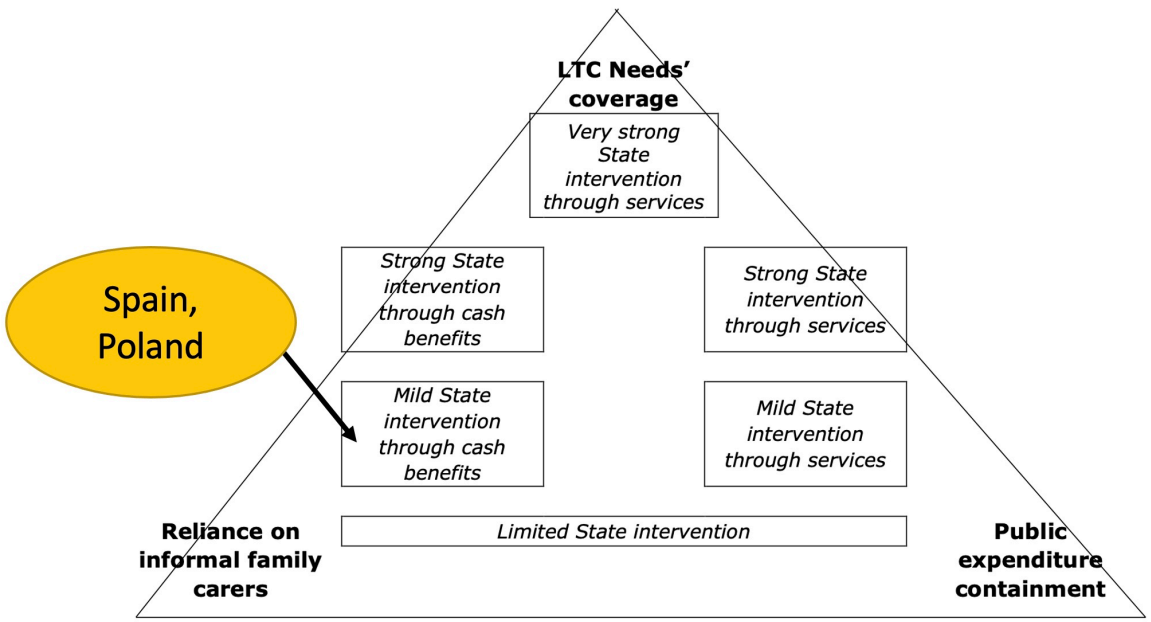

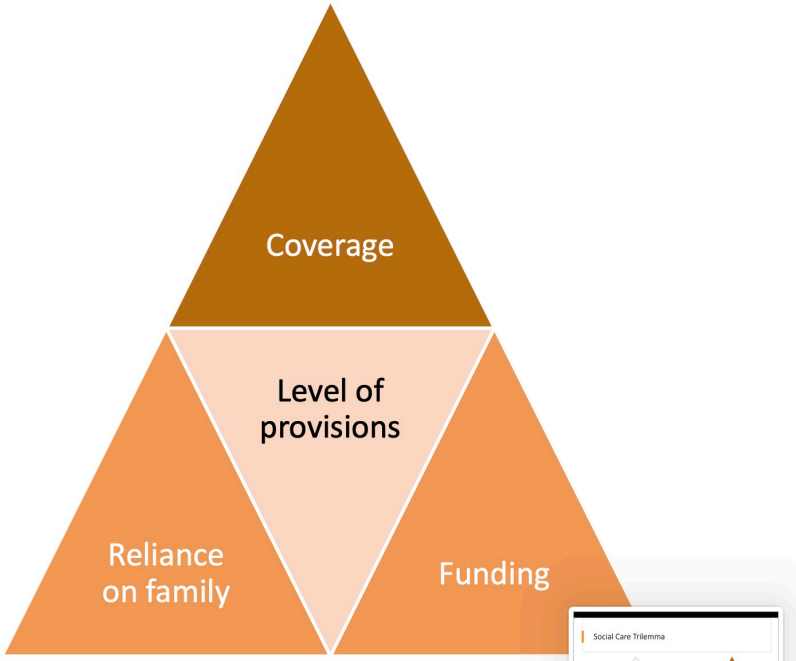

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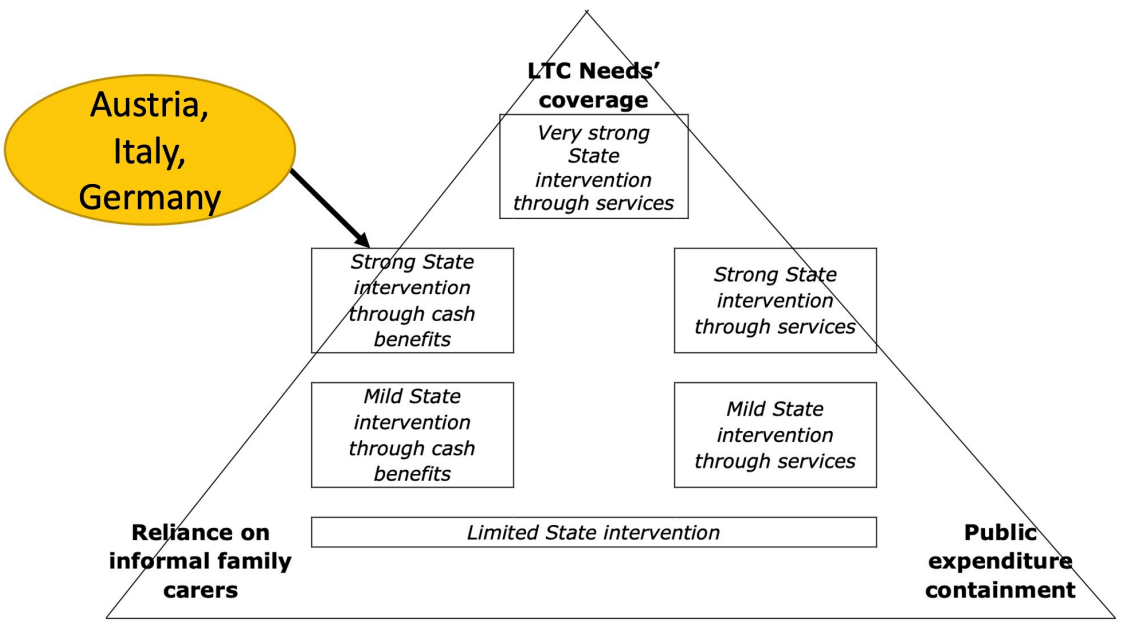

