

# CarerSupport: a platform providing combined services for informal carers: education & training, psychological support, collaboration and tele-consulting

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**Type:** project

**Subobjective:** generation of innovation via addressing unmet needs identified by formal or informal healthcare providers

**Country:** Romania

**Financed by:** AAL CMU (Brussels) & UEFISCDI (Romania), May 2014 – Nov 2016, CarerSupport was a project in the AAL-JP program.

## **Intro:**

Development of an innovative support platform for informal carers (notably family members) who are nowadays the backbone of long-term care systems in European and beyond. And who are themselves at risk for developing neurodegenerative diseases on long-term if not supported properly to cope with chronic stress related to caring.

Main activities in the project: platform content development, pilot testing, cooperation between business and universities. Good practice for cooperation among academia, clinics, SMEs, large business entities and other relevant stakeholders.

## **Problem:**

Nowadays informal carers receive learning, orientation and psychological support according to a variety of ad-hoc models, which usually involve the active participation of a care services provider (such as hospital, care centre or patients advocacy group).

## **Solution:**

CarerSupport aimed at reducing the fragmentation of existing service models, based on the introduction of a centralized ICT platform, which serves as a single entry point to a wide range of services for secondary users (i.e. informal carers) including training services, psychological support services, as well as a range of tele-consultation and collaboration services (with the involvement of formal carers and health professionals).

## **Impact:**

The main innovation of the project lies in the creation and operation of a sustainable pan-European ICT-based ecosystem for the training, orientation and support of informal carers. This ecosystem intends to bring together formal carers and informal carers, along with other stakeholders such as organizations providing training services, ICT solution providers for active ageing and social inclusion, as well as policy makers emphasizing on LTC (Long Term Care) policies that affect informal carers.