

Newsletter

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Issue 1

HIGHLIGHTS

Insight into the LeTs-Care Project

The LeTs-Care project (Learning from Long-Term Care Practices for the European Care Strategy) is a comparative research project which aims at identifying and diffusing meaningful policies and practices to face the challenges of long-term care.

The LeTs-Care Consortium includes academic institutions and organisations engaged in advocacy and evidence-based policy development from Italy, Austria, Belgium, Denmark, Lithuania, Portugal, Spain and The Netherlands.

To contribute to the development of integrated, person-centred, equal, high quality care and employment in care, the LeTs-Care research team is addressing key questions...

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The LeTs-Care project is funded under the “Culture, Creativity and Inclusive Society” area of the Horizon Europe Programme.

It was launched on April 1, 2024.

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THE CHALLENGES AND FUTURE OF LONG-TERM CARE IN THE EU

The challenges facing long-term care (LTC) in Europe require a concerted effort that links scholarly research with the perspectives of significant stakeholders, in the policy and practices sectors.

Voices from the frontlines of care. Five years ago, Agustin, a Filipino migrant worker, arrived to Spain in pursuit of a better future and of a steady income for his family back home. He currently works as a live-in carer for a 90-year-old man. When he started to work, Augustin had no professional training in caring and learned on the job as he helps with everyday duties and companionship. Despite his commitment, he finds it difficult to uphold standards of high-quality treatment due to a lack of official credentials and organised support. Agustin hopes to obtain formal vocational training, which would guarantee improved working conditions and a path to career advancement.

Concerns over working conditions are expressed by Eva, a certified nurse from Poland, employed at an assisted living facility. “We try to give the most appropriate and professional care we can, but the workload keeps growing and our shifts are exhausting. We could guarantee a better level of care for our older patients if only there were more staff and we were better organised.”

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THE CHALLENGES AND FUTURE OF LONG-TERM CARE IN THE EU

In the meantime, the director of an Italian nursing home describes the growing difficulties as they deal with limited funds and an ageing population. "When their problems worsen, our residents need more complex medical and psychological care, but they also come in need of fundamental social support. With less and fewer resources, we are expected to deliver high-quality services."

Policymakers and service providers have to juggle a wide range of perspectives, demands and constraints from caregivers, institutional managers and family members. Tackling the challenges of long-term care requires policies that integrate evidence from different fields and consider both social and economic implications.

Reflections on the future of LTC in the EU. When the LeTs-Care project was conceptualised, the world was still recovering from the COVID-19 pandemic. The crisis highlighted the need for improved healthcare services, long-term social policies for senior citizens and better assistance for those who are unable to support themselves. It also revealed serious flaws in long-term care systems. These priorities still need to be addressed urgently.



Ursula von der Leyen, president of the European Commission, laid out a plan for a resilient, sustainable, and inclusive Europe in her political guidelines for 2024–2029. However, security and the building of a defence system for the entire EU are now the main priorities due to recent geopolitical developments. The long-term sustainability of a complete Social Deal that complements the Green Deal is still up in the air, despite the fact that several EU member states have promised not to shift cohesion funds.

At a time when Europe faces unprecedented challenges, including war on its doorstep, climate and digital transformations, and fierce global competition, it is essential to uphold the fundamental values of democracy, solidarity, human rights, equality, social justice, sustainability, and the rule of law.

The crisis's numbers. The ageing population of Europe is increasing at a startling rate, according to official data from EUROSTAT. The burden on LTC services is increasing since more than 20% of EU citizens are 75+ years of age (or older), and estimates suggest that this number will increase to about 30% by 2050. At the same time, the sector is experiencing a growing scarcity of labour, and many EU nations are depending on migrant workers to fill care-giving positions, frequently in precarious conditions.