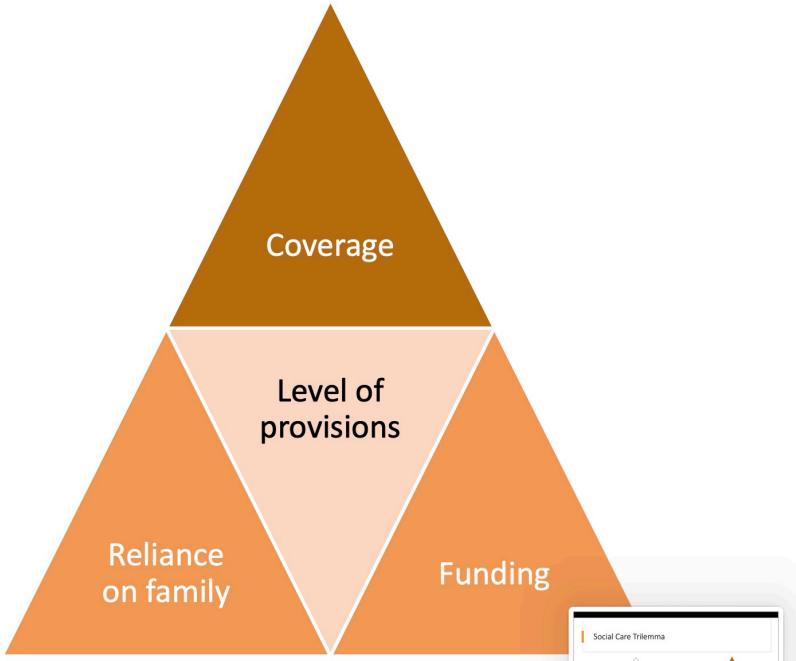

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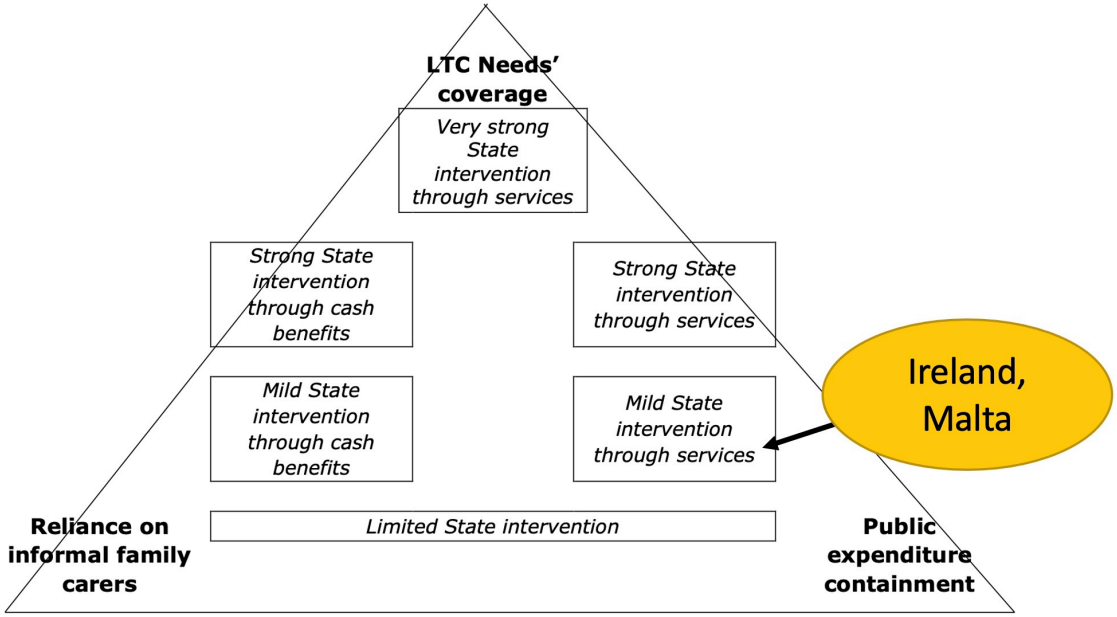

