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EUROPEAN  
AGEING  
NETWORK

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# GENERAL ASSEMBLY meeting

NAPLES – ITALY

Hotel RAMADA  
May 6, 2026

WIFI Ramada

Password: Enjoy.Ramada



# 1. Welcome address

Jiří Horecký  
Elena Weber



Nicola Galdiero



# Timeline

8:30 - 9:00 Door opening, registrations

9:00 - 9:30 GA morning part 1

**10:30 - 11:00 Coffee break**

11:00 - 12:30 GA morning part 2

**12:30 - 13:30 Lunch break (buffet)**

13:30 - 15:30 GA afternoon part 1

**15:30 - 16:00 Coffee break**

16:00 - 17:00 GA afternoon part 2

~~16:15 - 17:00 WORKSHOP: In Times of Crises –  
AI & Preparedness as a Solution~~

# 2. Agenda proposal

## EAN General Assembly meeting – Naples, Italy

6 May 2026 at 9:00 – 16:00, doors open at 8:30

Venue: [Hotel RAMADA NAPLES](#), Via Galileo Ferraris 40, 80146 Naples, Italy

### AGENDA – Part 1 (9:00 – 12:30)

1. **Welcome address by EAN president J. Horecký and member of Executive Board Mrs. E. Weber together with Mr. Nicola Galdiero, member of the General Assembly and host in Naples**
2. **GA Agenda proposal**
3. **Welcoming of new EAN members and guests + introduction roundtable session of all participants**
  - a. New members: COPAS (Luxembourg), DemenTalent (The Netherlands), Workforce Edge Consulting Inc. (Belgium / Canada), Anume s.r.o., Clementas (Czech Republic), Cyprus Third Age Observatory, Senior Care Service Kft. (Hungary), INSTITUTE OF HEALTH AND SOCIAL SUPPORT (Poland)
4. **Minutes from the last GA meeting – Lisbon 10/2025**
5. **WG on Funding – Presentation of the Final Report “Towards a Framework for Sustainable, Equitable and Responsible Funding of Elderly Care in the European Union”** A. Koster
  - a. Funding models of social services in Europe
  - b. Public and/or private providers
  - c. Ways for sustainable funding of long-term care in Europe
  - d. Recommendations for the Governments and takeaway messages
6. **RESPONSIBLE RECRUITMENT OF SKILLED CARE WORKERS CAN MITIGATE STAFF SHORTAGES IN THE EUROPEAN LTC SECTOR (30 min)**

**Ms Roseline K. Njogu** - Principal Secretary, State Department for Diaspora Affairs, Ministry of Foreign and Diaspora Affairs of **Kenya**

**Mr. Salvatore Petronella**, Associate Director, Policy & Public Affairs, Labor Mobility Partnerships (LaMP)
7. **EU affairs** M. Smeets
  - a. European Care Strategy – update and implementation
  - b. Quality Jobs Roadmap
  - c. Resilience and Preparedness of the Long-Term Care (LTC) Sector
  - d. Digitalisation, Artificial Intelligence and Cybersecurity
8. **AGE Platform Europe (20 min)** Marine Luc (AGE Platform)
  - a. Introduction of the organisation
  - b. AGE task forces – together for accessible long-term care in EU
9. **Next Congresses and Events**
  - a. 2027 GAN LTC CONGRESS in Prague (7-8 September 2027)
  - b. Call for the EAN congress 2028 or 2029
10. **Digitalization of long-term care** V. Husáková, M. Smeets
  - a. NIS2 impact to social services
  - b. EHDS impact
  - c. WG Digitalization 2.0 – expectation and needs of the sector, conclusions

**Buffet lunch at 12:30-13:30**

## 2. Agenda proposal

### AGENDA – Part 2 (13:30 – 16:15)

- 11. ALLIAX White Paper** Elena Weber
- 12. EU projects with EAN involvement**
- a. WELL CARE - well-being of caregivers
  - b. EldiCare 2.0 – VET training of care staff
  - c. Care4Skills – skills development of care workers
  - d. Care4Elders – improving dementia care and workforce skills
  - e. Vaccination Hesitancy project (MSD) – reducing vaccination hesitancy among older persons
  - f. EAN Project team
- 13. WELL CARE PROJECT - well-being of caregivers (30 min)** Marco Socci (IRCCS INRCA)
- a. General project information
  - b. Main focus, activities and WP2 outputs
  - c. Q&A
- 14. Financial matters**
- a. Financial balance 2025
  - b. Auditors report 2025
  - c. Budget 2026
- 15. Housing and Living Environment of older people** D. Sapy, M. Smeets
- a. New WG on Living Environment
- 16. Global Ageing Network**
- a. Chart of Rights for older persons
- 17. European Social dialogue in Social services** Sylvain Renouvel
- a. Federation of European Social Employers (FESE) introduction
  - b. ELA activities on Long-term care
- Flexible break*
- 18. Social Services Europe updates** A. Koster, M. Smeets
- a. General Block Exemption Regulation (GBER) for Social Services
  - b. Public Procurement Directive in LTC
- 19. Updates from Europe – short reports from members on national situation**
- 20. Miscellaneous & Discussion**
- a. Next General Assembly meeting in Warsaw – autumn 2026

### AGENDA – Part 3 (16:15 – 17:00)

**21. Workshop: In Times of Crises – AI & Preparedness as a Solution**

*This workshop will explore how AI and digital tools can support long-term care in times of crisis. Participants will gain practical insights and share experiences from different care settings.*



### 3. Welcoming of new EAN members and guests + introduction roundtable session of all participants

#### New members

- COPAS (Luxembourg)
- Workforce Edge Consulting Inc. (Belgium / Canada)
- Anume s.r.o. (Czech Republic)
- Clementas (Czech Republic)
- RINATA ASSOCIATION (Italy)
- INSTITUTE OF HEALTH AND SOCIAL SUPPORT (Poland)
- DemenTalent (The Netherlands)
- Cyprus Third Age Observatory (Cyprus)
- Senior Care Service Kft. (Hungary)





# ANUME



# 4. Minutes from the last GA meeting – Lisbon 10/2025

- No remarks

**Venue:** [Hotel RAMADA LISBON](#), Av. Eng. Arantes e Oliveira 9, 1900-221 Lisbon, Meeting Room: ATLANTIC 1

**Present:** See the annexed list of participants, a supermajority of the members are present in person or by proxies

**Agenda:** Attached

### 01. Welcome word by EAN president

- Mr. Jiří Horecký (JH) welcomed delegates, new EAN members and guests at the GA meeting in Lisbon

### 02. Agenda proposal

**Decision: The proposed agenda for the GA meeting was approved.**

### 03. Welcoming of new EAN members and guests + introduction roundtable of all participants

- Since the last GA meeting in Nantes, we have approved these new members: SeniorGarden – Czech Republic, Maria Mannerholm – Sweden, IRIS Institute – Hungary, MNC SRL – Italy, Samsic UK – United Kingdom, inTouch - Czech Republic
- All participants introduced themselves to each other

### 04. Work session EAN Working Group on Digitalisation 2.0

V. Husáková, M. Smeets

- Věra presented the current progress of the Digitalisation 2.0 Working Group and outlined the next steps: preparing a new statement on Digitalisation and AI by the end of 2025, hosting an online **webinar on Digitalisation in LTC on 4th December at 3 pm** (featuring the solution presentations and open discussions), and publishing the final report of the group in the first quarter of 2026.

### 05. Work session EAN Working Group on Funding in Social Services

A. Koster, M. Smeets

(incl. approval of the final Report version)

- During the EAN Working Group on Funding in Social Services, Aad Koster presented the **Final Report**, summarising the development process and addressing different funding approaches across different for-profit, non-profit, public, and private sectors.
- The discussion focused on creating a balanced and sustainable funding framework for elderly care in Europe.
- The Report will now undergo proofreading, graphical layout preparation, and will be published in both electronic and printed versions.

**Decision: The Report approved by the GA members.**

### 06. Minutes from the last GA meeting – Nantes 4/2025

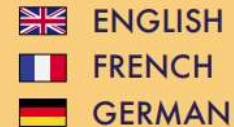
- GA members **adopted** the Minutes of the meeting in Nantes 4/2025.

# EAN reports



*We as the European Ageing Network (EAN) fully realize that the role of providers will and shall be crucial in those processes and changes for the providers are the experts, knowing the demands of public authorities, the needs of clients, the expectations of family members and the possibilities of the employees.*

Available in:










# EAN reports



*One of the main goals of the European Ageing Network (EAN) is to help enhancing the quality of long-term care. Nutrition is an important part of the quality of elderly care and good nutrition promotes generally health related quality of life. Therefore it is important to not only be aware of this fact and make nutrition an element of the complex approach to elderly but also to share good practices examples, knowledge, recommendations and innovative solutions.*

## Available in:

-  ENGLISH
-  FRENCH
-  CZECH
-  GERMAN
-  SLOVENIAN
-  CROATIAN
-  SPANISH

# EAN reports



## DOGMAS AND TABOOS IN LONG-TERM CARE

The aim of the working group is to describe main dogmas and taboos in long term care. The working group consists of LTC experts across Europe, the outcome is planned to be published in 2020.

*Prejudices and taboos are everywhere in society. In an ageing population, more and more stereotyping of older people is taking place. A general term for this is ageism, used by Robert Neil Butler in 1969, to describe discrimination against the older population based on old age and the ageing process. The EAN has a sense that ageism is stuck being used in more general,*

*not particularly concrete terms. Therefore, the EAN has formed a working group of experts to give the EAN membership more insight about what prejudices and taboos exist about old people in the context of residential care facilities. The goal of this report is to give the EAN members tools to deal with prejudices and taboos.*



# EAN reports



## ACCELERATING THE DIGITAL TRANSITION

Digitalization of social services in Europe is another Expert Report in a roll of up-to-date topics and challenges European Ageing Network has been contributing. It's our aim to open current issues and discussions about the needs and future of the Long-term care sector.

The group of experts on digitalization in social services from several European countries have been meeting and working together for over a year to collect European experience, needs and challenges and to summarize them into the expert report published in May 2024.



# EAN reports



## TOWARDS A FRAMEWORK FOR SUSTAINABLE, EQUITABLE AND RESPONSIBLE FUNDING OF ELDERLY CARE IN THE EUROPEAN UNION

Published in January 2026 by an EAN group of experts, this report examines future options for financing long-term care in Europe in the context of demographic change and increasing demand for services.

The report explores how public and private funding sources can be combined, outlines key principles for sustainable financing models, and presents examples of funding approaches used across European countries. It also supports EAN members in discussing long-term care financing with national and European stakeholders.



# EAN booklet new edition 04/2026

# EUROPEAN AGEING NETWORK

2026

European association to foster co-operation and raise visibility of the long-term care for older persons in Europe.

## FOREWORD



Long-term care is a very important sector in all the European countries. Not only it's growing very rapidly representing around 5 % of all EU employment but this growth and raising demand is linked with serious problems and great challenges now and in the future.

One of the biggest successes of last decades is more and more accessible health care, health prevention including vaccination, better nutrition, healthier lifestyles, new medicines, methods, approaches, technologies and even more public spending for health care that resulted worldwide (though not equally) in a great success. We all live longer.

The life expectancy has been increasing for the last 200 years (yet not equally and with some pandemic or war related swings). Along with that progress, the life expectancy in health has been increasing not at the same pace or we could also say significantly slower than the life expectancy rate. This has one simple outcome. We are living longer but at the end of our lives we need help, support, assistance, and care with our activities of daily living (ADL) and instrumental activities of daily living (IADL).

This means that at the end of our lives we need, and we are going to need support, help and care. We will need this help, care, and support to live our lives with dignity, to be respected as human beings thus not care recipient but a client determining the structure and content of the help/care/support. Even though to be respected, treated, and looked after with dignity is one of the fundamental basic rights it's not that obvious in relatively many countries.

EUROPEAN AGEING NETWORK is there for its members to help and support them in the time of changes, challenges, issues, problems but also new opportunities and approaches.

We try to contribute to some solutions, we disseminate and share good practices, we open discussion about current issues like recruiting and retaining the staff, migrant workers, quality of life (of our clients but also employees), oncoming digitalization of the social sector, detecting taboos and prejudices, finding sustainable funding models, or showing our vision for the future of long-term care.

And we are also raising the qualification and knowledge of managers in the long-term care sector and lastly, we are not only through networking contributing to a better European environment for long-term care providers.

And we have been demonstrating our passion and commitment to these goals in several concrete outputs of our activities.

**Jiri Horecky**  
President

*The vision of EAN is to work in these directions: improving the quality of life for older persons and people with disabilities, supporting its members in researching good practices, establishing effective communication with EU institutions, and becoming a key network for providers in the ageing and disability care domains. The aim of EAN is to promote cooperation between national associations for directors and providers of long-term care services, institutions, and organizations, as well as individuals related to care for older persons and people with disabilities, and to represent them at the European level.*

# European Ageing Network Activity Summary Report 2025



## Summary of EAN activities in 2025

### Introduction

The year 2025 confirmed the European Ageing Network (EAN) as a stable, growing and policy-relevant European platform in the field of long-term care (LTC). Throughout the year, EAN strengthened its strategic positioning in EU policy discussions, finalised key outputs of its Working Groups on Funding and Digitalisation, launched a new Working Group on Living Environment, expanded its membership base, and increased its visibility through conferences, expert meetings, webinars and publications. EAN continued to act as a bridge between providers, policymakers, European institutions and international partners, ensuring that the voice of long-term care remains visible in major European debates on funding, workforce sustainability, digital transformation and social cohesion. We are bringing you a Management Summary Report highlighting the key activities and outputs of EAN in 2025, presented primarily in bullet points.

### Key Areas of Engagement Policy and Advocacy

In 2025, EAN actively contributed to shape European discussions on long-term care through:

- Engagement in debates on the EU Multi-Annual Financial Framework (MFF), advocating for stronger prioritisation of long-term care
- Contributions to discussions linked to the European Pillar of Social Rights and Workforce sustainability
- Participation in Social Services Europe (SSE), FESE and Global Ageing Network (GAN) platforms
- Monitoring and engagement in discussions on the Quality Jobs Roadmap and social economy policies

- Involvement in European-level dialogue on vaccination strategies and public health resilience
- Representation at expert meetings and policy workshops in Brussels and other EU forums

EAN ensured that the perspective of care providers remained present in European social and economic policy debates.

### Executive Board and General Assembly Meetings in 2025

In 2025, several key governance meetings were held to guide the Network's strategic direction:

- Executive Board - March 14, 2025, Dublin
- Executive Board - April 24, 2025, Cosson-Sévigné
- General Assembly - April 25, 2025, Namur
- Executive Board - September 19, 2025, Lisbon
- Executive Board - October 6, 2025, Lisbon
- General Assembly - October 7, 2025, Lisbon
- Executive Board - December 9, 2025, Prague

### Key decisions included:

- Approval of the final Funding Working Group Report
- Publication of the EAN Policy Paper on AI and Digitalisation
- Establishment of the new Working Group on Living Environment of Older Persons
- Approval of new members and strengthening of governance structures
- Strategic preparation for future European and international activities

### Executive Board-led Activities and Representation

In 2025, the Executive Board played an active role in governance as well as in shaping thematic priorities and external positioning of the Network.

- Strategic steering of Working Groups (Funding; Digitalisation 2.0; Living Environment)
- Participation in Social Services Europe (SSE), Federation of European Social Employers (FESE), Global Ageing Network (GAN) and AGE Platform Europe platforms
- Contribution to expert panels, conferences and high-level meetings
- Support to membership development and partner relations
- Preparation of thematic webinars and dissemination of key policy messages

Through these activities, EAN strengthened its role as a credible European stakeholder in long-term care.

