



Policies to support person-centred care in the community

An international perspective

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Overview

Person-centred care in research

Person-centred care in policy

Examples of different approaches to improve person-centredness:

- Development of the LTC system
- Informal carer support
- Training of formal carers

Person-centred care in research

- Different from patient-centred care (disease & symptoms-focused), instead “whole wellbeing.. a person’s context and individual expression, preferences and beliefs” (Santana et al. 2017)
- Including families and caregivers (Santana et al. 2017) person-centred practice: stronger emphasis on similar approach to professional caregivers (Rutherford et al. 2025)
- Person-centred care culture can be fostered by governments and organisations (Santana et al. 2017) associated with increased PCC competence (Pakkonen et al. 2022)
- Person-centred care = involvement of care receiver where possible throughout (planning, implementation, evaluation)
- Evaluation should include the context and person-centred culture (McCormack 2022), and person-reported measurement ‘what matters to you’ in evaluation (Rutherford et al. 2025)
- Increase in empirical studies (Forsgren et al. 2025) but lack of intersectionality lens (e.g. gender and PCC for people with dementia) and lack of involvement of people with dementia (Marulappa et al. 2022)

Person-centred care in policy

Recommendation on the European care strategy (2022):

- Part of the description of quality of care
- Always about range of options and the ways care is planned and delivered
- Person-centred care – integrated care



LTC_Slovenia_TSI project to support the implementation of Slovenia's LTC reform 2025-2027

Developing LTC systems

Recent LTC reform:

- Introduction of a LTC insurance
- Introduction of 'LTC at home', paid family carer role, E-care (falls monitoring and emergency button)
- Entry points connected to Centres for Social Work
- **LTC advisors** working for service providers

Project

- Supporting the implementation of LTC-Act-1 through **stakeholder involvement** (Theory of Change methodology)
- Strengthening the system through **coaching and mentoring** of Entry points and LTC coordinators (assessing LTC needs)
- Improving access to care in the community through **policy labs with municipalities**
- Research on LTC system development



InfoCare project for the Swedish
Ministry of Health and Social Affairs
2025

Developing informal carer support

Learning from well-developed LTC systems

- Benchmarking (unmet needs, expenditure)
- Study based on expert interviews (informal carers organisations – policy makers - researchers)

Analysis based on data from Germany, Netherlands, Lithuania, Finland - **good practices for advancing informal carer support policies:**

- Informal carers agenda (NL)
- Advice from the Social and Economic Council (NL)
- The Independent Advisory Board on Work and Care Reconciliation (DE)
- Strong informal carer organisations

Remaining challenges: **expanding support** (to whom, how much) and **recognising the diversity of informal carers**



Developing training for formal carers

- person-centred, diversity-sensitive care as a development of transcultural care and a version of person-centred care
- offering services and providing care in ways that **respond to the needs** of older migrants and their social networks

Project to develop

- Teaching and learning materials for a **training program** (40 hours of learning face to face) to improve person-centred, diversity sensitive care competences across health and care professions using a variety of learning methods
- **online educational resource** (MOOC) (20-40 hours of study) to improve competences in diversity-sensitive care
<https://www.diversitysensitivitycare.eu/>

Training program content: Care and diversity - Long-term care in the context of migration – Awareness, stereotypes and prejudices - Diversity-sensitive competences

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Conclusion

- Person-centred care is increasingly recognised in research and policy as key for high-quality care
- Can be supported through many different types of policies (system development, informal carer support, education are just some examples)
- Move from care as a problem to care as an ambition, provide resources, try out different types of improving person-centredness, continuously develop services and support measures further

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Thanks for your attention!

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Person-centred care in the Recommendation on the European Care Strategy (2022)

Person-centredness

“Long-term care services are provided without any discrimination and address the specific and changing needs of each individual in need of long-term care. They fully respect the personal integrity of people in need of care, take into account their gender, and their physical, intellectual, cultural, ethnic, religious, linguistic and social diversity, and, where appropriate, that of their families or their immediate social circle. The person in need of long-term care is at the centre of attention and is the basis for service planning, care management, worker development and quality monitoring.”