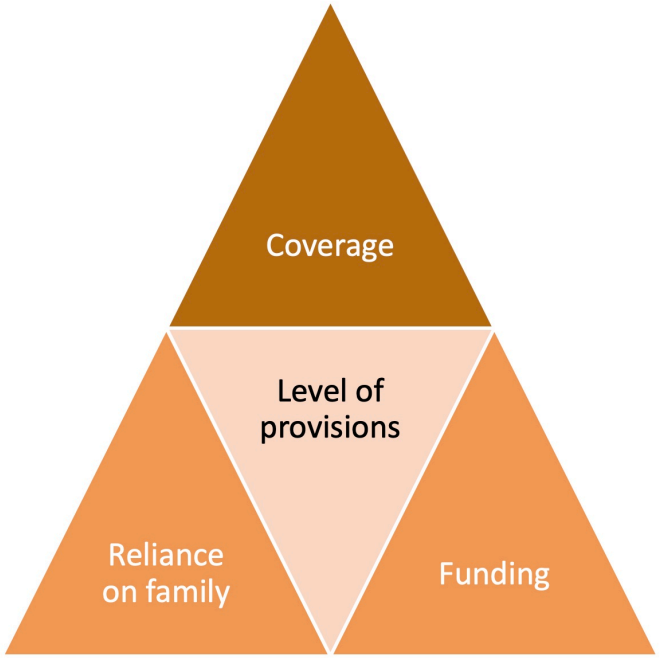

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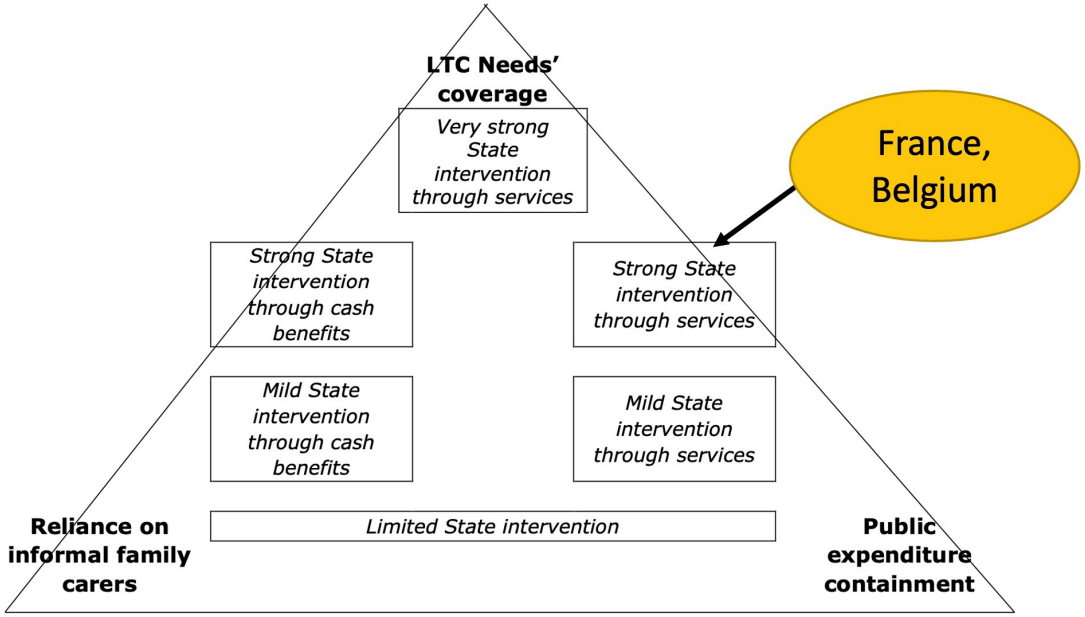