A need to invest in LTC and cooperate. In line with the objectives of the EU Care Strategy, building a high-quality and sustainable long-term care system requires not only collaboration but also concrete investment. To ensure accessible, person-centred care, policymakers, service providers, across the public, profit and social economy sectors, families, and care recipients must work together. This shared effort must be backed by long-term investment in care infrastructure, workforce/skills development, and community-based services, making collaboration the driving force behind inclusive and resilient care models. By fostering deeper cooperation and shared understanding among key stakeholders, the EU can shape comprehensive and context-sensitive LTC policies that respond to the diverse realities of ageing across Member States. Such policies must be rooted in reflexivity and be able to adapt to demographic shifts and evolving societal needs, while also supporting informed choices for both caregivers and those in need of care. Strengthening these collaborative ties is essential not only to ensure continuity of investment in LTC systems, but also to reinforce social cohesion and solidarity across generations.



To better understand the challenges, opportunities and constraints in long-term care (LTC), the LeTs-Care research team is addressing four key questions:

- **What are the main challenges that European LTC systems are facing?** There is broad consensus that four common challenges affect LTC systems across Europe: the affordability and accessibility of care; the quality of care; the quality of care work; inequality and sustainability. However, there remains a lack of systematic and comprehensive understanding of how these challenges take shape and are interpreted within different national and local contexts. The first phase of the project aims to contextualise these challenges through a combination of literature review, analysis of policy documents and institutional data, and expert interviews with stakeholders and key informants.
- **What solutions can improve LTC quality and accessibility?** The project will examine both emerging and established LTC practices aimed at promoting care integration and innovation, viewing them as revealing of underlying tensions and of the limited and uneven possibilities for reconciling those tensions. In doing so, LeTs-Care will shift the focus from whether practices work to understanding how they work, for whom, under what conditions, and at what cost. The second phase of the project investigates these emerging and promising practices in their specific contexts through organisational ethnographies.
- **How can families, service providers, academia, and legislators work together to improve LTC systems?** To better understand and address the challenges facing LTC, LeTs-Care emphasises the importance of a collaborative approach that brings together stakeholders, researchers, and policymakers. The project aims to support the development of comprehensive, context-sensitive policies that respond to the diverse needs of ageing populations across Member States, by fostering stronger connections among these key actors. At the heart of this effort is a shift toward a new model of policy learning that moves beyond the search for "best practices" to focus instead on "meaningful practices" rooted in local realities and shared experience.



Please, visit the [LeTs-Care website](https://lets-care.eu) for the project's publications and more comprehensive information.

We hope to inspire and encourage cooperative efforts to improve long-term care systems across Europe by examining these issues and the insights offered by LeTs-Care.

EARLY MOVES IN THE LETS-CARE PROJECT

A shared recognition exists within the academic and policy communities that European LTC systems are confronted with four primary challenges: care affordability and accessibility, quality of care, quality of care work, inequality and sustainability. While these issues are widely acknowledged, a significant gap remains in systematically and comprehensively understanding how they manifest in different socio-political and economic environments. National and local contexts introduce unique dimensions to these challenges which, to date, have hardly been examined in a comparative manner. By addressing this gap, the project seeks to generate empirical knowledge that can inform policy reforms and contribute to evidence-based decision-making.

The LeTs-Care consortium has strategically engaged with stakeholders through an extensive national and territorial mapping process. This foundational activity has enabled the identification of key informants, who have provided valuable insights through in-depth interviews. These engagements are central to the project's overarching objective: to develop a new, in-depth, and reflexive understanding of LTC challenges across diverse national and local contexts, in collaboration with stakeholders and policymakers.

Furthermore, the consortium has undertaken a meticulous and structured approach to addressing the ethical and methodological dimensions of its work, recognising the sensitivity of the sector in which it operates. To ensure compliance with ethical standards and safeguard the interests of all participants, the consortium has thoroughly examined and adhered to key documentation, including ethical guidelines, consent forms, data management plans, and informed consent forms. These documents, which contain sensitive information, are not intended for public dissemination but are fundamental to the responsible execution of the project.

Communication and dissemination have been carefully planned and structured to maximise the project's reach and impact. A strategic focus has been placed on ensuring that research findings are effectively communicated to diverse audiences, including policymakers, practitioners, and the broader public. The dissemination strategy is aimed at translating research findings into concrete policy contributions. Several academic papers have already been developed and accepted for presentation at international conferences, as outlined in the following section, demonstrating the project's commitment to fostering informed decision-making on key challenges facing LTC systems



THE LETS-CARE DISSEMINATION APPOINTMENTS

Follow us in key conferences and other events in Europe and beyond...

