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Accessibility, Quality and User Satisfaction in Childcare and Home Care

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Access to childcare and home care services across Europe
Dublin, 19th September 2019

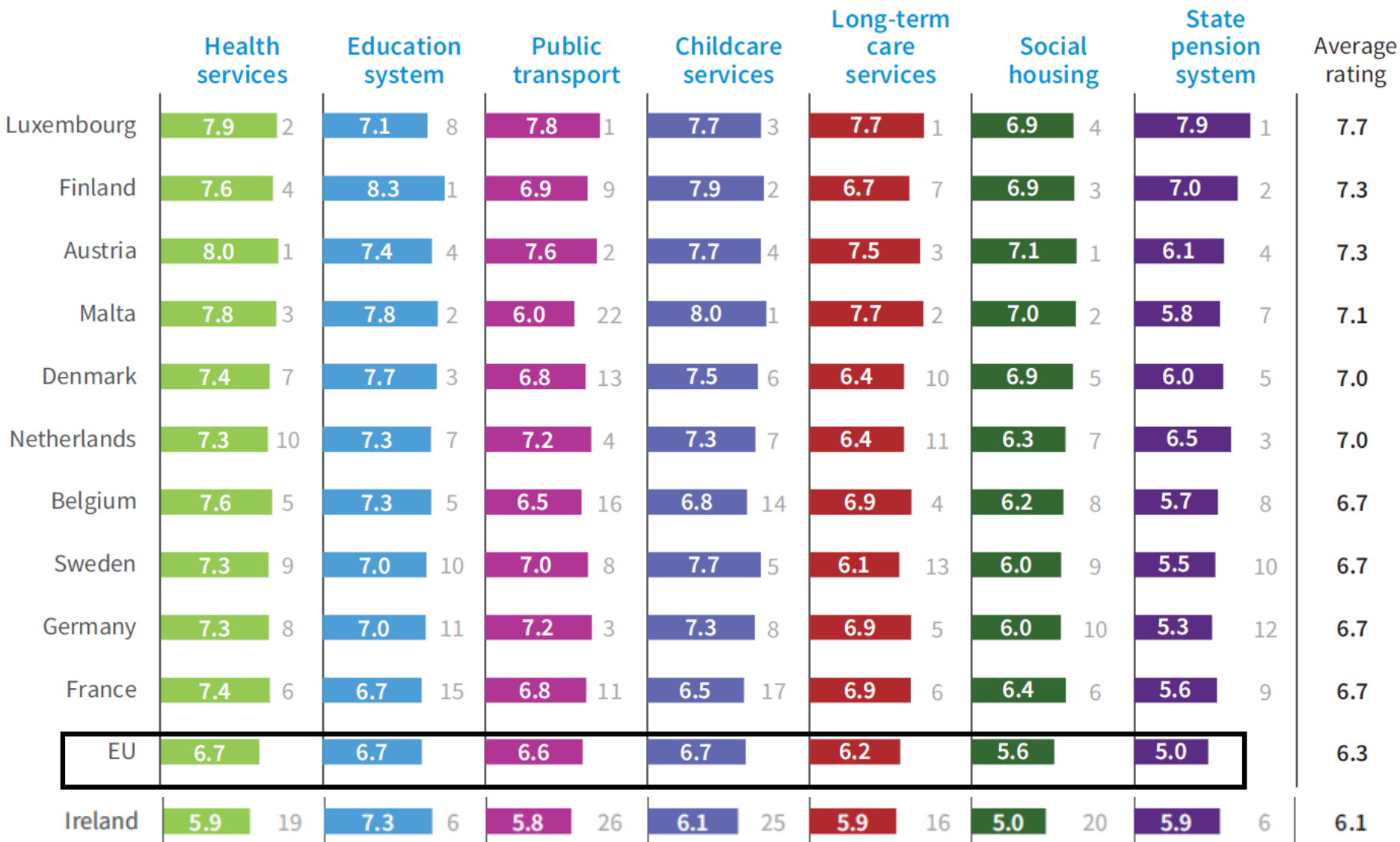
European Quality of Life Survey (EQLS)

