



Evaluation of the Home Care Service in Catalonia: an analysis using mixed methods

CONTEXT AND RELEVANCE

The evaluation of the Catalonia-wide Home Care Service (*Servei d'Ajuda a Domicili* in Catalan) has a strategic relevance in the light of social changes and the ageing population.

The purpose of the Home Care Service is to provide personal assistance in the home to people facing a lack of autonomy or in situation of social vulnerability.

RESEARCH OBJECTIVES AND METHODS

Using mixed quantitative and qualitative methods, the evaluation analyses three key aspects of this policy in relation to its design and implementation.

1. The coherence of the discourse and the policy.
2. Its implementation, with a focus on the local variability of coverage and service intensity, along with the underlying reasons.
3. Changes in the utilization of the Social Home Care Service.

RESULTS

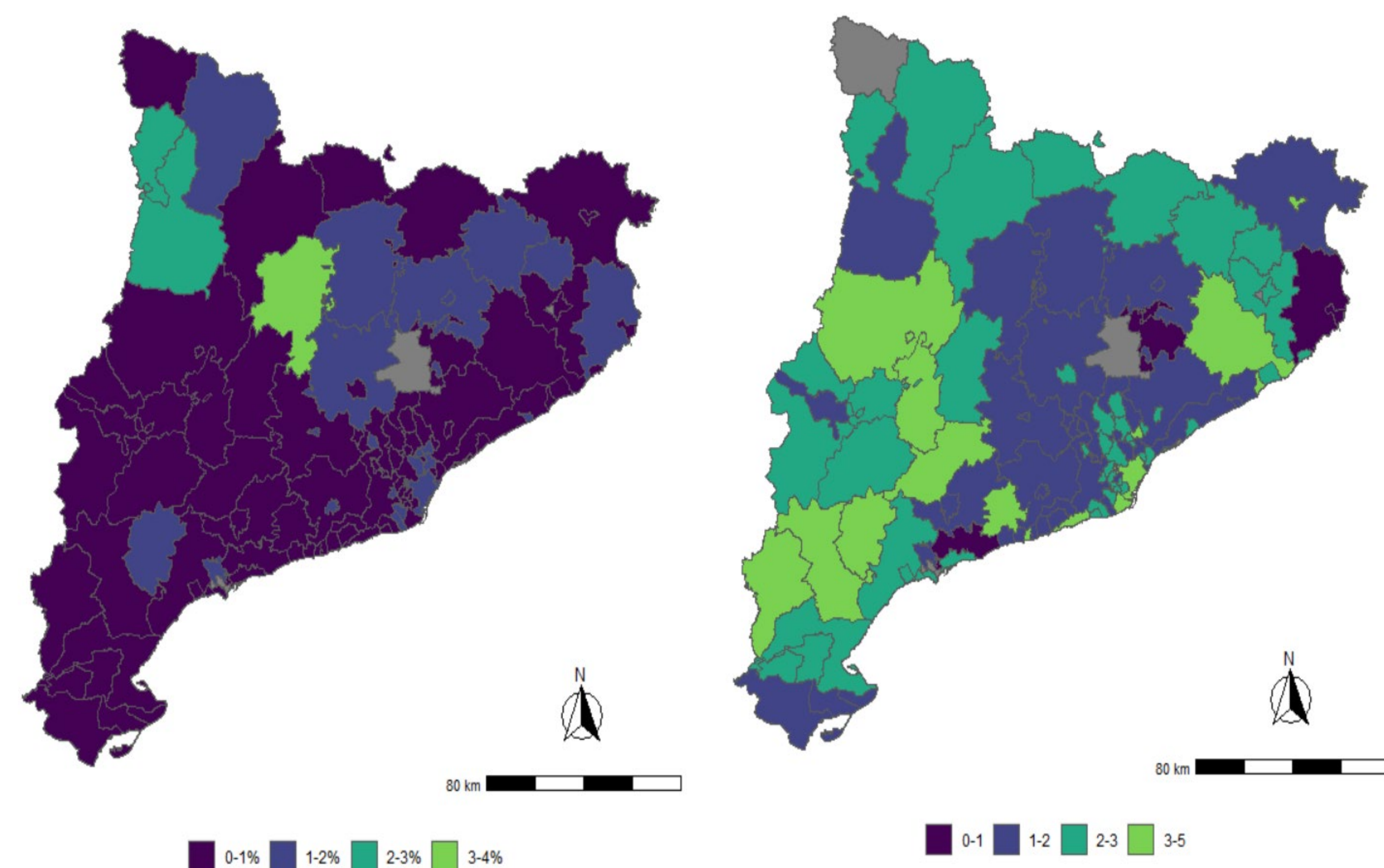
- Different perceptions lead to unclear objectives and limited policy coherence.
- Heterogenous coverage and intensity reveal regional inequalities in access, quality, and gender disparities.
- Gender inequalities are present in its design, implementation, and the working conditions of predominantly female staff.
- Social home care has diversified, shifting from socio-educational goals to focus on ageing and dependency.

Techniques used in the evaluation



Maps of Social Services Areas

According to coverage (percentage of population covered) and intensity (hours a week)



Conclusions

The study highlights the complexity of the social policies and underscores the challenges associated with their design, implementation, and, notably, evaluation.

There is a need to establish common basic criteria for organising the Home Care Service in Catalonia and improve the design of the policy, and to define what the care consists of and explore how a more community-focused, preventative and participative approach may be applied in the field of social services.

Recommendations

- To move towards shared governance and leadership by the Catalan government, while consolidating spaces for dialogue and collaborative work with local entities and the community.
- To reverse inequalities and incorporate a gender and intersectional perspective with a clear conceptualization and planning of the HCS.
- To improve data quality, to link data from different public administrations, and to develop an evaluation agenda.