[ESPAnet Austria 7. Forschungskonferenz Sozialpolitik](#)

University of Innsbruck (Austria), 24-25 April 2025

Participants from the LeTs-Care Consortium: **Bernhard Weicht** (UIBK), **Lisa Waldenburger** (UIBK)

Contribution: **"AI and the 'Problem' of Ageing – addressing or shaping problem constructions?"**

Austria, as most governments and policy makers in Europe, has for some time debated the application of Artificial Intelligence (AI) in the context of ageing and long-term care (LTC). While the potential of AI in the context of LTC has been praised in political contexts, by developers or in public media, it often remains unclear which problems should actually be addressed. The issues have often been discussed in terms of how AI could turn LTC into a less labour-intensive sector, namely as a sector in which some human labour can be replaced by AI, thereby reducing the sector's dependency on high-intensity labour and reduce costs. Additionally, questions of safety, support, communication, surveillance and even comfort have been addressed in proposals and imaginations for the inclusion of AI in care practices. AI in its various manifestations, however, is often framed as a problem-solution to unidentified problems. This paper adopts a 'problem framing' approach (utilising Bacchi's "What's the Problem Represented to Be" approach) in order to investigate how those problems are framed, constructed and shaped, for which AI could be a solution. The WPR approach is utilised with a document analysis of key texts. These involve policy proposals, national research initiatives, public policy texts, and other materials that advertise the implementation of AI solutions to questions of ageing and care. In this context, the paper explores how different key actors represent the problem of ageing, long-term care and the possible inclusion of AI in the sector. It is argued that scrutinising how and by whom the 'problem' of 'ageing' and 'AI' is represented sheds important light on what kind of solution is envisaged. The main aim lies in understanding the ways different key actors, such as policymakers, AI innovators and other participants in public discourses frame the 'problem' of ageing and AI's role in addressing these challenges.

Participants from the LeTs-Care Consortium: **Lisa Waldenburger** (UIBK), **Bernhard Weicht** (UIBK)

Contribution: **"The mediation of foreign live-in carers in Austria - can a state-funded, non-profit agency improve the very precarious working conditions?"**

The care crisis and the high social value placed on care at home also encourage the employment of migrant workers in private households in Austria. In total, more than 60,000 people work as 24-hour caregivers in private households, mainly from Romania and Slovakia. Approximately 900 registered agencies in Austria act as organisational intermediaries between caring families and carers; most of these intermediaries can be classified as profit-oriented. These agencies are repeatedly criticised for their lack of competence in the matching process and for exploiting the care workers. In this regard, the federal state of Vorarlberg has assumed a special role by establishing a state placement agency (in 2007), which is established as a non-profit organization and also acts as a contact point for the caregivers and assumes a central information and training function. This model, which is often positively highlighted throughout Austria, covers around 45% of the demand for 24-hour care in Vorarlberg and is optimally linked to the mobile care and assistance services. The aim is not only to improve the quality of care, but also to better define the tasks and rights of caregivers. The contribution focuses on the situation of 24-hour caregivers in Austria and the "care pool" as a model project of state support for organisational mediation. On the basis of existing ethnographic research, we want to show their practical work and discuss possible improvements for the precarious situation of live-in caregivers in Austria.

[2025 RSA Annual Conference: Navigating Regional Transformation](#)

University of Porto (Portugal), 5 May 2025

Participant from the LeTs-Care Consortium: **Sabya van Elswijk** (University of Amsterdam)

Contribution: **"Ageing in a community-oriented setting: who takes care of who? An ethnographic approach on regional collaboration"**