Rounds	2003, 2007, 2011 , 2016
Target population	Resident population 18+ years living in private households. 28 EU Member States and 5 candidate countries (AL, ME, MK, RS, TR)
Fieldwork	September 2016 – February 2017
Sample size	Minimum N=1000 Increase in DE (n=1600), UK (n=1300), FR (n=1200), IT (n=2000), TR (n=2000)
Sampling methodology	Random probability sampling: 17 EU and TR (6 individual, 11 address registers) Random route enumeration: 11 EU and 4 CC
Sample stratification	By region and urbanisation level (except MT)
Interview type	Face-to-face, CAPI in all 33 countries; CATI recruitment in SE (and partially in AT) Average duration: 40 min



<https://www.eurofound.europa.eu/eqls2016>

Quality ratings for seven public services

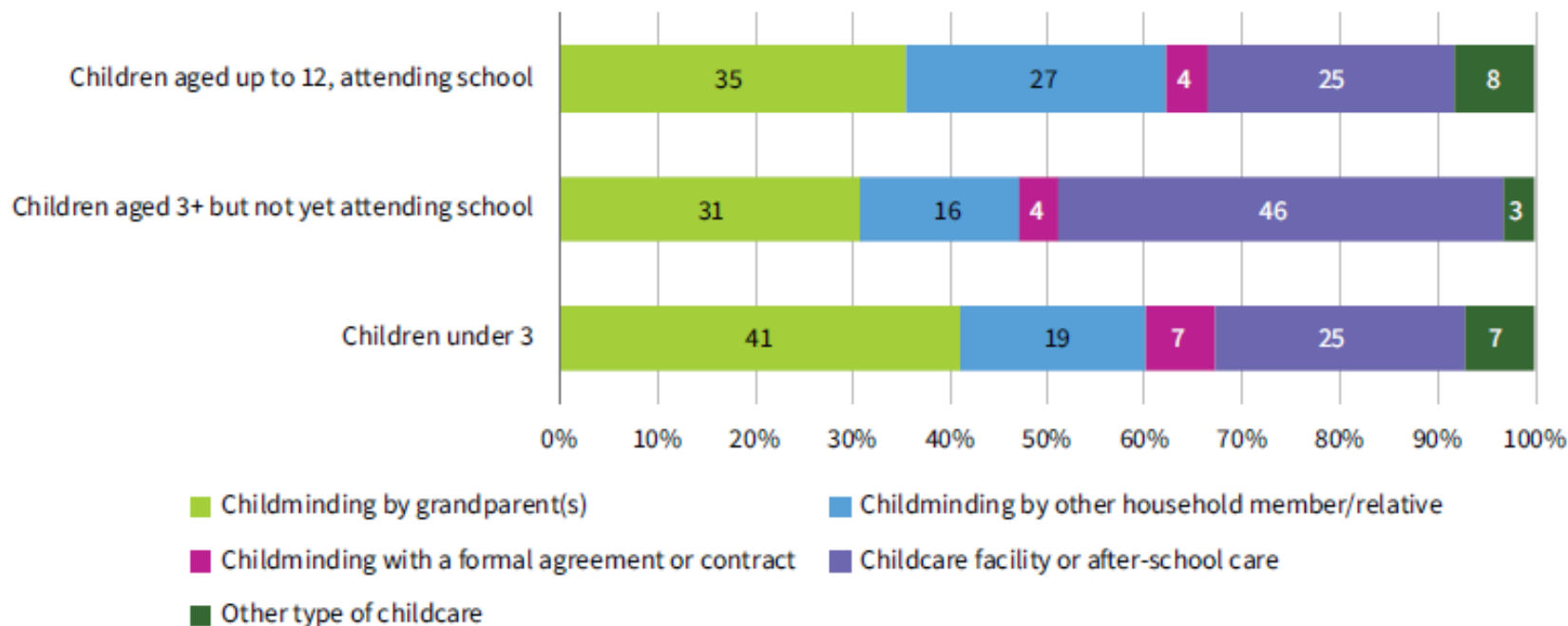


In general, how would you rate the quality of each of the following public services in your country? 1 means very poor quality and 10 means very high quality.