### Working Groups

#### Funding Working Group

- Finalisation and approval of a comprehensive report on sustainable and balanced funding models in elderly care
- Comparative perspective on financing systems across European countries
- Focus on long-term sustainability, transparency and public-private balance
- Preparation of dissemination strategy and communication to members

#### Digitalisation 2.0 Working Group

- Publication of the EAN Policy Paper on AI and digital transition in elderly care
- Organisation of a dedicated webinar on AI in long-term care
- Continued work on Digitalisation Report 2.0
- Focus on ethical use of AI, data governance and cybersecurity relevance for social services

#### Living Environments Working Group (new in 2025)

- Establishment of a new Working Group addressing housing and living conditions of older persons
- First in-person meeting held in Prague
- Definition of thematic priorities for 2026–2027

#### European Project Partnerships

EAN remained an active partner in EU-funded initiatives supporting innovation, resilience and workforce development in LTC:

- Well Care – strengthening mental wellbeing and resilience of LTC workers
- Care4Skills – skills development and digital transition of the LTC workforce
- EldiCare 2.0 – European training for care professionals
- Care4Elders – dementia care education
- Vaccination-related cooperation projects supporting public health awareness (MSD)

Through these projects, EAN contributed to education, digitalisation, quality improvement and professionalisation in long-term care across Europe.

#### Education, Quality and Professional Standards

Education and quality development remain key pillars of EAN's long-term strategy. In 2025, EAN continued its activities in two complementary areas:

#### EAN Certificate (2021+) – European training framework for managers in long-term care

- Three levels: Basic, Advanced and Professional
- Delivered by accredited European training providers under a 13-module curriculum
- EAN acting as facilitator, accreditor and guarantor of European training standards

#### E-Qain® – European quality management system

- Co-owned and strategically supported by EAN
- Applied in residential care, disability services and mobile social services
- Based on continuous improvement (Plan-Do-Check-Act-Involve), combining self-assessment and external certification

Through education and structured quality systems, EAN supports professionalisation, sustainability and continuous improvement in long-term care across Europe.

#### International Conferences and Representation

Throughout 2025, EAN representatives participated in numerous international activities:

- Global Ageing Network Congress, Boston
- SilverEco Festival Cannes
- Finance4EPSR and other Brussels-based policy workshops
- Senior Housing and Healthcare Association conference, Brussels
- National conferences and expert events across Member States
- Preparatory activities for the GAN World Congress 2027 in Prague

EAN maintained active cooperation with the Global Ageing Network (GAN), the Federation of European Social Employers (FESE), Social Services Europe (SSE), AGE Platform Europe, and the European Housing Forum (EHF).

#### Membership Growth and Network Development

2025 was marked by continued growth and consolidation of the EAN community.

- 22 new members from 12 countries joined EAN in 2025
- Strengthened cooperation with umbrella organisations and partners
- Active communication and support to members
- Three editions of the EAN Newsletter (Spring, Autumn, Winter 2025)
- Organisation of thematic webinars and dissemination of policy documents

EAN continued to connect providers, experts, policymakers and partners across Europe.

#### Acknowledgement to Partners

We would like to express our sincere thanks to our partners (Paul Hartmann, Arjo, Samsic, P&G and others) for their continued cooperation and engagement throughout 2025. Through joint activities, knowledge exchange and strategic dialogue, we strengthened the connection between professional expertise and responsible industry cooperation in long-term care.

#### Conclusion

EAN's activities in 2025 demonstrate the stability and maturity of a European network combining policy engagement, professional expertise and practical cooperation.

Through its work in funding reform, digital transformation, workforce sustainability, education and quality development, and international representation, EAN continued to strengthen the long-term care sector across Europe.

In 2026, EAN will continue its work through General Assemblies, Working Groups, webinars and preparations for the Global Ageing Network Congress 2027 in Prague.

EAN remains committed to connecting professionals, influencing policy and supporting sustainable, high-quality and human-centred long-term care across Europe.

# 5. WG on Funding – Presentation of the Final Report *“Towards a Framework for Sustainable, Equitable and Responsible Funding of Elderly Care in the European Union”*

## Authors:

Aad Koster

Jiri Horecky

Marcel Smeets

Salvatore Petronella

Clemence Lacour

Michiel Kooijman

Pascale Hulpiau

Vera Husakova



## 5. WG on Funding

- a) Funding models of social services in Europe
- b) Public and/or private providers
- c) Ways for sustainable funding of long-term care in Europe
- d) Recommendations for the Governments and takeaway messages



Funding the future of  
elderly care in Europe

# Towards a framework for responsible private funding

*Report WG Funding*

Aad Koster & Marcel Smeets

Naples, 6 May 2026

**WWW.EAN.CARE**

## Why this matters

- Rapid ageing population
- Rising demand for care
- Public systems under pressure

## Key challenges

- Fiscal constraints
- Workforce shortages
- Rising costs
- Inequality in access

## The core question

Care: right vs market product? How to integrate private funding responsibly?

## Guiding principles

- Care as public good
- Equity of access
- Dignity first
- Transparency
- Complementarity

## Ethical risks

- Commodification of care
- Inequality
- Profit over quality

## Types of private funding

- Insurance
- Out-of-pocket: savings and families
- Private equity
- Real estate
- PPPs and impact bonds

## Where private funding can add value

- Infrastructure expansion
- Innovation
- Housing development
- Service diversification

## Balanced ecosystem model

- Public: guarantees access
- Private: adds capacity and innovation
- Strong regulation needed

## Key Mechanisms

- Public-private partnerships
- Social impact bonds
- EU instruments
- Investment funds

## Governance recommendations

- Harmonised standards
- Strong inspection
- Outcome-based evaluation

## Key takeaways

- Public funding is essential
- Private funding must be guided
- Public WITH private

## Call to action

- Build ethical funding systems
- Ensure dignity, access, sustainability
- Care is a social mission



## 6. RESPONSIBLE RECRUITMENT OF SKILLED CARE WORKERS CAN MITIGATE STAFF SHORTAGES IN THE EUROPEAN LTC SECTOR

**Roseline K. Njogu** - Principal Secretary, State Department for Diaspora Affairs, Ministry of Foreign and Diaspora Affairs of Kenya **EXCUSED**

**Irene Karari-Kamau** - Director/Skills & Expertise Division

**Salvatore Petronella**, Associate Director, Policy & Public Affairs, Labor Mobility Partnerships (LaMP)



EAN General Assembly  
Naples, Italy | 5-6 May 2026



## RESPONSI

A Collaborative Approach to Ethical Recruitment, Bilateral Partnerships & Skills Exchange

Presented by:

MS. IRENE KARARI

# SDDA 10 POINT MANDATE



Champion the Protection of the rights and promotion of the welfare and interest of Kenyans overseas



Promote continuous dialogue with Kenyans abroad



Support Kenyans in the diaspora in harnessing more opportunities for employment and enterprise development



In liaison with other stakeholders, promote the participation of Kenya's diaspora in democratic processes in the country



Develop an Incentive framework for Diaspora Remittances



Harmonize and facilitate Direct Diaspora Investments (DDI), Skills and Technology transfers



In liaison with the Ministry of Labour, lead in the negotiation of Bilateral Labour Agreements as part of the nation's Labour Mobility Policy and Global Labour Strategy

In Liaison with relevant stakeholders, support and aid diaspora investments by providing information on investment opportunities in Kenya



Mainstreaming the Kenyan Diaspora into the national development process



In conjunction with the Ministry of Labour, support the placement of Kenyans abroad



Diaspora Placement Agency



Diaspora Investment Support Office



# INTRODUCTION: SETTING THE STAGE

The State Department for Diaspora Affairs (**SDDA**), established in 2022 under President Ruto, protects Kenyan workers overseas and leads structured workforce placement.

Kenya comes as a **sovereign partner bringing solutions** and an invitation **to build something lasting**. Kenya's **Bottom-Up Economic Transformation Agenda (BETA)** prioritises job creation for Kenya's youth — the largest and fastest-growing demographic cohort in the country



## Our Shared Goals

This presentation outlines Kenya's strategic position, **workforce capacity**, and **concrete proposals** for a structured partnership.

- ▶ Quality eldercare
- ▶ Skilled, dedicated care workers
- ▶ Sustainable workforce solutions
- ▶ Worker rights protection



# EUROPE'S DEMOGRAPHIC CRISIS

## 6 Million

Additional care workers needed by 2030  
(European Commission)

## 4.6 Million

European work permits issued  
(Eurostat 2025)

## 30+

European countries facing acute LTC workforce shortages

### The Demographic Perfect Storm



#### Aging Population

Over-65 cohort growing faster than any other across EU states, requiring ever-greater care levels.



#### Shrinking Workforce

Falling birth rates reduce working-age Europeans available to enter the care workforce.



#### Accelerating Retirements

Existing care workers who entered decades ago are now themselves approaching care need age.



# WHY TRADITIONAL SOLUTIONS ARE NO LONGER ENOUGH

## DOMESTIC TRAINING PIPELINES

Pace of training cannot match demand. Care education is multi-year — expanding intake now cannot solve 2027 staffing crisis.



## INTRA-EU LABOUR MOBILITY

Free movement has not closed the gap. Eastern European states — once exporters — now compete to retain their workforce.



## UNREGULATED RECRUITMENT

Delivers short-term numbers but carries systemic risks: worker exploitation, high turnover, reputational damage, brain drain.



The solution is not simply 'more workers' — it is the **right workers, recruited the right way**, through structured government-to-government partnerships that protect workers, satisfy employers, and sustain health systems in both origin and destination countries.



# THE DIASPORA PLACEMENT AGENCY



## Establishment

The Diaspora Placement Agency (DPA) was established under **Executive Order No. 2 of 2023** and **Executive Order No. 1 of 2025**, operating as a state corporation under the State Department for Diaspora Affairs.



## Rationale

Kenya has a highly skilled and youthful workforce, yet local employment opportunities remain limited. Many global markets face growing demand for skilled labour. DPA bridges this gap by connecting Kenyan talent with verified international opportunities.

## Addressing Challenges



Some Kenyans seek jobs abroad through informal or unregulated channels, leading to exploitation. DPA ensures ethical recruitment, safe labour mobility and compliance with international labour standards, addressing shortcomings of private recruitment agencies.

## FUNCTIONS

- ▶ Facilitate international diaspora placement
- ▶ Develop brand identity and reputation of Kenyan talent
- ▶ Implement the Global Labour Market Strategy (GLMS) in liaison with relevant stakeholders
- ▶ Promote transfer of skills and technology from Kenyan diaspora
- ▶ Promote access to international employment opportunities for Kenyans;
- ▶ Liaise with relevant stakeholders in the implementation of Bilateral and Multilateral Labour Mobility Agreements and MoU's



## KAZI MAJUU PORTAL

National Digital Labour Mobility Platform

Connects verified, credentialed Kenyan professionals with authenticated international employers.

# KENYA HAS THE WORKERS EUROPE NEEDS

## 190,000+

Registered Health Workers

## 20,000+

Middle-Level Health Graduates

Annually (KMTC alone)

## 7,000–10,000

Nurses Graduated Every Year

### Skills That Transfer Directly to European LTC Settings

- ▶ **English-language proficiency** — primary professional language, reducing integration barriers
- ▶ **Multilingual capacity** — average Kenyan professional communicates in 3 languages
- ▶ **Language Institutes** — Alliance Française, Goethe-Institut for TELC and ÖSD along with other reputable language schools.
- ▶ **Curricula aligned with international standards** — including European competency frameworks
- ▶ **Broad clinical experience** — infectious and non-communicable disease contexts, strong diagnostic reasoning
- ▶ **Cultural values aligned with European care ethics** — respect for elders, dignity in care, person-centred approach
- ▶ **Fast integration timeline** — can begin contributing within months with credentialing pathways



# KENYA AS A RESPONSIBLE RECRUITMENT PARTNER



70+

Universities &  
Constituent Colleges

200+

Technical & Vocational  
Institutions

87

Kenya Medical Training  
College Campuses

This is not a single pipeline. It is a **national infrastructure for healthcare talent development**, producing professionals across every health cadre: nursing, medicine, clinical officers, pharmacy, laboratory sciences, rehabilitation, and public health.



### Strategic Position

Kenya stands as one of Africa's largest producers of healthcare professionals.

Ready and institutionally equipped for structured, government-to-government partnerships with European care sector employers.



# ADDRESSING GRADUATE UNDEREMPLOYMENT

## The Structural Gap

Kenya produces significantly more healthcare graduates annually than the domestic health system can absorb or retain in gainful employment.

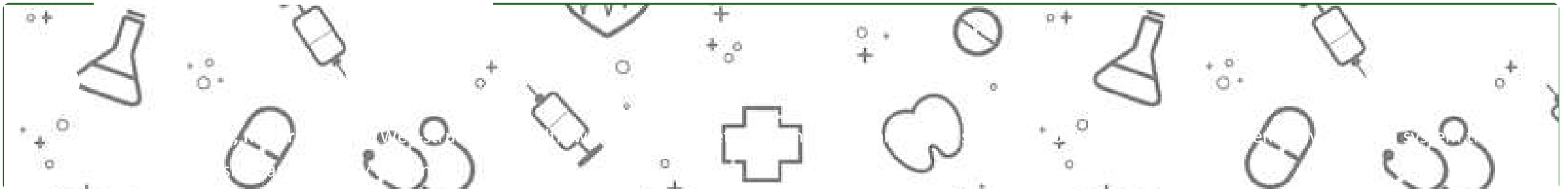
The result: a substantial and growing pool of qualified nurses, clinical officers, and allied health professionals who are **formally trained, registered, and ready to work** — but remain underemployed or unemployed.



## Structured Deployment as a Solution

Responsible international deployment of this surplus workforce:

- ▶ Provides **dignified employment** for graduates who would otherwise remain unemployed
- ▶ Generates **remittance flows** that support families and communities
- ▶ Develops **professional skills and international experience**
- ▶ Reduces fiscal pressure on government to create domestic positions



# PROOF OF CONCEPT: THE MODEL IS ALREADY WORKING

## European Partnerships

### Kenya–Germany (Sept 2024)

Comprehensive Migration and Partnership Agreement — legal framework for labour mobility, vocational training equivalency, and structured employment pathways.

### Kenya–Austria (Sep 2024)

Signed a Memorandum of Understanding (MoU) on Cooperation with Kenya in the Field of Mobility and Migration, aimed at establishing regular migration pathways, expanding employment opportunities, and facilitating mutually beneficial exchange of skilled labour.

### Kenya–United Kingdom

Kenyan nurses deployed across the NHS through regulated channels operational for several years.

### Kenya–Ireland

Advanced labour mobility discussions with focus on healthcare workers, pathway formalisation progressing.

## Global Partnerships (Proof of Scale)

▶ **Canada** - SDDA has signed a Letter of Intent with Canadian diaspora-owned Athari Global to train Kenyans in care and disability support services and link them with employment opportunities in Canada under the Muuguzi Majuu program.

▶ **USA** - Muuguzi Majuu Minnesota Programme: nurses into H-1B pipeline, supported by Nairobi NCLEX testing centre

▶ **The Global Aging Network (GAN)**: SDDA partnered with GAN member LeadingAge Minnesota in 2024 for senior care workforce recruitment and attended the GAN Conference in 2025.



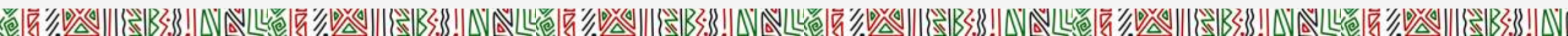
# **SUCCESS STORIES**

**01**

**ATHARI GLOBAL WORKFORCE SOLUTION (AGWS)**

**02**

**GERMANY JOB FAIR**



# THE OPPORTUNITIES: TAILORED FOR THE CONTINENT

## Europe's Care Workforce Reality

Europe's aging population and long-term care sector already heavily dependent on migrant workers, and a working-age population that is contracting faster than its care needs are growing. It is the most immediately primed corridor for Kenya.

## Language Integration

- ▶ **Italian Cultural Institute of Nairobi:** The Institute already offers government-endorsed grants for Italian language and culture courses
- ▶ **Kenya's Language Education base:** French, Spanish, German are widely taught in universities and high schools, along with Arabic.
- ▶ **Language Examination:**

Language	Certification	Administered By	Levels Available
English	IELTS	British Council Nairobi & authorized bands	1-9
French	DELF / DALF	French Embassy & Alliance Française	A1, A2, B1, B2, C1, C2
German	Goethe-Zertifikat	Goethe-Institut Nairobi	A1 to C2
Spanish	DELE	Regional centers / online proctoring	A1 to C2
Japanese	JLPT	Japanese Embassy	N5, N4, N3, N2, N1
Chinese	HSK	Confucius Institute at universities	1-6

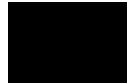
- ▶ **Twinning Arrangements:** Kenya proposes formal institutional twinning between Kenyan training colleges and European language providers, embedding language certification within care sector curricula before departure.