This study explores the dynamics of aging in place within the small-scale community of Warmenhuizen, focusing on the 'Beautiful Life' community project. This initiative, part of the regional 'From Aging to Renewal' network, aims to create an environment where community members can live longer, healthier, and more enjoyable lives. The research employs ethnographic methods, including interviews, participant observation, and document analysis, to understand the community experiences of both residents and professionals involved in the project. The Beautiful Life project is a collaborative effort involving local community residents, the Village Council, and various organizations such as housing corporations, municipalities, welfare services, and healthcare providers. This community collaboration aims to address the challenges of aging in place by integrating formal and informal care, promoting autonomy, and supporting aging at home within the community. The study investigates the vulnerabilities and challenges faced by the community project, the problems it aims to solve, and the factors contributing to its success. The research also examines the role of regional collaboration in shaping the community project's outcomes. By attending community meetings and analyzing policy documents, the study provides insights into how subregional networks guide and support local community initiatives. The findings highlight the importance of cooperation between different community participants and the impact of participatory research in translating observations into practical community solutions. This ethnographic approach offers a comprehensive understanding of how small-scale communities can effectively support aging in place through regional collaboration. The study's insights contribute to the broader discourse on long-term care and provide valuable lessons for policymakers and practitioners aiming to enhance the well-being of older adults in similar community contexts across Europe.

THE LETS-CARE DISSEMINATION APPOINTMENTS

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7th Transforming Care Conference

University of Helsinki (Finland), 25-27 June 2025

The LeTs-Care Symposia

Bernhard Weicht (UIBK)

Multiple voices call for developing integrated, empowering and inclusive LTC policies and interventions to secure the right to affordable and good quality LTC services for all persons, as stated in Principle 18 of the European Pillar of Social Rights. The recent EU Care Strategy establishes furthermore the aim that high-quality care services should benefit the wellbeing, health and social inclusion of people in need of care and in/formal caregivers, while providing good employment opportunities and making the care system more efficient and sustainable through increased fiscal revenues and social contributions. These aims and principles are fostering new debates within national LTC systems with ideas travelling and practices diffusing in search of promising ways to tackle the main challenges while safeguarding and promoting fundamental rights and freedoms of citizens. Yet, the formulation of EU policies and guidelines is broad and might be open to diverse interpretations and definitions of LTC-related rights.

Diversity of trajectories and timing of policy developments are likely to amend otherwise consensually agreed terms and ideas. This can be challenging for meeting policy goals under a common EU strategy. Therefore, we start from the polysemic nature of policy ideas and terms and discuss the meanings of taken-for-granted LTC concepts that frame how different stakeholders deal with LTC challenges. We take a comparative, cross-national approach and investigate how these variations and differentiations might relate to the European Pillar of Social Rights.

The proposed symposia will share work developed by the Horizon Europe Consortium LeTs-Care – Learning from Long-Term care practices for the EU Care strategy – and present the results of research carried out in seven countries (Italy, Denmark, The Netherlands, Austria, Lithuania, Portugal and Spain) on five different thematic areas related to meanings of needs and quality of care, care work and quality of care work, (in)equalities in LTC, and sustainability of LTC. The symposium will gather five presentations, each tackling one of the afore-mentioned thematic areas of meanings. Research findings are based on extensive literature reviews, policy analyses and interviews with key-stakeholders held in all seven countries, following a common methodological framework. The discussion will not only highlight the relevance of understanding what ideas mean for different stakeholders and in different contexts, but it will also reflect on how different meanings involve different levels of integration of a human-rights based approach to LTC provision.

Papers:

- “‘Good care’ and good care jobs. A comparison of 7 EU countries”, **Kristine Krause** and **Jeanette Pols**, University of Amsterdam, **Barbara Da Roit**, Ca’ Foscari University of Venice (UNIVE)
- “Priorities in LTC needs assessment in different European countries”, **Virginija Poskūte**, University of Management and Economics (ISM)
- “Human rights and the sustainability of LTC: an analysis of (conflictive) meanings and challenges in seven EU countries”, **Roberta Perna**, Consejo Superior de Investigaciones Científicas (CSIC)
- “Inequalities in LTC in seven EU countries: does human rights’ approach make a difference? **Alexandra Lopes**, University of Porto (UPORTO)

Discussant: **Bent Greve**, Roskilde University (RUC)

Participants from the LeTs-Care Consortium: **Barbara Da Roit** (UNIVE), **Pamela Pasian** (UNIVE), (with) Iris Boot; Sebastian Schmidt; Alisa Bader; Eckhard Nagel; Bert Vrijhoef