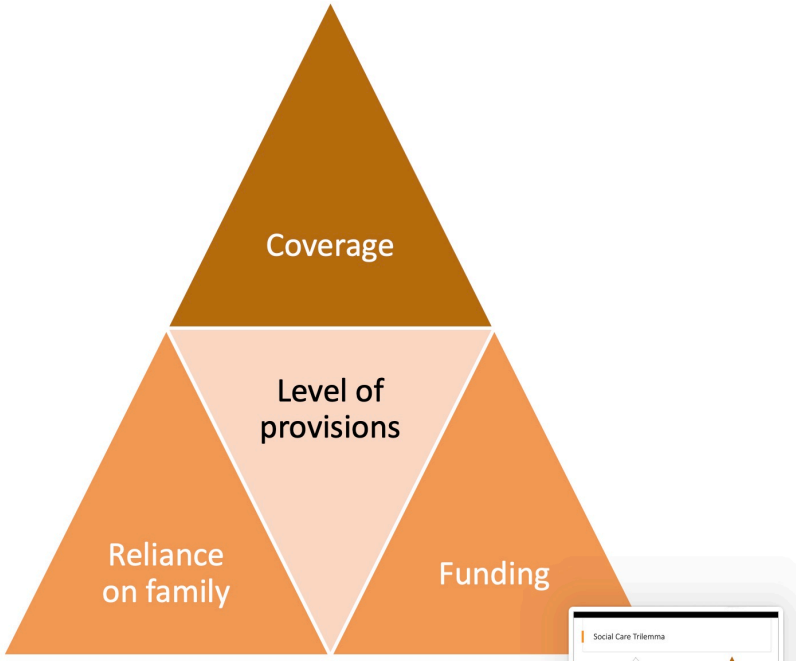

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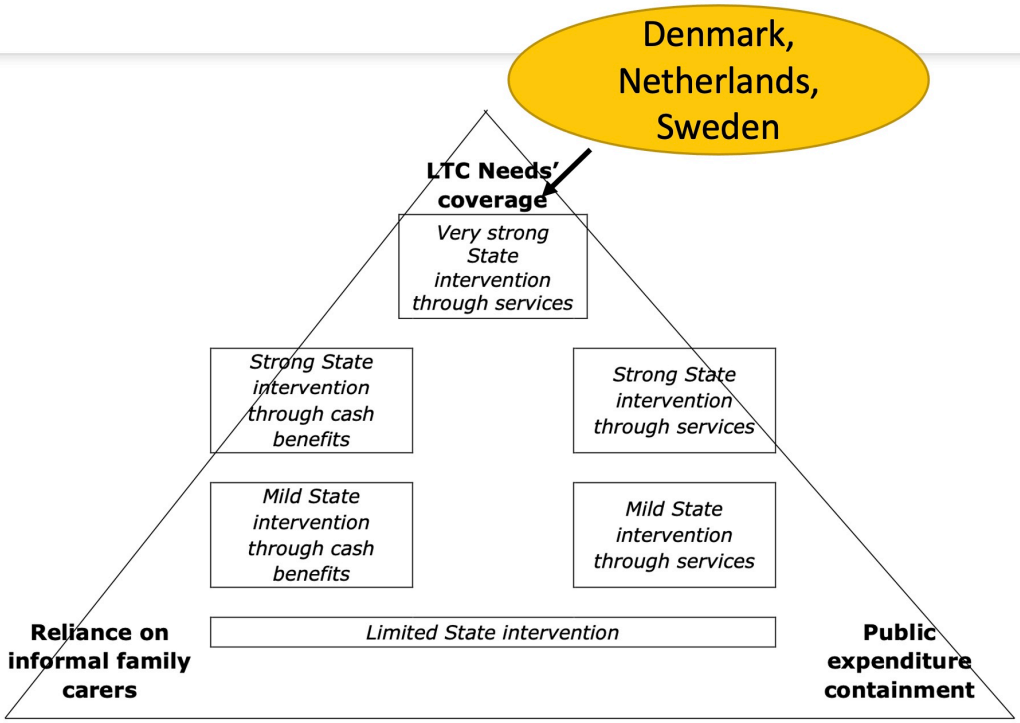
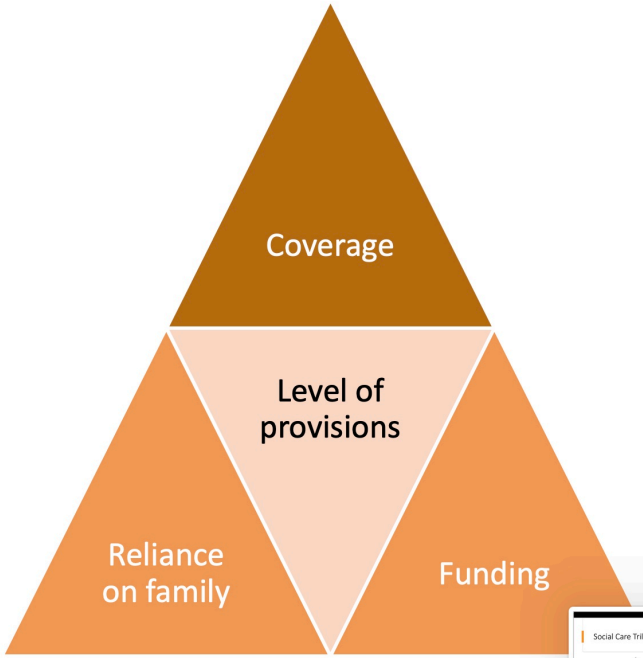




Ensuring Quality

A role for the state

Establish workforce policies

- Improve image of the job and roles
- Recruitment and retention strategies
- Updated and adequate training – competency, person-centred care, empathy, safeguarding

Establish quality standards for providers

Continuous monitoring

- Compliance, inspection and reports

Social Care Markets: MENA Region

Reliance on the family

The ‘invisible’ welfare scheme

(un)sustainability of family care

- Socio-economic and demographic changes
- Emotional burden
- Competing opportunities

Suitability/adequacy of care

LTC jobs one of the fastest growing markets across the globe

Attracting women in particular

Labour gender-gaps

Employment opportunities within a context of high female unemployment rates

Social Care for Older People in Egypt

- The role of families & charitable organisations
- Universal Health Insurance (UHI) launched in 2018
- Social protection: two schemes, ‘Takaful’ (solidarity) and ‘Karama’ (dignity), since 2015
- The Older People’s Rights’ Law, 2021, is being debated
- New initiatives currently in progress: The Golden Card; ‘Al-Tadamun’ older person’s companionship programme
  - Piloted in 2019 with 51 successfully trained individuals
  - A new scheme is currently being prepared