## European Stakeholder Engagement Architecture

- ▶ **Government-to-Government (G2G):** BLAs & MOUs with European states that establish legally binding deployment corridors and worker protection
- ▶ **Government-to-Business (G2B):** Direct engagement with European Chambers of Commerce and sector-specific employer associations.
- ▶ **Licensed Staffing Agency Partnerships:** Kenya accredits compliant, ethical European staffing and recruitment partners within the Kazi Majuu ecosystem.
- ▶ **Multilateral & Sectoral Platforms:** Active participation in the ILO Fair Recruitment Initiative, the Global Forum on Migration and Development, and OECD labour mobility frameworks



# FOUR PILLARS OF COOPERATION



## BILATERAL AGREEMENTS & STRATEGIC PARTNERSHIPS

Formalised G2G agreements creating legal, transparent, enforceable pathways for Kenyan care workers.



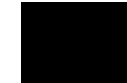
## JOINT TRAINING & CURRICULA

Co-development of geriatric care curricula meeting European standards.



## ETHICAL RECRUITMENT GOVERNANCE

WHO-aligned ethical recruitment standards and transparent fee structures,



## SKILLS & CREDENTIAL RECOGNITION

Mapping Kenyan qualifications against European credentialing frameworks.





(EAN) KENYA PRESENTATION - RESPONSIBLE RECRUITMENT

# ASANTENI!

Mail: [kazimajuu@diaspora.go.ke](mailto:kazimajuu@diaspora.go.ke)

Social Media: [@diaspora\\_ke](https://www.instagram.com/diaspora_ke)

[www.diaspora.go.ke](http://www.diaspora.go.ke)



PRE-DEPARTURE HANDBOOK FOR ITALY

coffee break at 10:30

We start again at 11:00



## 7. EU affairs



### Marcel Smeets

- a) European Care Strategy – update and implementation
- b) Quality Jobs Roadmap
- c) Resilience and Preparedness of the Long-Term Care (LTC) Sector
- d) Digitalisation, Artificial Intelligence and Cybersecurity



# European Affairs update

Marcel Smeets

Naples, 6 May 2026

**WWW.EAN.CARE**

## A. European Care Strategy – update and implementation

### Overview

The European Care Strategy (2022) aims to ensure accessible, affordable, high-quality care across the life course while improving working conditions for carers. It is non-binding, relying on coordination and national reforms.

### Recent developments (2024–2026)

- Shift to implementation (national plans and LTC coordinators, monitoring framework (2025) tracking access, quality, and workforce)
- Reforms focus on home/community care, affordability and access and workforce conditions and training
- New governance: European Care Alliance (2024–) pushing investment and implementation
- Growing political focus: ageing population, gender inequality, labour shortages

## European Care Deal (emerging)

- Not yet formal policy
- Would add binding commitments, investment, stronger workforce measures

Seen as the next step beyond the current strategy

## State of play (2026)

- Implementation ongoing but uneven
- Stronger monitoring and coordination
- Pressure for more EU funding and binding action

**Bottom line:** Strategy is progressing but limited by its non-binding nature, the Care Deal aims to strengthen impact.

## B. Quality Jobs Roadmap

### Overview

Adopted Dec 2025, the Roadmap aims to improve job quality and align it with competitiveness. It is a preparatory framework for the Quality Jobs Act (expected end-2026).

### Relevance for elderly care providers

- Addresses staff shortages, low wages, burnout
- Expected impacts: better working conditions and safety, more training and skills investment, regulation of digital tools and AI in work
- Likely future: stricter standards and enforcement

**Bottom line:** Roadmap sets direction; binding changes will come with the Quality Jobs Act.

## Key developments

- Launch of social partner consultations (2025–2026)
- Focus areas:
  - AI and algorithmic management
  - health and safety
  - labour rights enforcement

## Implementation status

- Current phase: pre-legislative
  - policy coordination (European Semester)
  - use of existing directives
  - social dialogue
- Real impact depends on Quality Jobs Act (2026)

Stronger focus on implementing existing rules, not just new ones

## C. Resilience and preparedness of the Long-Term Care sector

### Overview

Post-COVID, LTC is now seen as essential infrastructure requiring crisis preparedness.

**Bottom line:** LTC is becoming part of EU resilience policy, but implementation remains uneven.

### Implications for providers

Must develop:

- crisis and contingency plans
- coordination with authorities
- Increasing role as critical service operators

## Key developments (2025–2026)

- EU crisis preparedness framework: prevention, detection, response, recovery
- Stockpiling strategy (PPE, vaccines)
- EU4Health funding for resilience and workforce
- Crisis Management Framework for Social Services (2026)
- Critical Entities Resilience Directive (implementation by 2026)

## Implementation trends

- Shift from hospital focus to whole care system
- Stronger:
  - workforce planning
  - coordination across levels
  - digital tools and data systems
- Focus on continuity of care in crises

## Challenges

- fragmentation across countries
- workforce shortages
- limited binding rules

## D. Digitalisation, AI and Cybersecurity

### Overview

Elderly care is now part of:

- digital health systems
- data governance frameworks
- cybersecurity and critical infrastructure policies

### Implications for elderly care providers

Providers must adapt to:

- Data rules (EHDS): interoperability and data access
- AI rules: safety, transparency, oversight
- Cybersecurity: risk management and resilience

Shift to digitally enabled care organisations

### Challenges

- fragmented systems
- limited resources
- skills gaps
- uneven implementation

## Key developments

### 1. European Health Data Space (2025)

- Enables health data sharing across EU
- Requires interoperability, strong data governance  
Major impact on care providers

### 2. Digital health investment

- EU4Health & Horizon Europe fund: digital tools AI in healthcare  
Drives system modernisation

### 3. AI in care

- Used for care planning, monitoring, workforce management
- Classified as high-risk, hence strict requirements (transparency, human oversight)

### 4. Cybersecurity

- Increasing obligations due to sensitive health data, reliance on digital systems  
Cybersecurity becomes core operational responsibility

### 5. Skills gap

- Major shortage in digital skills, EU prioritises training and reskilling

## 8. AGE Platform Europe

### Marine Luc

- a) Introduction of the organisation
- b) AGE task forces – together for accessible long-term care in EU





# The Voice of Older People in Europe @ EAN

2026

Marine Luc – Project and membership  
manager



# Who we are ?



We represent **older people** in Europe since 2001

104  
members

30  
countries

1.6M€  
budget



**Our vision : A  
*Society for All  
Ages***

# Our missions



## CELEBRATE

Celebrate  
longevity as a  
shared  
opportunity  
for society

## PROMOTE

Promote  
equality, rights  
and inclusion  
at all ages

## ENABLE

Enable  
everyone to  
age with  
dignity and  
active  
participation

# AGE governance



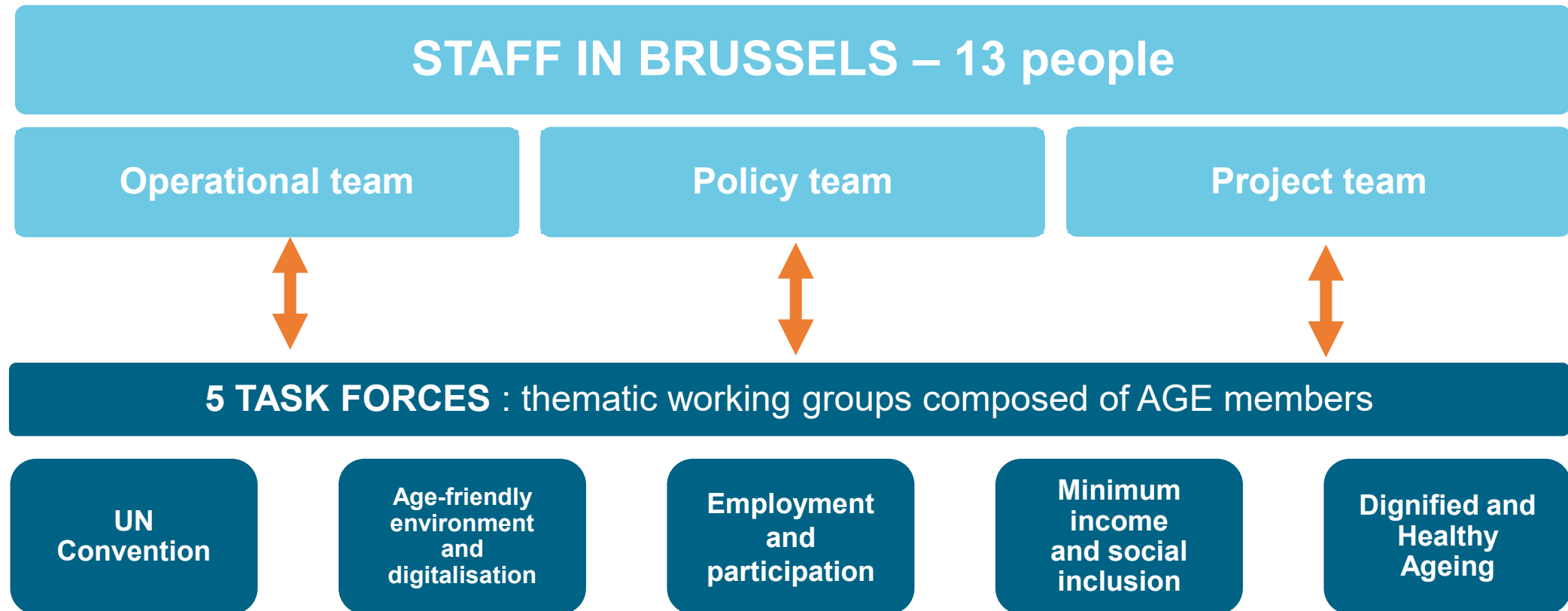
General  
Assembly  
All AGE Members

Council of  
Administration  
Member's  
representatives

Executive  
Committee  
Elected members



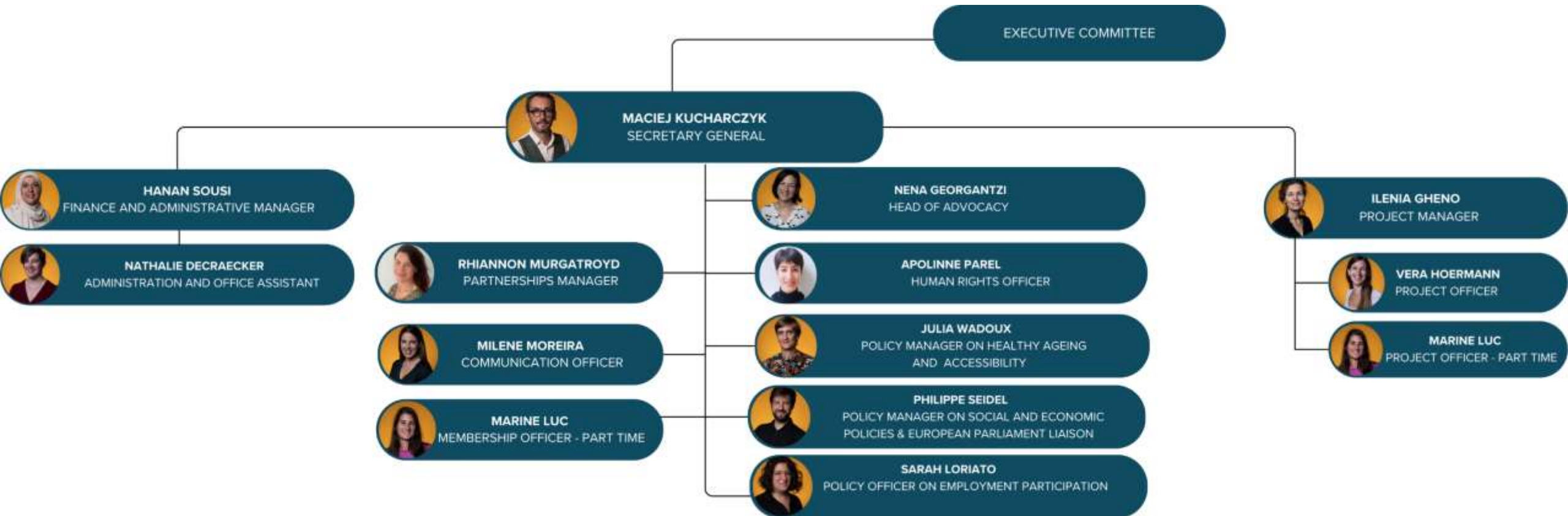
# How we work ?



# Who we are



## STAFF



# Who we are



## EXECUTIVE COMMITTEE



Heidrun Mollenkopf (DE)

**PRESIDENT**



Anthony Degiovanni (MT)

**VICE-PRESIDENT**



Christina Rogestam (SE)

**VICE-PRESIDENT**



Dario Paoletti (IT)

**VICE-PRESIDENT**



Maria Petkova (BU)

**VICE-PRESIDENT**



Claude Waret (FR)

**TRESURER**



Maria Mannerholm (SE)

**SECRETARY**

# How you can be involved?

- Nomination of expert in Task Forces
- Contribution to position papers
- Participation to events
- Regular consultations
- Governance :
  - 1 seat at the Council
  - Participation to the GA/Annual conference in June



## Philippe Seidel Leroy

### Policy Manager on Social Protection and European Parliament Liaison

Philippe is responsible for AGE's policy work in the area of long-term care and the social protection aspects of health, but also funded pension and the overall economic policies. Philippe coordinates AGE's relations with the European Parliament's Intergenerational Forum.

Philippe's academic background is in political science and human rights, his work experience prior to joining AGE were in children's rights.

**Languages:** German, French, English; basic Dutch and Spanish

# What members gain\*



**Shape EU policies**



**Build political capacity**



**Connect & coordinate**



**Strengthen advocacy**



**Access projects & funding**

*\* Based on feedback from AGE members (external evaluation, 2025).*

# AGE's 2026 priorities



## Age Equality

Close the gap on age equality in the EU

Action Plan to Combat Ageism

## UN Convention

Advance a UN Convention on the Rights of Older Persons

Setting the Scene with CSOs

## Mainstream age equality

Mainstream age equality across social, care, employment and digital policies

Long-term care reforms, AGE Barometer, EU strategies

## Older's people voices

Ensure older people's voices are heard and acted

2 Main campaigns


# The origins of AGE's work on care

From protection → to rights

- Initial focus : preventing elder abuse & neglect.
- WeDO project (2010)
- Development of the “*European Charter of the rights and responsibilities of older people in need of long-term care and assistance*”
- Built with patients, carers, providers (incl. EAN)



A turning  
point: rights-  
based care

- From “care for” → to “care with rights”
  - Diversity of needs: cognitive, physical, levels of dependency
  - One principle: **person-centred care**
  - Inspired by the CRPD
  - Focus on **individual needs, dignity & autonomy**
  - **Breaking the silos between ageing & disability** : Same rights, same need for accessibility
- 

COVID: a  
wake-up  
call

## Why we had to rethink care

- Vulnerability in large care institutions
- Isolation (families excluded)
- Care failures exposed
- Necessity to discuss with disability sector and follow-up of the Green Paper on Ageing
- Results : **Need for a new care model**

# Rethinking care (AGE vision)

## What good care looks like

- Person-centred & rights-based
- Autonomy and dignity
- Based on individual needs, choice & preferences
- Continuity of care services accross the life course (beyond 65)
- Diversity of care options
- Quality standards

**Our care vision :** Ensuring real choice and quality accross all settings



# EU CARE Strategy

- **From advocacy → EU policy**

BUT

- Implementation : Member States
- What still needs to change
  - Fragmented systems
  - Lack of continuity
  - Workforce issues
  - Inequalities in access



# AGE Working plan on care

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**18 June**

**Online meeting of the Task Force**

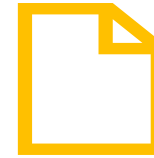
EU PROJECT GOLD Getting older with a disability : training modules developed by partners for professionals working with older people with disabilities

Gender and Health



**15-16 September**

**Physical meeting of the Task Force in Brussels : Long-term care reforms**



**2027**

**Digitalisation in care services**

**Follow-up of European Care Deal**



## Want to know more about us?



[www.age-platform.eu](http://www.age-platform.eu)



[marine.luc@age-platform.eu](mailto:marine.luc@age-platform.eu)



AGE Platform Europe



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Transparency Register ID: 16549972091-86

# 2027 WORLD LTC CONGRESS

## PRAGUE, September 7-8, 2027

### 9. Next Congresses and Events





**7. - 9. SEPTEMBER 2027**

# **GAN CONGRESS**



[www.ean.care](http://www.ean.care)

**EUROPEAN  
AGEING  
NETWORK**



Association of Social Services Providers  
Czech Republic



# CZECH REPUBLIC A SAFE COUNTRY



The Czech Republic is known for its high level of security and stability. We welcome participants in an environment where they will feel safe and secure, both during the conference and while exploring the beauty of our city after the official part.