Long term care and childcare in EQLS 2016

- Long term care:
 - Nursing home care
 - Home help or personal care at home
 - Residential care or nursing homes
- Childcare:
 - Childminding by child's grandparent(s)
 - Childminding by other household members or relatives, friends, neighbours or other informal arrangements, such as childminder without a contract
 - Childminding with a formal agreement or contract
 - Childcare facility (e.g. kindergarten, crèche, nursery, playgroup, day-care centre) or after-school care
 - Other

Main type of childcare received by age group, EU28



Notes: The data show prevailing types of care as reported for the youngest child aged 12 or under in households that use some type of childcare. Childcare facility includes kindergartens, crèches, nurseries, playgroups and day-care centres. Not all children are represented and the data do not capture households that do not use any childcare beyond that provided by parents/guardians.

Source: EQLS 2016 (Q78)

Satisfaction with health and care services

‘How satisfied or dissatisfied you were with each of the following aspects the last time that you used the service?’

	Dimension	Primary healthcare	Hospitals	Long-term care	Childcare	Schools
Ratings by service users	Quality of the facilities	7.9	7.8	7.4	8.1	7.7
	Expertise and professionalism of staff	8.0	7.9	7.5	8.2	7.7
	Personal attention given	7.9	7.6	7.4	8.2	7.6
	Being informed or consulted about care	7.8	7.6	7.3	8.1	7.6
Ratings by all respondents	Equal treatment	7.6	7.3	7.1	7.7	7.6
	Absence of corruption	8.1	7.8	7.8	8.2	8.3

Notes: Ratings are based on a 1–10 scale, where 1 means ‘completely disagree’ and 10 means ‘completely agree’.
Source: European Quality of Life Survey 2016.

Perception of fairness and user satisfaction and - LTC

LONG TERM CARE	Equal treatment			Absence of corruption		
	Non user	User	Total	Non user	User	Total
Ireland	7.5	7.5	7.5	6.9	6.7	6.9
EU28	7.1	7.3	7.2	6.7	7.1	6.8

- Service users and those availing of free services have a more positive perception of fairness
- Retired people and those in rural areas have a more positive perception of fairness

LONG TERM CARE	Quality of the facilities	Expertise and professionalism of staff	Personal attention given	Being informed or consulted about care	Average user satisfaction
Ireland *	8.7	8.5	8.2	8.2	8.4
EU 28	7.4	7.5	7.4	7.3	7.4

- Users of home help/ personal care services and those using services free of charge are more satisfied than other service users.
- Users aged over 65 are more satisfied than younger users
- Users in the highest income quartile are less satisfied than users with lower income

Note: Countries with an asterisk have a low number of unweighted counts

Source: EQLS 2016

Perception of fairness and user satisfaction - Childcare

CHILDCARE	Users of formal care services		Users of informal care services		No use of childcare other than by parents or guardians		All respondents	
	Equal treatment	Absence of corruption	Equal treatment	Absence of corruption	Equal treatment	Absence of corruption	Equal treatment	Absence of corruption
Ireland*	7.4	6.4	8.1	6	7.6	7.1	7.7	5.8
EU 28	8,2	7.7	7.7	7.1	7.7	7.4	7.7	7.2

- Respondents with children in childcare facilities gave the highest rating of equal treatment and perceive less corruption