This paper is the result of the joint work of the three HORIZON Europe projects financed under the cluster “Culture, Creativity and Inclusive Society”

Contribution: **“Integrated, person-centred and innovative long-term care: the questions we need to answer”**

Across European countries, long-term care (LTC) is generally constituted by a complex set of measures and interventions that cut across diverse policy with different regulations, resources and organisation. Separate need assessment rules and procedures, funding, modes and places of delivery imply that people in need of care often need to identify, reach out to and combine different sources of support. These complexities may contribute to overlapping as well as unmet needs, inequalities, inefficient use of resources, and lower-than-desired quality of care and wellbeing. International organisations and expert networks have pointed to the need to develop “integrated” and “persons-centred” LTC models, to increase care accessibility and quality, users’ autonomy and self-determination, and formal and informal caregivers’ quality of (working) life. Yet, how these models work out in practice remains uncertain, because they originate from different policy fields and disciplinary approaches, and their concrete design, implementation, and evaluation is context specific. This paper, stemming from the collaboration among three large Horizon Europe-funded projects (BUILD, Laurel, LeTs-Care) discusses the translations and applications of “integrated” and “persons-centred” LTC in diverse individual circumstance and institutional, disciplinary and policy contexts as a necessary step to understand their potential. Based on the analysis of policy documents, grey and scientific literature, surveys and interviews, the paper first traces the founding ideas, history, multi-disciplinary debates and policy expectations around “integrated” and “persons-centred” models. Subsequently, it reviews and discusses what is known about their design and implementation, the questions that remain open, and the methodological challenges ahead.

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Contribution: **“The mediation of foreign live-in carers in Austria - can a state-funded, non-profit agency improve the very precarious working conditions?”**

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Approximately 900 registered agencies in Austria act as organisational intermediaries between caring families and carers; most of these intermediaries can be classified as profit-oriented. These agencies are repeatedly criticised for their lack of competence in the matching process and for exploiting the care workers.

In this regard, the federal state of Vorarlberg has assumed a special role by establishing a state placement agency (in 2007), which is established as a non-profit organization and also acts as a contact point for the caregivers and assumes a central information and training function. This model, which is often positively highlighted throughout Austria, covers around 45% of the demand for 24-hour care in Vorarlberg and is optimally linked to the mobile care and assistance services. The aim is not only to improve the quality of care, but also to better define the tasks and rights of caregivers.

The contribution focuses on the situation of 24-hour caregivers in Austria and the “care pool” as a model project of state support for organisational mediation. On the basis of existing ethnographic research, we want to show their practical work and discuss possible improvements for the precarious situation of migrant caregivers in Austria.

Participants from the LeTs-Care Consortium: **Bernhard Weicht** (UIBK), **Lisa Waldenburger** (UIBK)

Contribution: **“The “problem” of ageing – addressing or shaping problem constructions?”**

Austria, as most governments and policy makers in Europe has for some time debated the application of Artificial Intelligence (AI) in the context of ageing and long-term care (LTC). While the potential of AI in the context of LTC has been praised in political contexts, by developers or in public media, it often remains unclear which problems should actually be addressed. The issues have often been discussed in terms of how AI could turn LTC into a less labour-intensive sector, namely as a sector in which some human labour can be replaced by AI, thereby reducing the sector’s dependency on high-intensity labour and reduce costs. Additionally, questions of safety, support, communication, surveillance and even comfort have been addressed in proposals and imaginations for the inclusion of AI in care practices. AI in its various manifestations, however, is often framed as a problem-solution to unidentified problems.

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5th International Sociological Association Forum of Sociology

Rabat (Morocco), 6-11 July 2025

Participants from the LeTs-Care Consortium: **Barbara Da Roit** (UNIVE), **Bernhard Weicht** (UIBK)

Contribution: **“The Cheaper Option: How, Why and for Whom? The Politics of Deinstitutionalization in the Field of Long-Term Care”**

Since the 1990s, and even more so after the Covid-19 pandemic, there has been a growing policy emphasis on the deinstitutionalization of older people with long-term care (LTC) needs, i.e. the reduction of services supplied in residential settings as opposed to those provided in the community or in the home of older people. This trend is backed by a set of converging ideas: the need to ensure social inclusion, the preferences of older people themselves and their family members, lower costs of home and community care as opposed to residential care services. The higher cost of residential care has been a particularly powerful argument in supporting cutbacks in the number of beds in nursing homes or in preventing their expansion across countries, also in relation to the overall need to contain public expenditure within LTC policies. Yet, social policy scholars have seriously challenged the idea that home care services are cheaper than residential care services on different grounds.