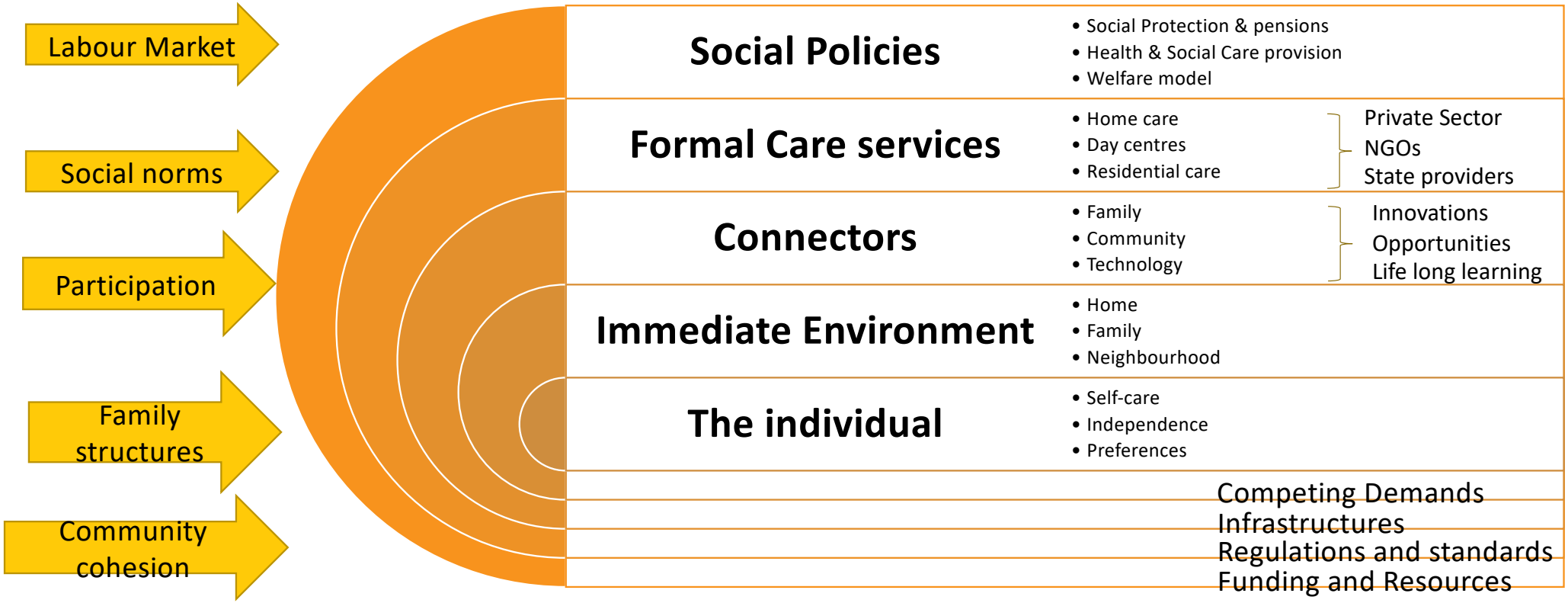
Case Study 2: Social care markets in the Kingdom of Saudi Arabia

LTC market is estimated to be one of the major growth sectors in KSA (esp. rehabilitation, extended care facilities, psychiatric centres and home health care)

Health care transformation as a part of the 'Saudi Vision 2030'. Home care is a core element

Funded by the government with some services purchased from the private sector

Social Care – part of an eco-system



Integrated Care in Practice

A core action area of the UN Decade for Healthy Ageing 2021-2030

Effective and good-quality medical and social care services and preventative interventions

A structure of services coordinated to address older persons' needs rather than a single condition or need

Reducing fragmentation within and across services

A single system of needs assessment and service provision

- Horizontal OR Vertical
  - Horizontal integration: a cross-sectoral collaboration to improve overall outcomes.
  - Vertical integration: creates individualised pathways to treat named conditions that transcend organisational boundaries
- Formalised OR 'virtual'
  - Formal merger of services
  - Virtual networks: underpinned by contracts or informal agreements/arrangements

Challenges & Opportunities

- Europe
  - Diverse models
  - Strong workforce training
  - Shifting to cash-provisions
    - States as funders and commissioners
  - Increasing role of the individual, family & communities
  - Fragmentation vs. integration
  - Crisis narratives
    - Labour shortages
- MENA
  - Early developments (opportunities to learn & choose)
  - Informal care (embedded in policy development)
  - Fiscal & governance constraints
  - Opportunities within a context of escalating demands
    - Population dividends
    - Strong cultural norms fostering respect and care for the most vulnerable
    - Duty of care is commonly shared