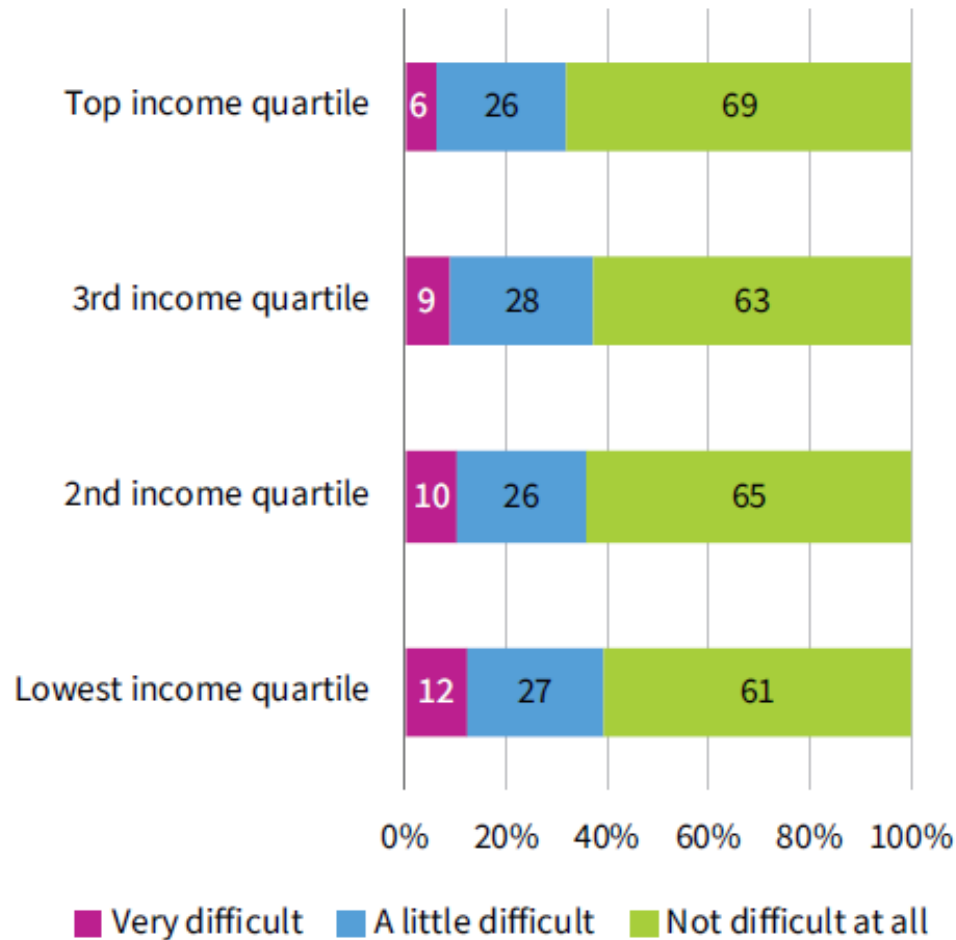
CHILDCARE	Satisfaction with the quality of the facilities	Expertise and professionalism of staff/carers	Personal attention child was given	Being informed or consulted about childcare	Curriculum and activities
Ireland*	9,1	9,1	9,2	9,2	9,1
EU 28	8,1	8,2	8,2	8,1	8,1

- Parents with younger children are more satisfied with formal childcare
- Parents with secondary education have higher satisfaction in most of the quality dimensions than parents with elementary education.
- Families in third and fourth income quartile are associated with higher satisfaction with the quality of facilities.