Based on a review and analysis of the literature, of policy documents, of research output and policy briefs across seven EU countries, the paper highlights the standpoint on the topic across different sets of actors – e.g. researchers, expert communities, policy makers at the European, national and regional level, representative of older people and their family members, representative of care provider organizations and of employees’ organizations – its knowledge basis and its modes of circulation.

In doing so, the paper offers multiple contributions. It provides a complex understanding of the meaning of costs and whether different options are “cheaper” in relation to LTC and beyond. It sheds light on the prevailing views and the factors that helped them emerging as dominant and on the possible reasons for the marginalization of alternative views. Finally, it problematizes the relationship between policy-oriented research and policy discourses and policy making.

THE LETS-CARE DISSEMINATION APPOINTMENTS

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5th International Sociological Association Forum of Sociology

Rabat (Morocco), 6-11 July 2025

Participants from the LeTs-Care Consortium: **Barbara Da Roit** (UNIVE), **Pamela Pasian** (UNIVE)

Contribution: **"The politics of institutional ethnography of long-term care practices. Methodological reflections based on a multi-sited European study"**

The paper reflects on the tensions between the goals, epistemology and methodology of institutional ethnography of long-term care practices and the politically-loaded field of long-term care itself, in a context where research is increasingly oriented by policy-driven projects and funding.

Institutional ethnography is well suited to understand how practices, policies, organizations within the field of long-term care for older people operate, function, reflect and produce tensions, inequalities and (re)arrangements of the social organization of care. Namely, the approach "examines and explores society and the social from where people are in the local actualities" and "can bring them to light and make them available to people" (Smith, p.41).

At the same time, the discovery work of institutional ethnography is not neutral with respect to the actual people that are part of it, the very participants, the stakeholders of the very power relations and that are being unveiled – e.g. persons with chronic illness, paid and unpaid care workers, managers of care organizations, policy makers at different territorial levels. This is particularly the case within a field that is strongly affected by often hidden or non-recognised power relations, interests and struggles over resources. And it is even more important in a field where research funding is increasingly distributed based on policy-oriented projects, which are expected to produce policy recommendations.

The paper's methodological discussion and contribution is based on the first steps and findings of cross-national EU-funded research project - LeTs-Care – which encompasses a multi-sited cross-national ethnography of practices of long-term care for older people with disabilities and chronic illnesses. It discussed the tensions emerging from the selection of the fields and its opening, the relationship between the researchers and the actors within and beyond as well, the communication of the objectives and methods of inquiry, the exchanges on the results.

XIII Portuguese Congress of Sociology: Democracies on trial: risks and uncertainties

University of Azores (Portugal), 8-11 July 2025

Participants from the LeTs-Care Consortium: **Alexandra Lopes** (UPORTO), **Rute Lemos** (UPORTO)

Contribution: **"What is quality in social care for older people? Dualities and fragments of a fuzzy concept"**

Based on the work carried out as part of the LeTs-Care project - Learning from long-Term Care practices for the European care strategy, this communication reflects on the meanings of quality in the social care sector for older people in situations of dependency in Portugal. The discussion is based on mapping these meanings in scientific literature, legislation and the discourses of stakeholders operating in the sector. We analyzed 158 references published in the last 10 years, all the legislation that regulates the care sector and the discourses obtained from 15 interviews with various stakeholders. The analysis of the empirical evidence allows us to identify some structuring dualities in the way the concept of quality is understood: technical quality vs. experienced quality; quality as a result vs. quality as satisfaction. In addition, there are fragmented elements that contribute to a vague definition without materiality, especially the association of quality with concepts such as person-centered care or freedom of choice. In addition to presenting the map of meanings identified in association with the concept of quality, the paper will also discuss the implications of these meanings for responding to the challenge of quality in the social care sector for older people in Portugal.