Prague has been ranked among the ten safest capitals in Europe according to the global safety ranking. Our low crime city is characterised by a high score on the safety index.





# SAFE COUNTRY



The combination of social stability, low crime rate, quality security forces and conference infrastructure makes the Czech Republic one of the safest places to hold large international congresses and conferences.

# CZECH REPUBLIC AFFORDABLE COUNTRY



## Accommodation

Prague offers a wide range of affordable hotels of high international standards to suit the budgets of all conference participants.



## Transport

With Prague's well-developed public transport network, including trams, buses and metro, it is easy and economical to travel around the country. Prague International Airport provides easy accessibility for foreign delegates.



## Competitive prices

Meals in restaurants and cafes are relatively cheap in Prague compared to other European cities, allowing conference participants to enjoy local gastronomy without high costs.



## Tourist destinations

In addition to the benefits of affordability, Prague offers rich culture and history, breathtaking sights and natural scenery that can enrich the conference programme and provide a unique experience for participants.



Prague Airport

# PRAGUE AIRPORT

01

## Availability

Excellent accessibility: the Prague Airport is located only 15 km from the city centre, which guarantees a quick and comfortable journey to any part of Prague.

02

## Wide range of flights

Wide range of flights - Prague Airport offers regular direct connections to more than 160 destinations worldwide. **Participants can fly in from almost any part of the world, specifically from the USA..**



03

## Transport service

Sophisticated transport services - There are regular public bus and trolleybus services between the airport and the city centre, as well as taxi services.

04

## Terminals

Modern and spacious terminals: the airport has undergone extensive modernisation in recent years and has two modern and spacious terminals for easy movement of passengers.

05

## Transit

Seamless transit: Thanks to its strategic location in the middle of Europe, Prague provides easy transit for participants travelling via other European destinations.



# PRAGUE AS AN ATTRACTIVE AND BEAUTIFUL CONGRESS CITY

## Rich history and culture

The city, whose history dates back over a thousand years, is home to priceless historical monuments such as Prague Castle, Charles Bridge and Old Town Square.



## Beautiful architecture

Prague offers a unique blend of architectural styles - from Gothic to Baroque, Renaissance to Art Nouveau. This diverse architectural heritage makes Prague a visual treat for visitors, where every street and square tells its own story.



## Friendly environment and lifestyle

Prague maintains a friendly and relaxed atmosphere despite its popularity and size. Culinary delights, abundant greenery and many parks and gardens provide visitors with opportunities for rest and relaxation.





**PRAGUE**  
CONGRESS CENTRE





**PRAGUE**  
CONGRESS CENTRE



# GALA DINNER

*Yes we can*

**01**

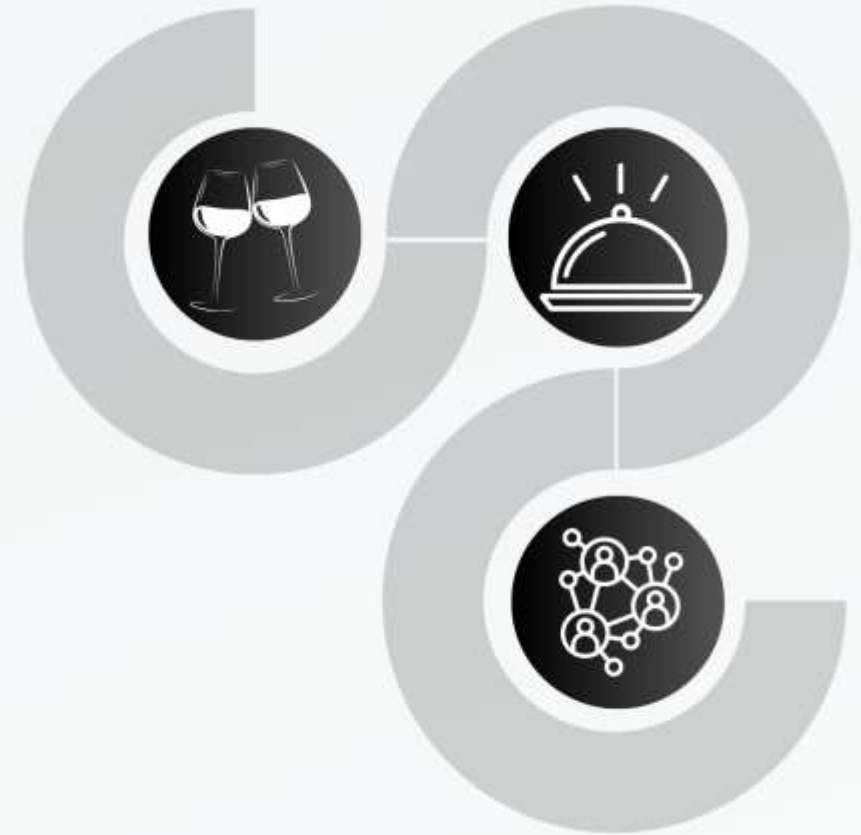
Guests will enjoy a selection of local Czech wines showcasing the country's two main wine regions – Bohemia and Moravia. Bohemian wines, mainly from Mělník and Litoměřice, are light and fresh with elegant mineral notes. Moravian wines, from the sunny southern hills, are fuller and aromatic, featuring varieties such as Pálava, Grüner Veltliner, and Frankovka. Together, they offer a perfect balance of freshness and richness, reflecting the diversity and tradition of Czech winemaking.

**02**

A top-class dining experience: Guests will enjoy an exquisite menu celebrating Czech cuisine and its regional flavors. Renowned chefs will prepare refined dishes inspired by traditional recipes using fresh seasonal ingredients from local farms. From tender meats and creamy sauces to aromatic herbs and homemade dumplings, every course will highlight the richness of Czech gastronomy, served with elegance worthy of this special occasion.

**03**

Exclusive networking experience: The evening will offer a relaxed atmosphere with live music and elegant surroundings, creating the perfect setting for informal conversations and new connections. Guests will have the opportunity to network, exchange ideas, and enjoy the cultural ambiance throughout the night.



# GALA PROGRAM: MUSICAL ACCOMPANIMENT THE BEATLES REVIVAL



The Beatles Revival Band Prague, founded in 1992, is one of Europe's top Beatles tribute bands. With over 3,800 performances, they faithfully recreate the sound, look, and energy of the legendary Liverpool quartet. Featuring around 60 classic hits, authentic instruments, period costumes, and precise choreography, their shows capture true 1960s spirit. Performing at festivals, theaters, and corporate events, they deliver an unforgettable experience reminiscent of the original Beatles.





# Accommodation

In a walking distance from Prague Congress Center, are located two prestigious hotels. Holiday Inn hotel and Grand Hotel Prague Towers guarantee the high comfort of their guests. Breathtaking views from the room windows and excellent local and abroad cuisine awaits you.



Holiday Inn Prague offers a combination of modern design and a friendly atmosphere, comfortable hotel rooms, flexible conference facilities, high-quality cuisine, and the beauty of Prague's sights, which are easily accessible by metro, the Vyšehrad station. In a distance of 200 m from the hotel is located Prague Congress Center.



  
**CZECH INN**  
HOTELS



Grand Hotel Prague Towers offers spacious rooms with stunning city views and exceptional comfort. Guests can enjoy high-quality dining in several restaurants and bars, relax in the panoramic pool on the 26th floor, and benefit from secure parking with a car wash. The Prague Congress Center is just 200 meters away.





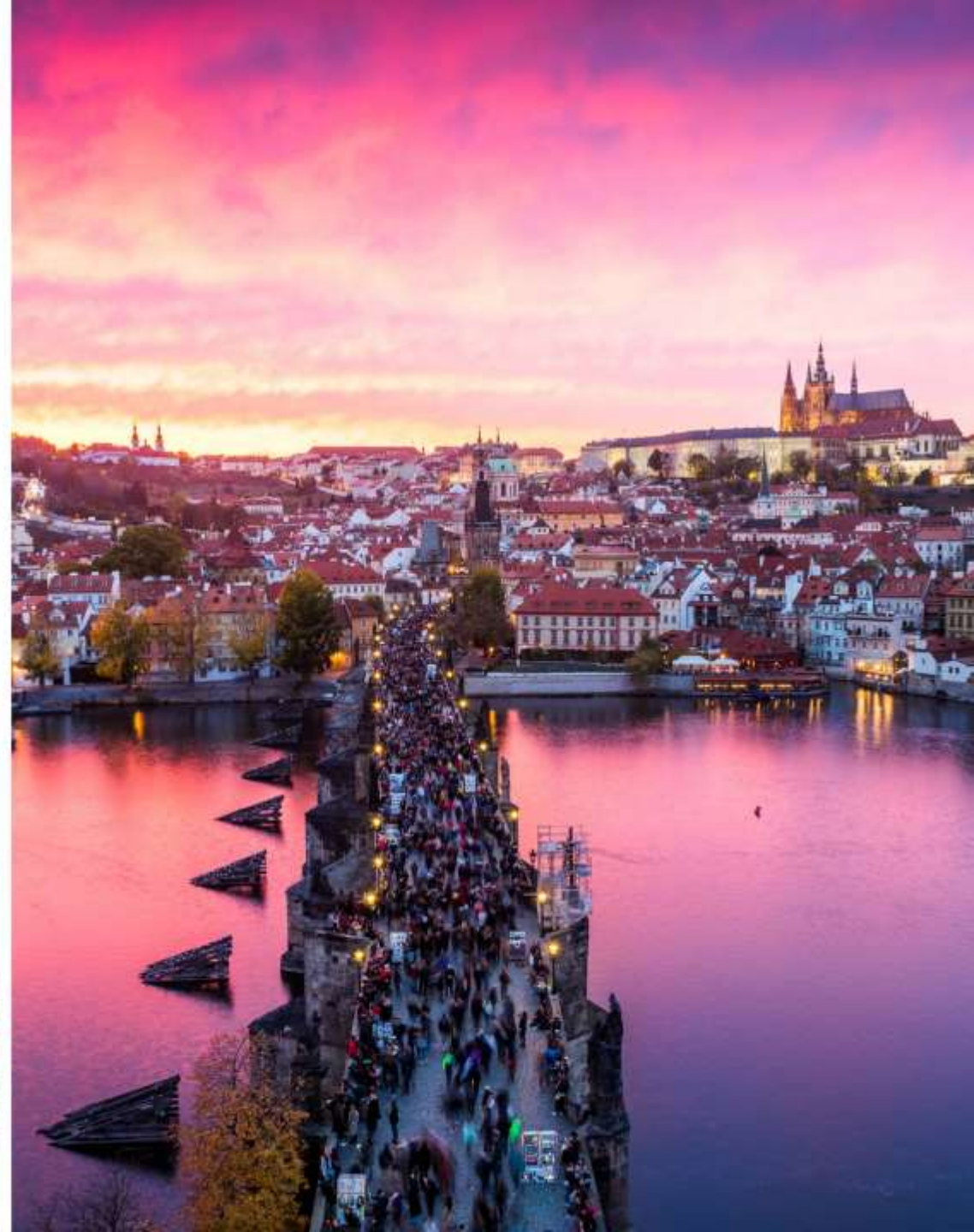
# Meet Prague

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Prague, the heart of Europe and the city of a thousand faces. Embark on a journey of discovery in this enchanting metropolis where history and modern vibrancy meet. Stroll along the old cobblestones of Mala Strana and let the atmosphere of the medieval streets envelop you. Admire the magnificent architecture of Prague Castle, the symbol of Czech statehood, which proudly towers over the city. Listen to the chimes of St. Vitus Cathedral and experience the magical atmosphere of ancient Christian traditions.

# Grand City Tour

An unforgettable experience awaits tourists on a Grand City tour of Prague. They will see Prague Castle with a guide, including St. Vitus Cathedral and other sights. They will stop at viewpoints and take photos of sights such as Charles Bridge or Mala Strana. They'll sample Czech cuisine over lunch in a traditional restaurant. They will peek into the old cellars under the Lesser Town, where the remains of Romanesque buildings shrouded in legend remain. Finally, they will take a steamboat ride on the Vltava River and admire Prague from the river with views of the city's main landmarks.



# Prague castle

You will find yourself in an ancient world where kings and emperors ruled the lands and history was made. Prague Castle, that magnificent castle complex towering above the golden roof of Prague, is a true pearl of Czech history and architecture.

Walk in the footsteps of the rulers along the massive stone walls and enter the places that have witnessed coronations, weddings and tragic fates. You will be completely absorbed by the splendour of St. Vitus Cathedral, which looms before you in a flood of architectural gems. Explore the ancient Golden Streets, immerse yourself in the stories of the alchemists for whom Prague Castle was once home.

You will also be delighted by the sumptuous decoration of the Vladislav Hall, a jewel among the halls where court festivities and audiences of foreign ambassadors took place. And don't forget to visit a treasure among treasures - the Treasury with unforgettable crown jewels, including the most famous Czech crown.



# The Karlštejn Castle

Visit Karlštejn Castle and be amazed by the splendour of this Gothic monument!

Karlštejn is one of the most famous and most visited castles in the Czech Kingdom. This massive fortress, built on the orders of Charles IV himself, will dazzle you with its majesty and rich history.

Walking through the courtyards and halls, you will feel as if you are in the ancient times of knights and kings. Admire the magnificent stonework that exudes the artistic excellence of medieval masters. A spirit of uniqueness and beauty permeates every detail.

But Karlštejn is not just about the splendour of the building. It is also a place full of stories and mystery. Discover the legends of the protection of the royal crown jewels and delve into the mysteries that surround this unforgettable gem of Czech architecture.



# Kutná Hora

Take an unforgettable trip to the heart of Czech history and visit the UNESCO monument Kutná Hora!

This charming town is a treasure trove of architectural gems and a witness to a rich history. Walking through its cobbled streets, you will feel as if you are in a medieval story.

Be dazzled by St Barbara's Cathedral, a masterpiece of late Gothic architecture, whose magnificent stone beauty will completely engulf you. Another unforgettable stop is the Sedlec Cathedral of the Assumption with the adjacent ossuary decorated with more than 40,000 human bones - a memento mori full of mysterious atmosphere. But Kutná Hora is not just about breathtaking religious buildings. It is also the centre of a rich cultural heritage associated with silver mining. Venture into the still-preserved medieval mines, walk in the footsteps of the miners and experience the harsh reality of their arduous work.



# Tomorrow's **LONG-TERM CARE**

*ways to go forward*



**7-9 SEPTEMBER 2027, PRAGUE**



RESOURCES – SKILLS



TRANSFORMATION



DIGITALIZATION



INNOVATIONS

FUNDING – NEEDS

AND HOPES

## SESSIONS

- The future of long-term care – political responsibility
- Digital care – what changed and what is about to come
- The end of nursing homes – will everybody stay at home?
- Profit in long-term care – who should/will be the provider?
- Quality of life of older persons and care recipients
- Housing environment, person-centred care, re-enablement and self-determination
- Workforce – re-skilling, outsourcing, work migration, quality shifts, robotics?
- Informal care with/alongside/within the professional care sector?



**7. - 9. SEPTEMBER 2027**

# **GAN CONGRESS**



**EUROPEAN  
AGEING  
NETWORK**



# EAN Congress in 2028 or 2029

## 9. Next Congresses and Events



# EAN „lunch“ webinar

**Topic: Funding in social services**  
**Date: 2 June 2026 (12:00–13:00)**

**Countries:**

- Czech Republic
- Malta
- The Netherlands
- Sweden



## 9. Next Congresses and Events

# 10. Digitalization of long-term care

Věra Husáková

Marcel Smeets

- a) NIS2 impact to social services
- b) EHDS impact
- c) WG Digitalization 2.0 – expectation and needs of the sector, conclusions



Digitalization of long-term care

**Vera Husáková & Marcel Smeets**  
Naples, 6 May 2026

**WWW.EAN.CARE**

## 1. NIS2

- **NIS2 (Directive (EU) 2022/2555)** is the European Union’s updated cybersecurity law designed to **raise the** overall level of cybersecurity across critical sectors. It replaces the earlier NIS1 directive and significantly expands its scope and requirements.