Note: Countries with an asterisk have a low number of unweighted counts

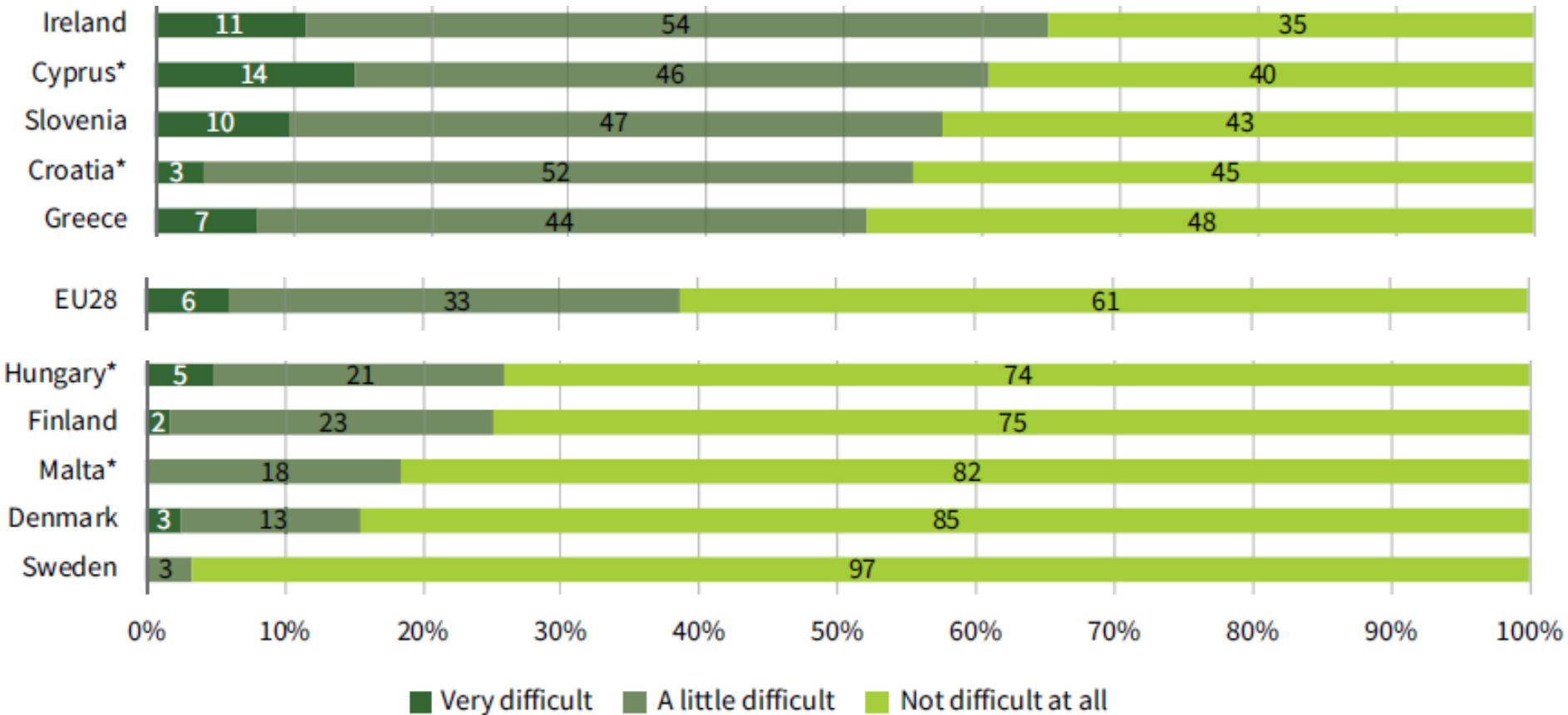
Source: EQLS 2016

Extent to which cost made it difficult to use long-term care services, by income quartile, EU28



Note: Includes replies by those using the services directly or someone close to them using the services.
Source: EQLS 2016 (Q74)

Extent to which cost made it difficult to use formal childcare services, by Member State



Notes: Percentage of users of formal childcare services (for their youngest child aged 12 or under). Countries with an asterisk have an unweighted count below 50.
 Source: EQLS 2016 (Q82)

Conclusion

- A particular source of concern is the fact that long-term care services are perceived to be more corrupt and treat people less equally than in the case of other services.
- The fact that those using services free of charge were more satisfied than users making some type of payment deserves further research at the national level to identify whether this is caused by having different service providers.
- Overall quality rating of childcare services is related to the affordability of services.
- User satisfaction is higher for home care than for nursing homes or residential care centres, especially when it comes to the personal attention given and being informed or consulted about care.
- There is still a large difference between income quartiles regarding the extent to which cost made it difficult to use childcare services.

Thank you!

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- **Quality of health and care services in the EU**
<http://eurofound.link/ef18034>
- **Quality of society in the EU: Challenges and prospects**
<http://eurofound.link/ef19039>

Use of home care services vs GDP per capita by Member State, 2016 (%)



Note: Logarithm of real 2016 GDP per capita from Eurostat (vertical axis); percentage of respondents or someone close to them who used 'nursing care services at your/this person's home' or 'home help or personal care services in your/this person's home', or both (horizontal axis).
Source: EQLS 2016, Eurostat

Quality ratings by type of service and funding (EU 28)

In general, how would you rate the quality of long term care services in your country? Please tell me on a scale of 1 to 10, where 1 means very poor quality and 10 means very high quality

	Free of charge/100% funded	Partially funded	Fully paid by the user
Respondent - nursing care services at your home	7.0	6.6	5.6
Someone close to you - nursing care services at this person's home	6.5	6.2	5.3
Respondent - home help or personal care services in your home	7.1	6.6	6.4
Someone close to you - home help or personal care services in this person's home	6.5	5.9	5.6
Respondent - residential care or nursing home	6.8	6.5	6.6
Someone close to you - residential care or nursing home	6.7	6.1	5.8