Participants from the LeTs-Care Consortium: **Alexandra Lopes** (UPORTO), **Rute Lemos** (UPORTO) and **Hélder Monteiro** (SCMP)

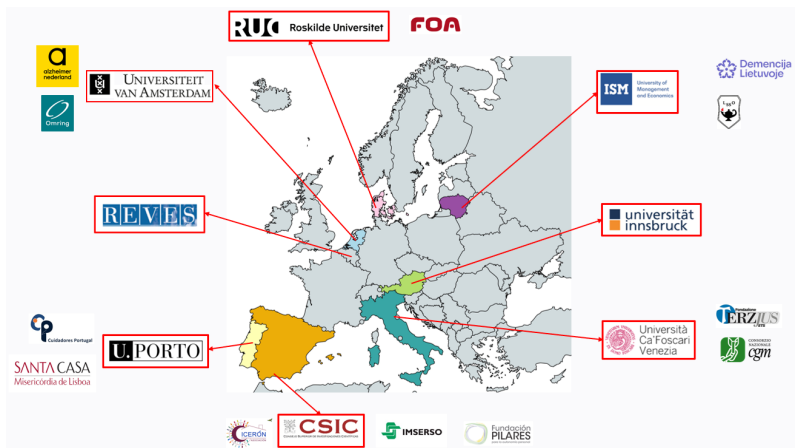
Contribution: **"Telecare as a strategy to prevent social exclusion in old age: the case of the Chave de Afetos program"**

As part of the public approach to the challenges of an ageing population, the social isolation of older people is a growing concern. The breakdown of social networks and interactions observed in certain life trajectories in old age results in experiences of exclusion from life in society. Consequently, this phenomenon not only has a negative impact on the physical and psychological well-being of this social group, but also accentuates conditions of social vulnerability. It is therefore important to think about policy response strategies that can combat social isolation, its effects and promote a more dignified and connected life in old age. Based on a telecare programme, the aim is to discuss the scope of intervention models for isolated and socially vulnerable elderly people that do not involve institutionalization and which have great potential for "connecting" people to the community and its support systems. The "Chave de Afetos" telecare program promoted by Santa Casa da Misericórdia do Porto, and implemented in some municipalities in the Porto Metropolitan Area (Paredes, Espinho, Gaia, Gondomar, Porto, Matosinhos, Valongo, Vila do Conde and Maia) has 1032 active beneficiaries. This system, based on remote communication technologies, offers continuous support to older adults, facilitating contact with family members, volunteers, support technicians, caregivers and emergency services. Based on an analysis of the data on the programme's beneficiaries contained in the service's database, which includes a sociodemographic profile and answers to impact assessment and satisfaction questionnaires, we will discuss, in particular, the coexistence of anticipated material impacts on the quality of life of the service's users and, specifically, on maintaining their autonomy and independence, with largely unanticipated externalities which translate into improvements in the emotional and social ties developed between the beneficiaries and their carers, family members and the community.

THE LETS-CARE CONSORTIUM

... or why we need to work together...

The LeTs-Care consortium comprises a transnational and interdisciplinary team of social scientists, each contributing significant expertise in their respective fields to advance the study of LTC in Europe. Academic excellence and strong stakeholder engagement are ensured thanks to the eight project partners (PPs), including seven academic institutions and one European network, alongside eleven associate partners (APs) representing a diverse group of LTC stakeholders at national and regional levels across seven European countries.



The consortium is coordinated by Università Ca' Foscari Venezia (Italy). Prof Barbara Da Roit, a sociologist and European expert in comparative LTC policy and practice analysis, is the Principal Investigator; her widely cited work focuses on transformation of care policies and practices, cash-for-care benefits, and migrant care work.



- Università Ca' Foscari
- Roskilde University
- University of Amsterdam
- Agencia estatal Consejo Superior de Investigaciones Científicas – CSIC
- University of Management and Economics – ISM
- University of Porto
- University of Innsbruck
- Réseau Européen des Villes et Régions de l'Economie Sociale AISBL – REVES



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