In simple terms, NIS2 is about making sure that essential services—like healthcare, energy, transport, and digital infrastructure—are secure, resilient, and able to keep operating even during cyberattacks

### Why it matters

- Healthcare—including long-term care providers (e.g. nursing homes, home care services, rehabilitation centres)—is classified as a “highly critical sector”
- Stronger cybersecurity obligations, Mandatory incident reporting, Expansion of scope to more providers, Management accountability and governance changes
- Cultural shift: from compliance to resilience, making cybersecurity not an IT issue, but a core responsibility.

## 2. EHDS

The European Health Data Space (EHDS) is a major EU initiative to create a secure, unified system for sharing and using health data across Europe. It's part of the EU's broader digital strategy and closely linked to policies like NIS2

- Primary use of data (care delivery). This focuses on improving day-to-day healthcare
- Secondary use of data (research & policy). Health data can also be used (under strict safeguards) for medical research innovation (e.g. AI, new treatments), public health planning

### Challenges for elderly care providers

- Data protection and privacy
- Need for clear consent and safeguards
- Digital divide. Some older adults struggle with digital tools
- Staff need training
- Implementation burden
- Upgrading IT systems
- Ensuring interoperability
- Coordinating across providers

## Working method

- Develop an EU inventory of best practices
- Develop an EAN vision on living environments
- Identify the place of future care and nursing homes

## Planning

- digital meetings (Dec, Feb, 23 June) and F2F (October) meetings
- Desk-study based on AI assessment
- EAN Questionnaire (Oct-Nov)
- Vision development (end 2026)
- Final report (end 2026)

Buffet lunch at 12:30

We start again at 13:30



# 11. ALLIAX White Paper

- Elena Weber



European Health Management Association

# Managing severe urinary incontinence in older women in European nursing homes: towards dignified, sustainable, and equitable care



# European Alliance for managing severe chronic urinary incontinence in older women in nursing homes

- Financed by Becton, Dickinson and Company
- Managed by European Health Management Association
- Starting point: I. Urinary incontinence (UI) is a pervasive yet under-addressed health issue in Europe, disproportionately affecting older women, particularly those residing in nursing homes with prevalence rates reaching up to 67%. II. UI significantly impacts patient dignity, independence, and quality of life (QoL).

# Alliax White Paper

- The White Paper presents the first action of ALLIAX to start the process for transformation of the management of persistent UI in older women residing in nursing homes across the EU
- The report is divided into four main sections, introducing the issue with data on the prevalence and economic impact of UI, followed by a description of the impact of current practices in the management of UI in NHs and the associated clinical, mental, and environmental complications
- The different sections present patient-centred solutions and innovative alternatives to current practices, when the last section is dedicated to a call to action with recommendations for policymakers and healthcare managers

# Alliax White Paper

The four main sections, introducing the issue with data on the prevalence and economic impact of UI, are the following ones:

- Environmental impact
- Clinical burden
  - Urinary tract infections and catheter-associated urinary tract infections
  - Incontinence-associated dermatitis and pressure ulcers
  - Falls and dehydration
- Quality of life and mental health
- Physicians, nurses and care staff implications

# Alliax White Paper

## Solutions and innovative practices

- Preventative and holistic care approaches
- Innovative solutions: for example, evidence-based digital health tool can support women with urinary incontinence through personalised bladder and pelvic floor muscle training in a private and personal way, that results very effective

# Alliax White Paper

## Recommendations and policy actions - I

- **Elevate the visibility of urinary incontinence**
- **Reduce the environmental burden of urinary incontinence management practices**
- **Improve the education of health and care professionals on urinary incontinence management**

# Alliax White Paper

## Recommendations and policy action - II

- **Support health and care professionals in nursing homes through patient-centred, innovative, and sustainable Urinary Incontinence management solutions**
- **Call for a strategy on women's health with a focus on urinary incontinence as a prominent health issue among women**
- **Introduce minimum quality indicators in long-term care to strengthen equity and monitoring across EU Member States**

# Alliax White Paper

## CONCLUSIONS - I

- Urinary incontinence (UI) remains a widespread and under-recognized public health issue in Europe, particularly affecting older women in nursing homes
- UI creates a major economic burden of nearly €70 billion annually, with costs projected to increase by 25% by 2030

# Alliax White Paper

## CONCLUSIONS - II

- Traditional management methods, such as absorbent hygiene products and catheters, generate significant healthcare waste and increase risks of complications like infections and pressure ulcers
- Patient-centred, innovative solutions and better staff training, supported by EU policy action, are needed to improve care quality, reduce environmental impact, and enhance patient well-being



Alliax White  
Paper  
available on

<https://ehma.org/projects/alliax-eu-alliance-for-managing-severe-chronic-urinary-incontinence-in-elderly-women-in-nursing-homes/>

## 12. EU projects with EAN involvement

- WELL CARE - well-being of caregivers
- EldiCare 2.0 – VET training of care staff
- Care4Skills – skills development of care workers
- Care4Elders – improving dementia care and workforce skills
- Vaccination Hesitancy project (MSD) – reducing vaccination hesitancy among older persons  
(+ paper questionnaire distributed on site)  
(+ online survey in selected countries)



# 12. EU projects with EAN involvement

## Office team



**Jiří Horecký**  
President



**Karel Vostrý**  
Director

## Project team



**Vít Jásek**  
Project Manager



**Kristýna  
Dobiášová**  
Project Researcher



**Vojtěch Měřička**  
Project Researcher



**Pavel Jirek**  
Project Manager

# 13. WELL CARE PROJECT

Marco Socci (IRCCS INRCA)

- a) General project information
- b) Main focus, activities and WP2 outputs
- c) Q&A



WELL CARE is a **transdisciplinary and participative project** in which informal carers and long-term care (LTC) workers, researchers, NGOs, experts and stakeholder organisations within health and social care, psychology, sociology and gerontology work together to strengthen supports available for improving the mental wellbeing and resilience of all carers.

The WELL CARE project aims to **increase the understanding of successful ways of preventing and managing mental health and wellbeing issues among informal carers and LTC workers**. This includes looking at personal factors, the environment, and how organisations can make solutions successful.

Funded by the European Union



**EAN General Assembly Meeting**  
**Congress centre of the Hotel Ramanda Naples, Naples, 5-6 May 2026**

# **Good practices for supporting carers' resilience and mental wellbeing: the WELL CARE project**

**Marco Socci**

Maria Gabriella Melchiorre, Gabriele Morettini, Beatrice Ietto, Sabrina Quattrini, Elizabeth Hanson

IRCCS-INRCA - National Institute of Health and Science on Ageing  
Centre for Socio-Economic Research on Ageing  
Via Santa Margherita 5 – 60124 Ancona, Italy  
E-mail: [m.socci@inrca.it](mailto:m.socci@inrca.it)



# Contextual backdrop

In the EU, it is estimated that...

- ✓ **about 6.3 million people work in the long-term care (LTC) sector**, representing 3.2% of the EU's workforce
- ✓ more than 52 million people, i.e. **14.4% of the adult population aged 18-74 in the EU provide informal care** on a weekly basis
- ✓ **80% of all LTC is provided by informal (family) carers**
- ✓ **about 80% of informal carers and LTC workers are women**
- ✓ LTC workers and informal carers are at high **risk of developing mental health problems** (e.g. anxiety, depression, burnout) which was **exacerbated by the COVID-19 pandemic**



# Key issues and project goal

There is the **need...**

- ✓ **to consider LTC workers and informal carers as “two sides of the same coin” and to develop care partnerships**
- ✓ **to strengthen the supports available to LTC workers and informal carers for improving their resilience and mental wellbeing**
- ✓ **The WELL CARE project has the goal to address the above issues**



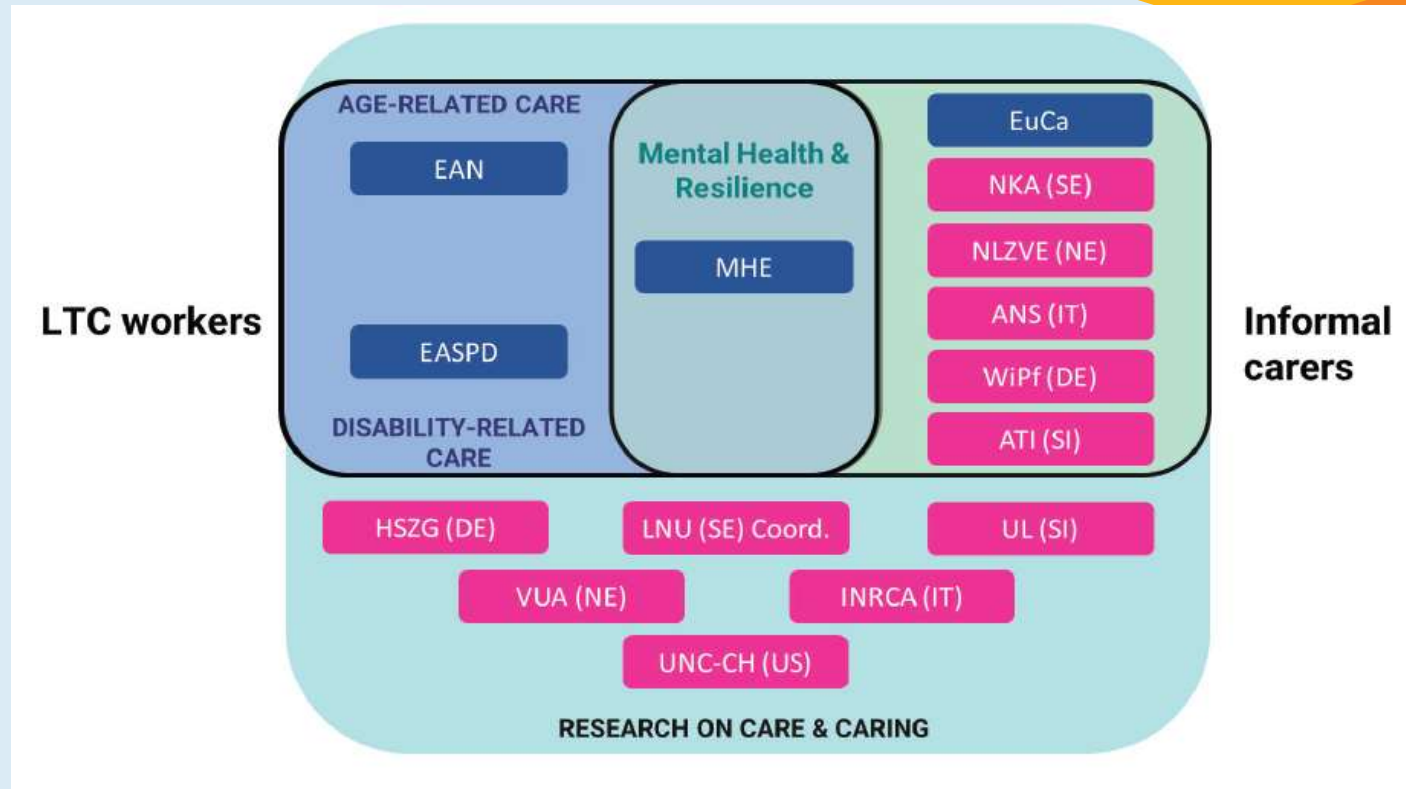
# WELL CARE Horizon Europe project overview

Project number	101137468
Project name	Investing in the mental wellbeing and resilience of long-term care workers and informal carers through the identification, evaluation and promotion of good practices across Europe
Project acronym	WELL CARE
Destination	4 - Ensuring access to innovative, sustainable and high-quality health care
Call	HORIZON-HLTH-2023-CARE-04: Ensuring access to innovative, sustainable and high-quality health care (Single stage)
Topic	HORIZON-HLTH-2023-CARE-04-02: Resilience and mental wellbeing of the health and care workforce
Type of Action	RIA
Project starting date	1 January 2024
Project duration	48 months
Total budget	5.999.895,00 Euro