Moving Forward

- The role of the state as an enabler and regulator
  - Cross-ministerial task force
- Create formal mechanisms for LTC provision
  - Market shaping – identify gaps
  - Set standards and regulations
  - Partnership working & integrated services
  - Pilot, evaluate and upscale
  - Improve public trust
- Develop and train a diverse workforce
  - Creation of job opportunities and career opportunities
  - Capitalise on the window of the population dividends
- Establish funding streams
  - Mixture models with eligibility criteria

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Empower individuals and enhance self-care

Through the life course & Public engagement (language and images)

Support informal carers

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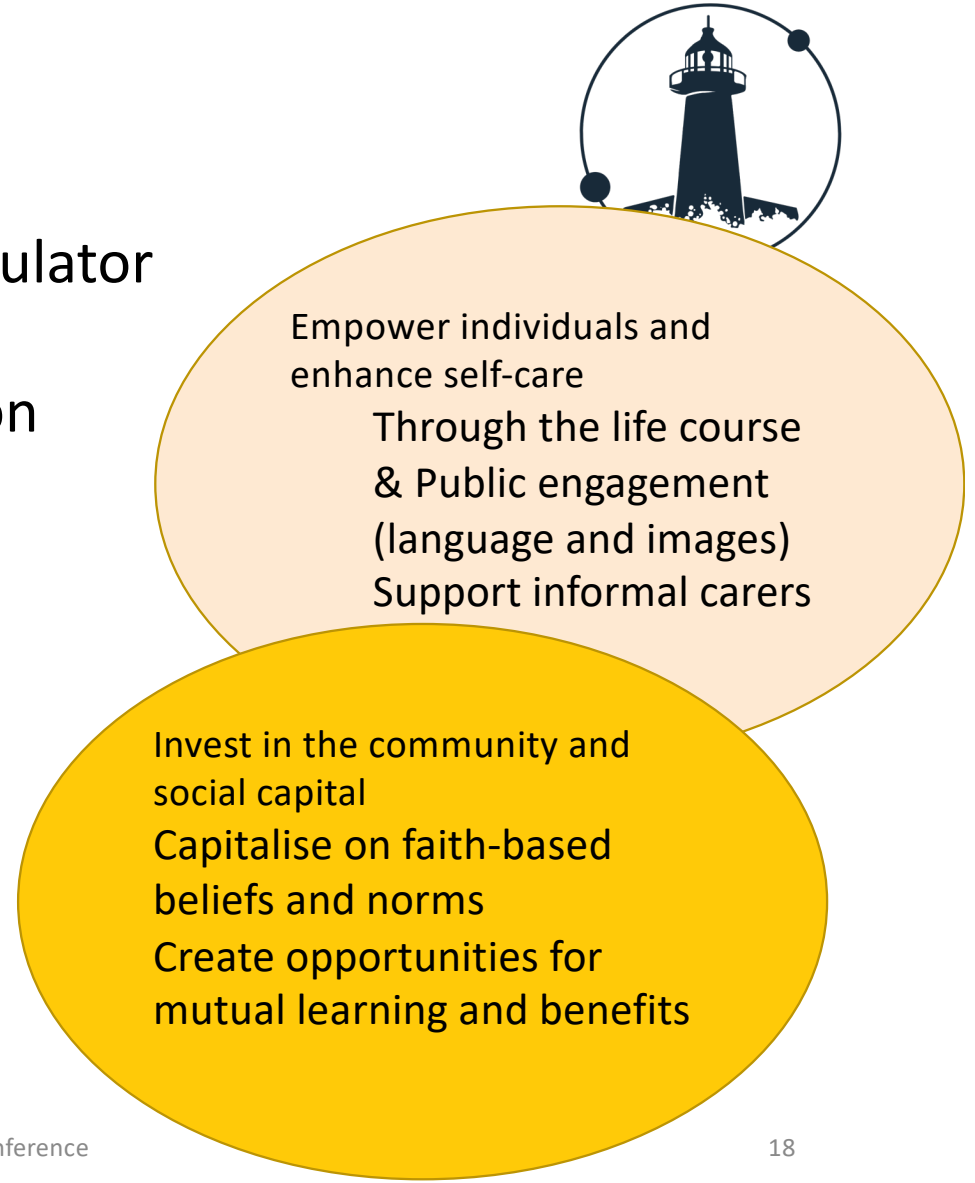

Thank you for listening

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