Project website: <https://wellcare-project.eu/>



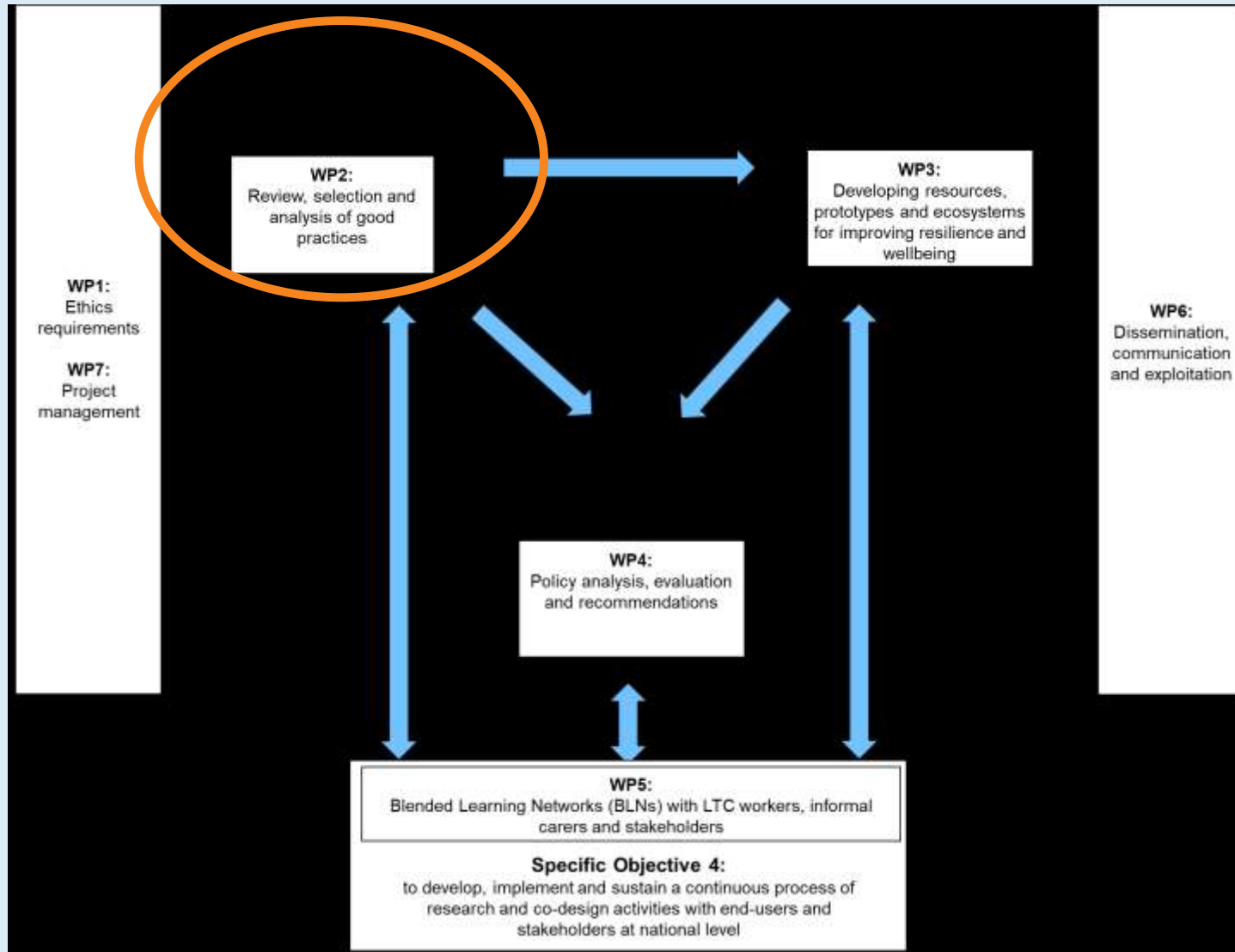
# Consortium



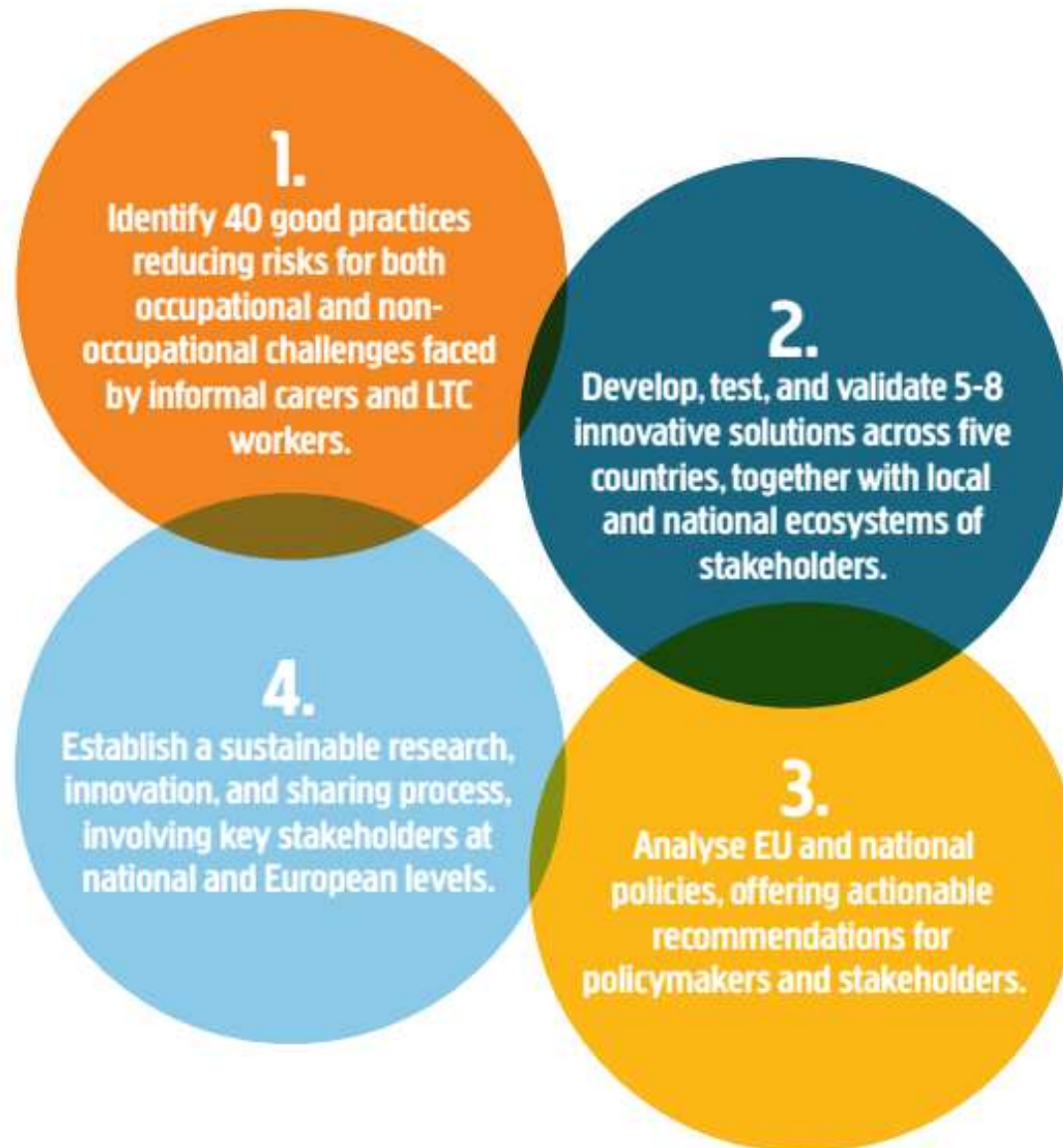
- ✓ 6 research partners
- ✓ 4 non-governmental organisations (NGOs) and 1 knowledge translation centre with longstanding experiences in informal care and LTC
- ✓ 4 European NGOs advocating for mental health, LTC workers, informal carers, and care providers, with over 350 national/regional member organisations across the continent



# WELL CARE PERT chart



# 4 concrete objectives to transform LTC



# **WP2 Review, selection and analysis of good practices: aims, activities, main findings**



# WP2 main objectives and tasks

- **To identify, investigate and analyse good practices** of innovative solutions supporting LTC workers' and/or informal carers' resilience and mental wellbeing in 5 European countries

## WP2 Tasks

- **Task 2.1: *Systematic review of scientific and grey literature (M1-9)***
- **Task 2.2: *Methodology for selection criteria and data reporting tools (M10-12)***
- **Task 2.3: *Selection, analysis and report of good practices, evidence and data (M13-24)***



## Task 2.1: Systematic review of scientific and grey literature

- **To identify practices implemented in European contexts, also with a specific focus on the 5 European partner countries and those developed or adapted after the COVID-19 outbreak**
- **To identify potential existing databases, websites, repositories (e.g. EU Public Health Best Practice Portal) already collecting good practices, evidence and data in the field**



# Main findings

- **Wide number of selected articles (139) and collected practices (103)**, focusing on interventions aimed to promote LTC workers and (mainly) informal carers' resilience and mental wellbeing
- **Care recipients are mostly older people aged 65 years and over**, who present often cognitive or psychological/mental health problems
- Among the various settings, **a significant number of practices are performed outside healthcare facilities**
- **Promising inputs of selected practices for fostering care partnerships**



# Task 2.2: Agreed selection criteria

- To identify and define shared and agreed inclusion criteria to be used to assess whether a practice implemented in LTC organisations/settings or in informal care working contexts can be considered as a good practice
- The criteria to review and select best practices for the EU Public Health Best Practice Portal, have been used and then adapted

✓ 3 Blocks of criteria (General, Core, Qualifier)

✓ 12 Criteria

✓ 20 sub-criteria



## Task 2.3: Selection, analysis and report of good practices

- **23 Expert interviews**

- ✓ To gather opinions, insights and knowledge mainly concerning: a) other existing (potential) good practices; b) drivers and barriers, suggestions and recommendations

- **Reporting good practices** (*40 in Europe*)

- ✓ To select/identify and report findings, evidence and data of good practices at country level implemented in informal care contexts and/or in LTC organisations of (ideally) different settings

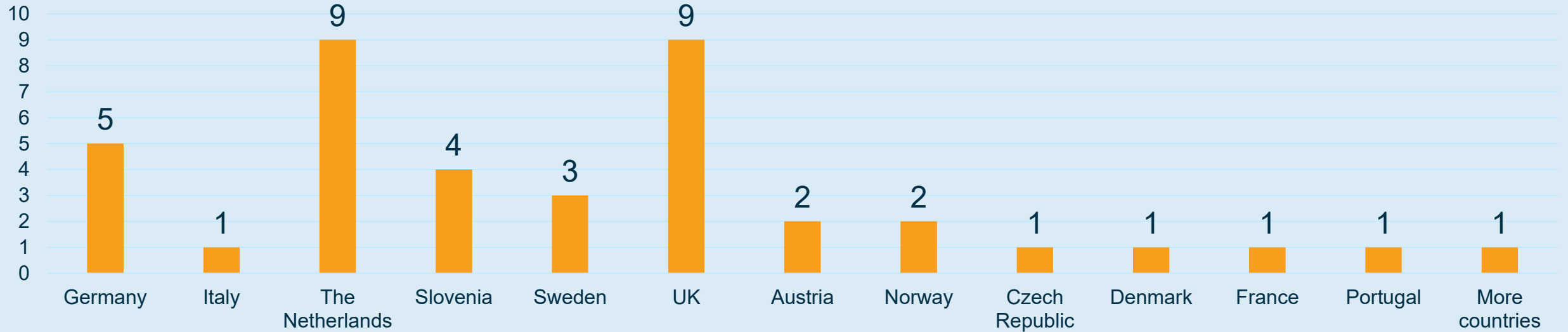


# Main results of the evaluation process

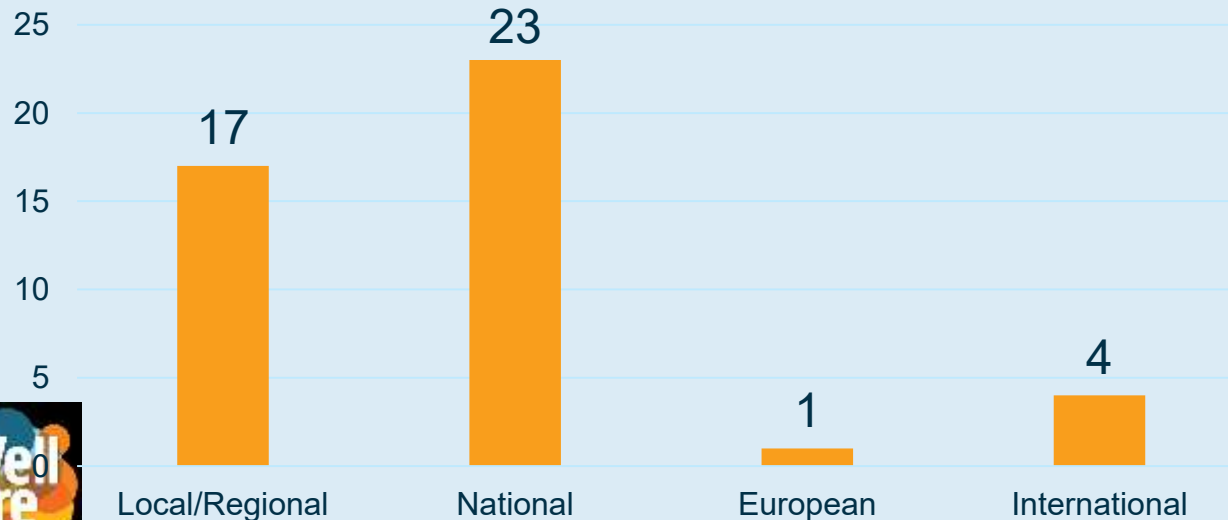
Practices	SLR	GLR	Total
Total	134	119	
Not relevant	5	15	20
Relevant	129	104	233
Good Practices (GP)	80	90	
Fostering Care Partnerships (FCP)	30	51	81
GP & FCP	28	46	



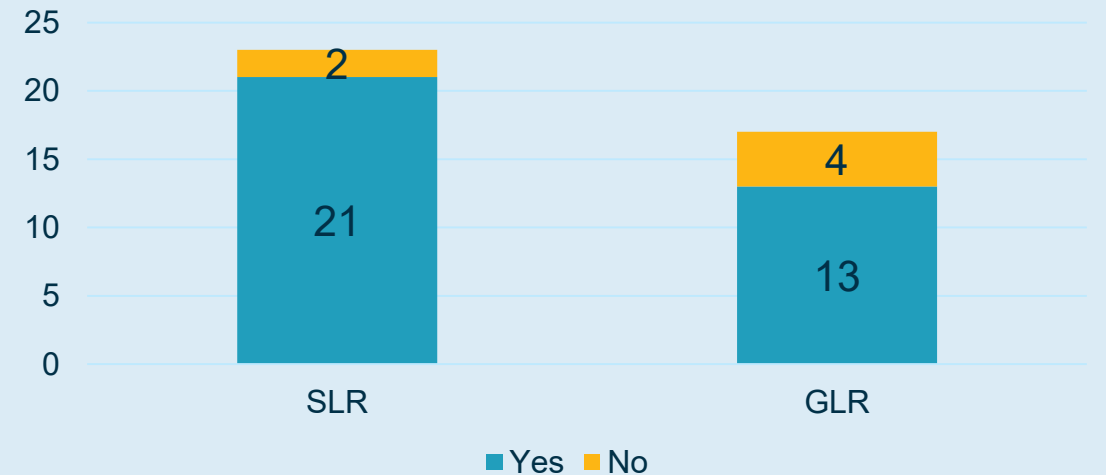
## Top 40 ranked good practices, by country of implementation (a.v.)



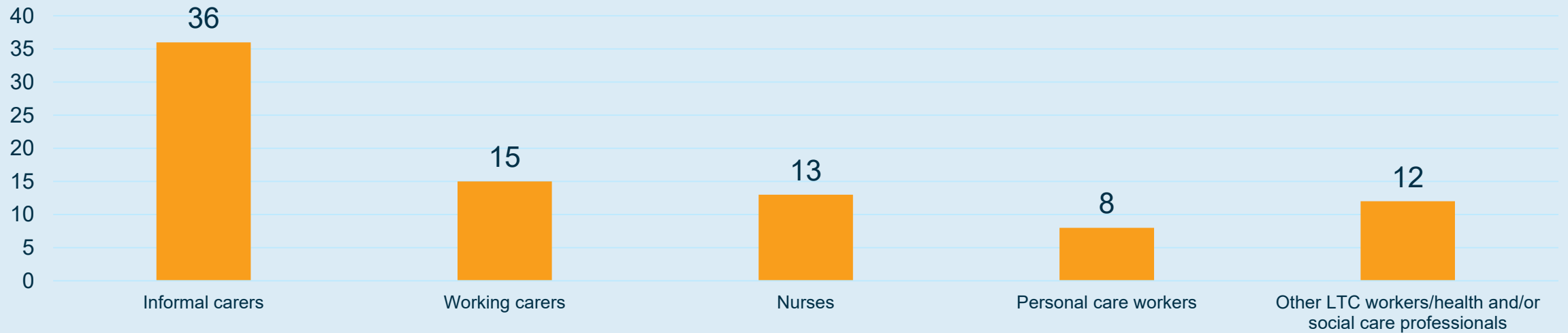
## Top 40 ranked good practices, by geographical coverage (a.v., multiple responses: total=45)



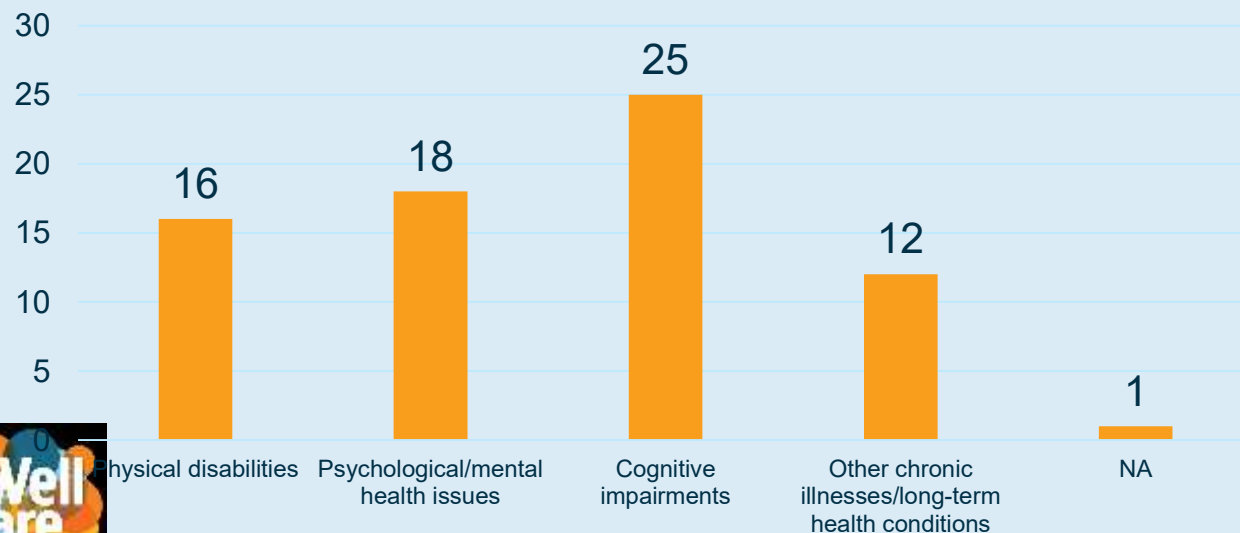
## Top 40 ranked good practices, by dataset (SLR and GLR) and care partnerships (number of practices with care partnerships sub-criteria met or not)



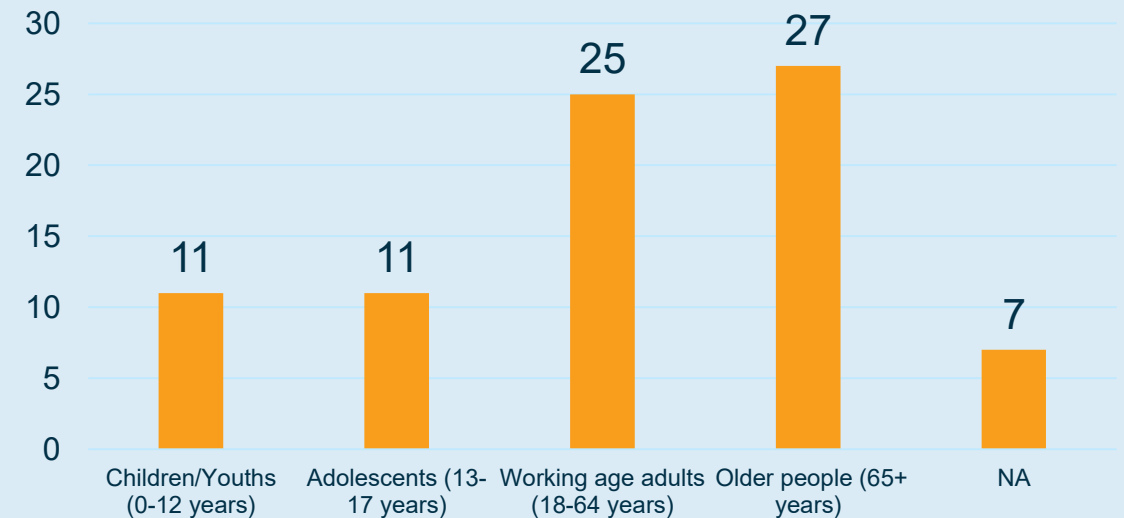
## Top 40 ranked good practices, by target group (a.v., multiple responses: total=84)



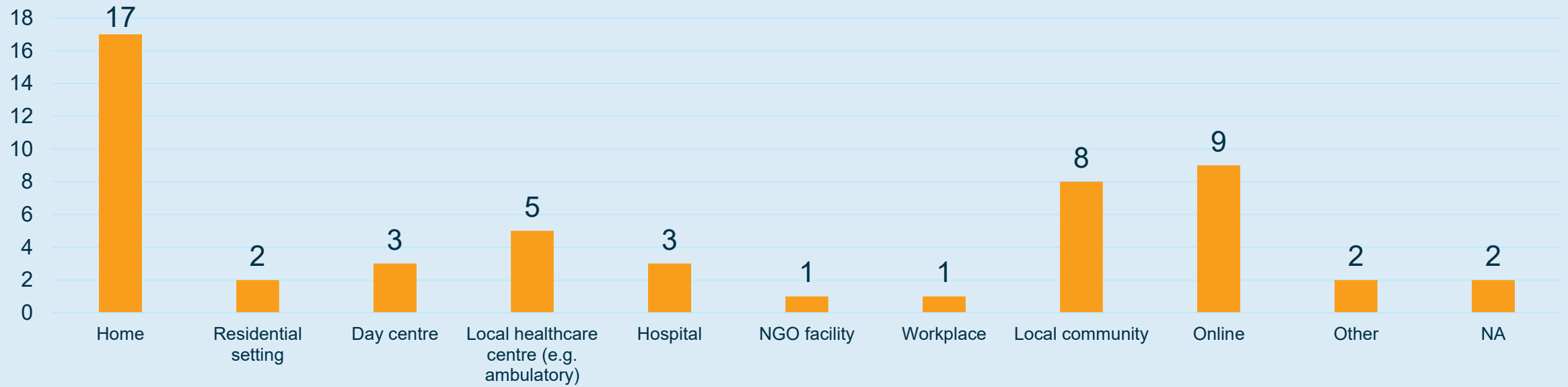
## Top 40 ranked good practices, by health problems of the care recipients assisted (a.v., multiple responses: total=72)



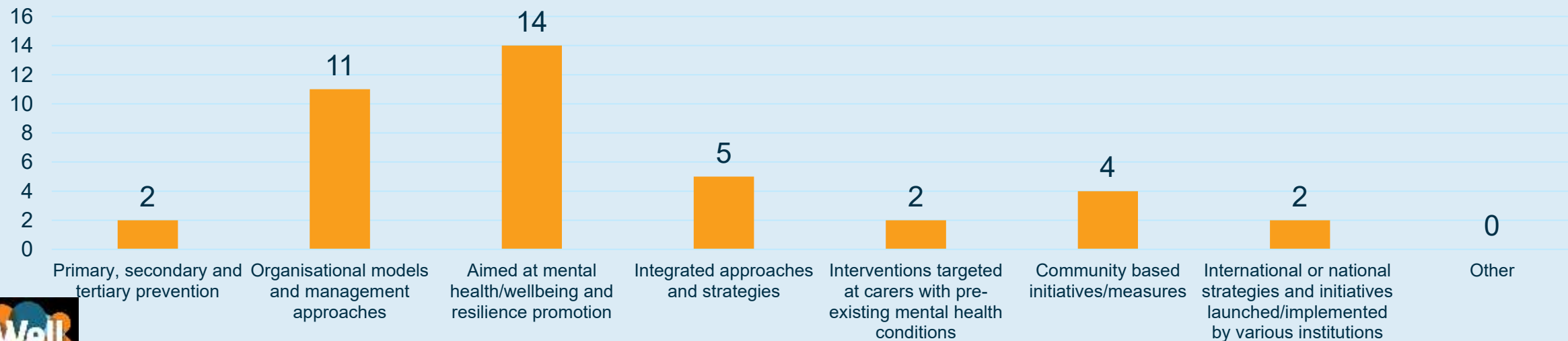
## Top 40 ranked good practices, by age of the care recipients assisted (a.v., multiple responses: total=81)



## Top 40 ranked good practices, by implementation setting (a.v., multiple responses: total=53)



## Top 40 ranked good practices, by typology (a.v.)



# Summary remarks

- The evaluation process resulted in **170 practices classified as good practices**, mainly implemented in the five partner countries (57.6%)
- **Common main features of both the overall collected practices and the top 40 good practices**
- **85%** (i.e. 34 out of 40) **have the potential** (with different gradients and characteristics) **of fostering care partnerships**
- **Available a wide *répertoire* of good practices** which help to **inform the subsequent work activities in the project**, e.g. development of solution prototypes (WP3), policy recommendations (WP4) and broader project dissemination activities (WP6)

# Deliverable 2.1



## Annex G: Templates reporting findings of the 40 selected good practices

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## Task 2.3: Case studies

- **Each partner carried out 2 case studies of good practices (identified in accordance with BLNs) implemented in their country (10 in total)**
- **2-4 Interviews or 1 focus group with Key Informants of the selected practice for the case study, such as:**
  - LTC workers/informal carers' employers
  - HR managers
  - Health, care and mental health organisations representatives
  - Trade unionists
  - LTC workers
  - Informal carers



**Desk search, analysis of documents** shared by Key Informants

# Good practices chosen for the in-depth case studies

No.	Country BLN	Good practice	Short description	Foster care partnerships
1	DE	Care and Live	Psychosocial counselling for informal carers	No
2	DE	Familial Care	Training and counselling for informal carers	Yes
3	IT	Standard Format for the Individualised Care Plan (PAI)	A professional team plan the care with the care recipient and their informal carer	Yes
4	IT	Community Houses	An integrated organisation model	Yes
5	NL	Community Circles	Support by a limited group of neighbours	Yes
6	NL	Colourful Relief	Home support with an intercultural consultant	Yes
7	SI	Family Carers Training	A course and a volunteer self- help group for informal carers	Yes
8	SI	E-Qalin - Quality Management Model	A care quality system with the care recipient in the centre	No
9	SE	Assertive Community Treatment (ACT)	Comprehensive care and support by multi-professional teams from different sectors	Yes
10	SE	Carers' Outcome Agreement Tool (COAT)	Structural assessment, support and evaluation of informal carers' needs	Yes

## Care and live



- An online psychological counselling service for informal carers
- The service is free of charge, provided by trained psychologists, and can also be used anonymously, which makes it especially low-threshold and accessible
- It focuses on individual sessions that support carers in coping with stress, emotional strain, and crisis situations in the care process
- The intervention contributes significantly to the mental wellbeing and resilience of family carers. The service is available nationwide and financed through statutory health insurance funds



## Standard Format for the Individualised Care Plan (PAI)



- The PAI is a tool used by all public, social and health services in the Emilia-Romagna Region to identify the needs of dependent persons, formally recognise informal carers (distinguishing between main and substitute carers), and assess their needs
- Its purpose is to develop an Individualised Care Plan providing support for both the dependent person and the informal carer
- A key innovation is the structured assessment of the informal carer, with particular attention to emotional stress and psychological needs, enabling a formal recognition of the family/informal carer together with an assessment and documentation of their needs and health risks so that a personalised support intervention can be designed
- Recently, a national legislation aimed at reforming policies for older people mentions PAI as a tool for a nationally unified multidimensional assessment. Nonetheless, a national standard format has yet to be developed for this purpose

## Colourful Relief



- This is a culturally sensitive program offering in-home support, weekend respite care, Saturday respite group, and intercultural consultancy and trust-building to families, particularly those with a migration background, caring for young adults with intellectual disabilities at home
- Families are supported in navigating the care system in a way that respects their language, culture, and values
- The programme also includes training and workshops for care teams (led by the “intercultural consultant”) on culturally sensitive practices, enabling LTC workers and staff to better engage and improve communication with families

## Family Carers Training



- Training for family/informal carers (18+) of older people with physical/cognitive impairments (65+ and occasionally younger), taking the form of a course lasting eight consecutive weeks, two full hours each section, carried out in groups of 15 to 25 participants. The courses are also attended by nurses, physiotherapists and other professionals
- The course is then followed up in a self-help group, i.e. a local relatives’ club, led by volunteers, providing a permanent space for the exchange of good experiences and for addressing challenges in caregiving; meetings are usually held once a month for two hours at the same place and time as the course
- It aims to improve capability of informal carers to provide good care, improving their resilience and mental wellbeing



### **Carers Outcome Agreement Tool (Sweden)**

- A structured tool consisting of four questionnaires for co-developing, planning, monitoring, and evaluating/accessing personalised support for and with informal carers of people with any LTC needs and of all ages, by carer advocates/LTC workers working in the municipality
- It offers a structured method for documentation, follow-up, and evaluation of support interventions for informal carers, and aims to reduce their workload and stress

### **Assertive Community Treatment (ACT) Teams**

- ACT is a treatment form in which active outreach multidisciplinary teams provide comprehensive and holistic early support to people with serious mental illness and complex care needs living at home, to prevent deterioration of their condition and re-hospitalisation and promote sustained community living, also reducing their informal carer's stress and workload



# Deliverable 2.2

## WELL CARE

Investing in the mental wellbeing and resilience of long-term care workers and informal carers through the identification, evaluation and promotion of good practices across Europe

## D2.2

### Final report on 10 in-depth case studies in 5 European countries

version 1.0

#### Project details

Project acronym	WELL CARE	Start / Duration	1 January 2024 / 48 Months
Project number	101137468	Topic	HORIZON-HLTH-2023-CARE-04-02
Type of Action	RIA	Coordinator	Linnaeus University (Sweden)
Contact persons	Principal investigator: Elizabeth Hanson, <a href="mailto:elizabeth.hanson@lnu.se">elizabeth.hanson@lnu.se</a> Project manager: Francesco Barbabella, <a href="mailto:francesco.barbabella@lnu.se">francesco.barbabella@lnu.se</a>		

#### Annex 5: Templates reporting the complete 10 case studies

Good practice	Country
1. Care and Live (pflegen-und-leben.de)	DE 1
2. Familial Care (Familiale Pflege)	DE 2
3. Standard Format for the Individualised Care Plan (PAI) (Format Unico per il Piano Assistenziale Individualizzato - PAI)	IT 1
4. Community House (Casa della Comunità)	IT 2
5. Community Circles (Voorzorgcirkels)	NL 1
6. Colourful Relief (Kleurrijk Ontzorgen)	NL 2
7. Family Carers Training (Usposabljanje za družinske in druge neformalne oskrbovalce)	SI 1
8. E-Qalin - Quality Management Model	SI 2
9. Assertive Community Treatment (ACT)	SE 1
10. Carers' Outcome Agreement Tool (COAT)	SE 2



# Partners



**Linnæus University**  
(Project coordinator)



University of Ljubljana



Funded by the European Union (Grant Agreement no. 101137468). Views and opinions expressed are however those of the authors only and do not necessarily reflect those of the European Union or the Health and Digital Executive Agency. Neither the European Union nor the granting authority can be held responsible for them



Funded by  
the European Union

# Thank you for your attention

**Marco Socci**

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## 14. Financial matters

- a. Financial balance 2025
- b. Auditors report 2025
- c. Budget 2026

Membership invoices – in May 2026

# Financial balance 2025

COSTS	PROPOSAL 2025	REALITY 2025
Office supplies	500 €	612 €
Booklets, printed materials	2 500 €	64 €
Marketing materials	2 000 €	592 €
EB/GA/WG costs	35 000 €	40 615 €
Translations + language corrections	300 €	300 €
Website + Internet services	750 €	1 041 €
Bank charges	50 €	16 €
EAN membership in other organisations	8 200 €	3 705 €
Write-offs (membership fees)	- €	- €
Office management, rent	29 400 €	30 574 €
Certificates management	1 500 €	737 €
EU-Executive consultant expenses	32 550 €	32 550 €
Accounting services	2 000 €	1 925 €
Projects participation	11 000 €	27 283 €
Other	1 000 €	221 €
MSD project - Marcel Smeets costs	- €	6 850 €
Exchange rate loss	- €	203 €
<b>TOTAL</b>	<b>126 750 €</b>	<b>147 288 €</b>
REVENUES	PROPOSAL 2025	REALITY 2025
Membership fees EAN	65 000 €	78 590 €
Certificartes + accreditations	6 000 €	8 362 €
Arjo partnership	15 000 €	15 000 €
Hartmann sponsorship	15 000 €	15 000 €
SAMSIC partnership	10 000 €	10 000 €
P+G partnership	14 500 €	14 500 €
Other	2 000 €	146 €
MSD project	- €	6 850 €
Exchange rate gain	- €	278 €
E-Qalin		- €
<b>TOTAL</b>	<b>127 500 €</b>	<b>148 726 €</b>
<b>BALANCE</b>	<b>750 €</b>	<b>1 438 €</b>

# Projects costs & revenues 2025

## Summary of Project Costs and Revenues - YEAR 2025

Project	Traveling costs	Administration costs	Wages	Revenues (EU grant)	Financial balance (EAN cofinancing)
EldiCare 2.0	974,81 €	2 719,87 €	74 770,30 €	63 670,30 €	- 14 794,68 €
WellCare	2 769,17 €	2 977,96 €	27 158,59 €	32 905,72 €	- €
Care4Elders	- €	- €	21 399,52 €	17 119,62 €	- 4 279,90 €
Care4Skills	1 102,83 €	- €	39 941,47 €	32 835,44 €	- 8 208,86 €
	- €	- €	- €	- €	- €
<b>Total</b>	<b>4 846,80 €</b>	<b>5 697,84 €</b>	<b>163 269,88 €</b>	<b>146 531,07 €</b>	<b>- 27 283,45 €</b>

# Audit Report for 2025

We have made the audit of the accounts, the profit and loss and the financial statement on 31 December 2025. The profit for the financial year is + 1 438 euros.

We suggest that General Assembly approve the annual accounts and financial statement on 31 December 2025 and grant discharge to the Treasurer and the Executive Board.

Naples 6<sup>th</sup> May 2026

Arja Kumpu  
Auditor

Edgar Führer  
Auditor

**Auditors  
report  
2025**

# Budget 2026

COSTS	PROPOSAL 2025	REALITY 2025	PROPOSAL 2026
Office supplies	500 €	612 €	1 000 €
Booklets, printed materials	2 500 €	64 €	1 500 €
Marketing materials	2 000 €	592 €	1 000 €
EB/GA/WG costs	35 000 €	40 615 €	42 000 €
Translations + language corrections	300 €	300 €	300 €
Website + Internet services	750 €	1 041 €	1 000 €
Bank charges	50 €	16 €	100 €
EAN membership in other organisations	8 200 €	3 705 €	4 000 €
Write-offs (membership fees)	- €	- €	- €
Office management, rent	29 400 €	30 574 €	29 700 €
Certificates management	1 500 €	737 €	1 000 €
EU-Executive consultant expenses	32 550 €	32 550 €	32 550 €
Accounting services	2 000 €	1 925 €	2 000 €
Projects participation	11 000 €	27 283 €	21 000 €
Other	1 000 €	221 €	500 €
MSD project	- €	6 850 €	11 000 €
Exchange rate loss	- €	203 €	200 €
<b>TOTAL</b>	<b>126 750 €</b>	<b>147 288 €</b>	<b>148 850 €</b>

REVENUES	PROPOSAL 2025	REALITY 2025	PROPOSAL 2026
Membership fees EAN	65 000 €	78 590 €	78 000 €
Certificartes + accreditations	6 000 €	8 362 €	8 500 €
Arjo partnership	15 000 €	15 000 €	15 000 €
Hartmann sponsorship	15 000 €	15 000 €	15 000 €
SAMSIC partnership	10 000 €	10 000 €	5 000 €
P+G partnership	14 500 €	14 500 €	15 000 €
Other	2 000 €	146 €	200 €
MSD project	- €	6 850 €	13 105 €
E-Qalin	- €	278 €	- €
Exchange rate gain	- €	- €	- €
<b>TOTAL</b>	<b>127 500 €</b>	<b>148 726 €</b>	<b>149 805 €</b>

<b>BALANCE</b>	<b>750 €</b>	<b>1 438 €</b>	<b>955 €</b>
----------------	--------------	----------------	--------------

# 15. Housing and Living Environment of older people

**New EAN working group**

**Didier Sapy**

**Marcel Smeets**



[www.ean.care](http://www.ean.care)

EUROPEAN  
AGEING  
NETWORK

Working group

*LIVING ENVIRONMENTS*

Didier. Sapy & Marcel Smeets

Naples, 6 May 2026

**WWW.EAN.CARE**

## Purpose of the working group

- to explore how housing, care settings, community infrastructure, and technology
- can jointly create environments that meet expectations and support healthy ageing, dignity, autonomy, and social participation,
- while also ensuring high-quality working conditions for formal and informal carers.

## Therefore providing a platform to:

- exchange innovations and good practices
- identify, study, review and develop promising models of caring communities
- explore links between housing, care and community infrastructure
- contribute to EAN LTC2030 priorities
- support EU-level advocacy and policy development

Focus on “ageing in place”

With a balanced approach between “hardware” and “software”:

The hardware dimension includes:

- housing design, interior and accessibility built environment and infrastructure
- neighbourhood and community design
- mobility and transport
- technology and digital infrastructure
- energy-efficient and sustainable buildings

The software dimension includes:

- care models and service integration
- person-centred approaches
- community-based support and caring communities
- prevention and early intervention
- workforce organisation
- informal care and family support
- coordination across services

## Working method

- Develop an EU inventory of best practices
- Develop an EAN vision on living environments
- Identify the place of future care and nursing homes

## Planning

- digital meetings (Dec, Feb, 23 June) and F2F (October) meetings
- Desk-study based on AI assessment
- EAN Questionnaire (Oct-Nov)
- Vision development (end 2026)
- Final report (end 2026 / beginning 2027)

# 16. Global Ageing Network

## a. Chart of Rights for older persons



**Submission to the Independent Expert on the Enjoyment of All Human Rights by Older Persons**

Call for Input: Business and the Human Rights of Older Persons

Submitted by: Global Ageing Network (GAN)

Focus: Perspective of providers of care, housing, health, and services for older persons

Date: 30 January 2026



## United Nations & Advocacy:

**Bill Smith**, Chair of the NGO Committee on Ageing, provided an update on the 63rd Commission for Social Development (CSocD) and the upcoming 5th review of the Madrid International Plan of Action on Aging (MIPAA) review. A major push is underway for a **UN Convention on the Rights of Older Persons**, with work moving to the Human Rights Council in Geneva. The UN wants to hear from seniors and encourages them to articulate their needs. **Vic Rayner** will speak at the United Nations as part of the **International Day of Older Persons in October 2026**. Board members are encouraged to mobilize their national networks to ensure that care and support systems are recognized and prioritized as human rights issues.

# 17. European Social dialogue in Social services

Sylvain Renouvel

- a) Federation of European Social Employers (FESE)  
introduction
- b) ELA activities on Long-term care





# European Social dialogue in Social services





# Programme

- The Federation of European Social Employers
- Sectoral Social Dialogue Committee for Social Services
- Projects supporting social dialogue, working conditions and capacity building
- European Labour Authority campaign on LTC






# Who are the Social Employers?





# The Social Employers

- The voice of **social services employers** at EU level
  - We define social services as care and support for older adults, persons with disabilities, children, and other disadvantaged persons.
  - Our Objectives are to:
    - Strengthen the position of employers in social services
    - Guide & influence European legislation
    - Establish common positions and negotiate with European Trade Unions (European Social Dialogue)
    - Stimulate the exchange of promising practices
- 

# The Social Employers' timeline

2012-2017

- PESSIS projects - mapping of existing structures and capacity building

Oct 2017

- Creation of the Federation of European Social Employers

2017-2023

- Further capacity building projects
- Close and fruitful cooperation with EPSU

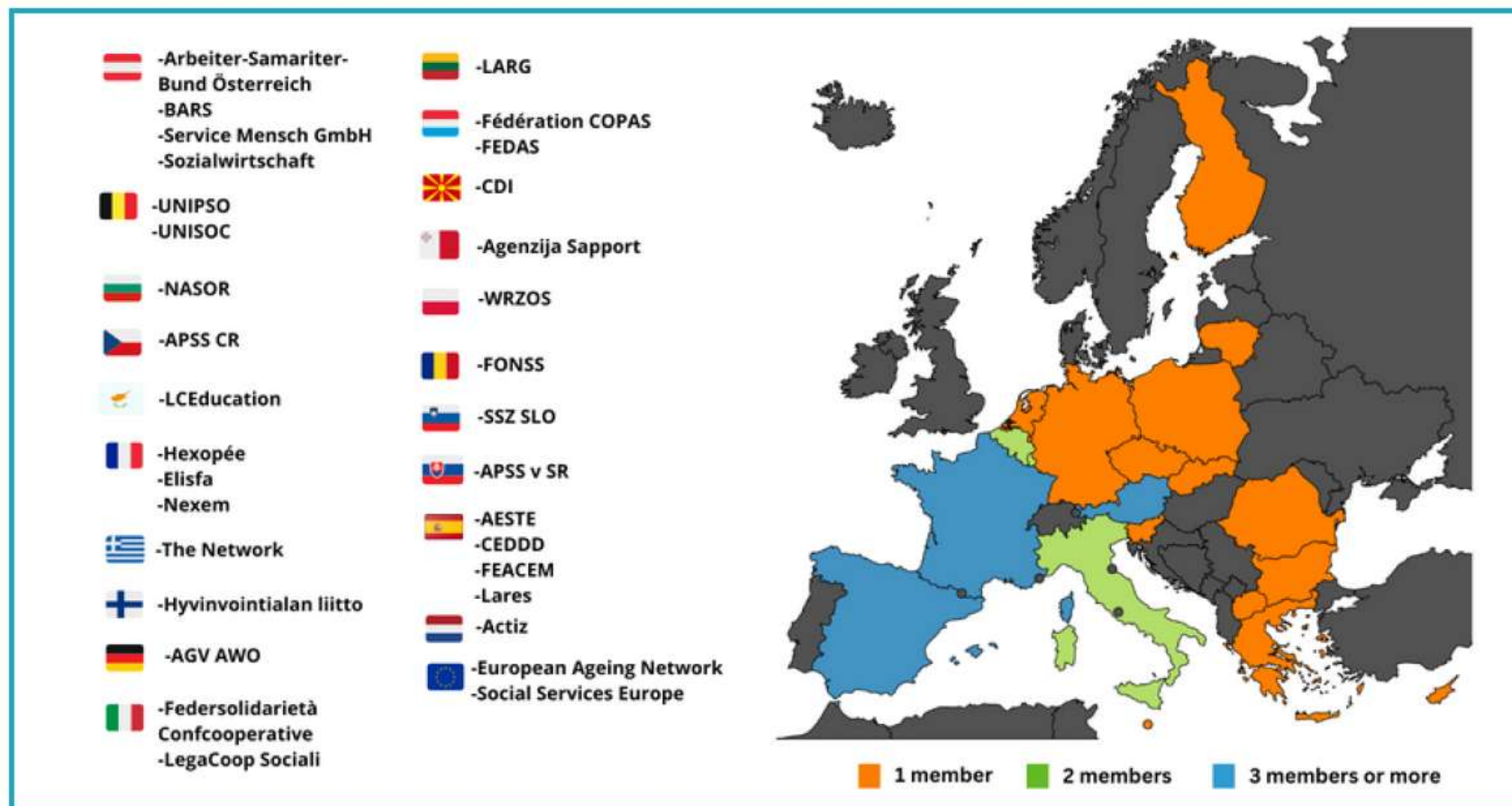
July 2023

- Sectoral Social Dialogue Committee formally established by the European Commission

June 2025

- Framework of Actions on Retention & Recruitment in Social Services jointly adopted by the Social Employers & EPSU

# Membership: 34 members in 20 countries






# July 2023 - Creation of the Sectoral Social Dialogue Committee for Social Services





# Scope

- NACE codes:
    - 87 Residential care activities
    - 88 Social work activities without accommodation
  - Service providers mostly part of the Social Economy
  - 10 million workers in the EU
  - 82% are women
  - Paid 20 % under the average
- 

# Sectoral Social Dialogue (Social Services)



# What do Social Partners do? (1/2)

## 1. Negotiations

<b>Categories of texts and outcomes of European sectoral social dialogue</b>		
<b>Category of texts</b>	<b>Sub-categories</b>	<b>Follow-up measures</b>
<b>Agreements</b>	Implementation by directives Implementation by social partners (Article 155)	Implementation reports
<b>Process-oriented texts</b>	Framework of actions, guidelines, codes of conduct, policy orientations	Follow-up reports
<b>Joint opinions and tools</b>	Declarations, guides, handbooks, websites, tools	No follow-up clauses Promotional activities



# What do Social Partners do? (2/2)

## 2. Influence


According to EU treaties, for any initiative in the social field, the Commission;

- **Can** consult civil society organisations
  - **Must** consult social partners
- 



# What do the Social Partners discuss?

A draft work programme for 3 years with 4 key topics

1. Retain and attract social services workers (diversity - job evolution - working conditions)
  2. Capacity building (support national social partners and social dialogue)
  3. Public procurement
  4. European Care Strategy follow-up
- 



# Joint Outcomes & Contributions

2026

Contribution to the EC skills portability initiative

2025

Social Dialogue Outcome – [Framework of Actions on Retention and Recruitment in Social Services](#)

Joint Contribution – [Contribution from the Social Services Social Partners to the European Commission Consultation on a Quality Jobs Roadmap](#)

2024

Joint Contribution – [European Commission's Action Plan on Labour and Skills Shortages](#)

2023

Joint statement – [European Care Strategy: Member States must act now!](#)





# Framework of Actions on Retention and Recruitment in Social Services

Education and initial training

Welcoming staff

Sufficient staffing levels

Valuing existing staff

Training, lifelong learning

Work life balance

Gender equality and workforce diversity


Occupational Safety and Health

Managing change


Communication

Social Dialogue & collective bargaining





Projects supporting social dialogue,  
working conditions and capacity  
building in social services...



# IWorCon (Aug 2023 – Feb 2025)



- [Report](#) with recommendations on improving working conditions in social services
- Study visits in 6 countries (NL, CZ, FR, ES, AT and BE) to further build capacity for social dialogue and social services employers' organisations
- [Guide](#) on how to create and manage effective employers' organisations in social services

# InGoodShape (April 2025 – March 2027)



1. Follow-up on European Care Strategy implementation regarding workforce
2. Prevent musculoskeletal disorders (MSD) in social services
3. Prevent psychosocial risks (PSR) in social services
4. Capacity Building for employers' organisations and social dialogue (study visits – national events)



# Quality Jobs 4 Care (July 2026-June 2028)

## **1. EU Labour Law Training**

- Increase awareness and improving social partners' understanding of EU legislation related to employee status

## **2. Analysis of Collective Agreement Contents**

- Comparative study of collective agreements across different countries
- Online questionnaire, interviews, data analysis, validation workshop, final analytical report

## **3. On-Site Capacity Building**

- One-day events (RO, PL) with service providers and workers' representatives
- Present findings on collective agreements, discuss capacity-building needs



European Labour Authority:  
Long-Term Care report  
Awareness-raising campaign



# Key points

- How to face the +41 % increase in care needs by 2040
- with an ageing workforce (40% aged 50+)
- in a sector needing strong investment
- how to enforce the mobility of workers



- Link to the [campaign](#)
- Link to the [report](#)



# Thank you for your attention!

For more information:



[www.socialemployers.eu](http://www.socialemployers.eu)



[LinkedIn](#)

[Sylvain.renouvel@socialemployers.eu](mailto:Sylvain.renouvel@socialemployers.eu)



coffee break at 15:00

We start again at 15:25



## 18. Social Services Europe updates

- Aad Koster
- Marcel Smeets
- a) General Block Exemption Regulation (GBER) for Social Services
- b) Public Procurement Directive in LTC



# Current issues Social Services Europe (SSE)

Napoli

6 May 2026

**WWW.EAN.CARE**

# General Block Exemption Regulation (GBER)

- \* European Commission had public consultation on the draft proposal for a revised GBER
- \* Goal is to better use state aid tools for the social service sector and to encourage and enabling public authorities in Memberstates to do so
- \* more possibilities for higher state aid for training and employment of persons with disabilities and disadvantaged workers
- \* old GBER is from 2014, new GBER will be in 2027

# Public Procurement directives revision (PPD)

- \* the revised PPD should establish the use of the Socially Responsible Public Procurement (SRPP) as the default approach for the award of contracts, with recourse to the lowest price or cost criterion permitted only where duly justified by the contracting authority
- \* remove the time limitation of maximum 3 years for certain contracts

# Public Procurement directives revision (PPD)

- \* recognise alternative models to procurement in the social services sector
- \* strengthen (horizontal) social clauses
- \* improve rules on contract modification in the context of inflation or price-revision mechanisms as result of changes in labour law and collective agreements

# Thanks for your attention.

Aad Koster

EAN partners



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# 19. Updates from Europe – short reports from members on national situation



## 20. Miscellaneous & Discussion

NEXT EAN GENERAL ASSEMBLY MEETING:

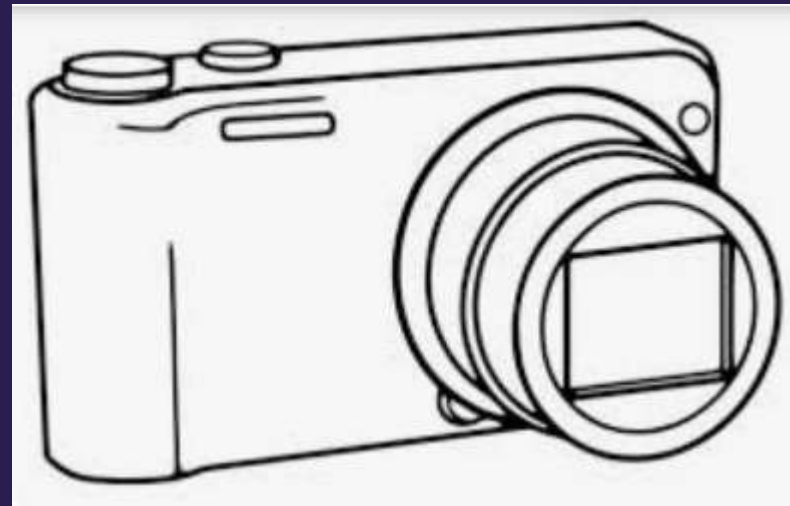
SAVE THE DATE: October 22-23/ 2026  
Warsaw /Poland/



Participation of Mrs Marzena Okła-Drewnowicz (Secretary of State in Chancellery of the Prime Minister, Government Plenipotentiary for Senior Policy).

- October 22 afternoon – workshop / lecture / nursing home visit, joint dinner
- October 23 – full day General Assembly meeting

# JOINT PICTURE



# Thanks for your attention.

Jiří Horecký

Karel Vostrý

Executive Board members

External experts & colleagues

EAN partners



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# 21. Workshop: In Times of Crises – AI & Preparedness as a Solution

*This workshop will explore how AI and digital tools can support long-term care in times of crisis. Participants will gain practical insights and share experiences from different care settings.*

# CANCELLED