Rights-based approach to care and users empowerment

SMARTCARE - Joining up ICT and service processes for quality integrated care in Europe

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Engaging in research on ageing

Promote a pragmatic approach to older people's rights:

- Remove barriers to older people's participation to their family and societal lives which they face due to the combination of functional limitations and/or persisting age stereotypes

- Make older people's perspectives heard and their human rights (equal citizens) respected i.e. meeting individual needs and wishes of older people

A human rights-based approach to long-term care

- Put principles and standards of human rights at the centre of service planning, research and practice

- Empower care's end-users to participate in decisions and determining how to maintain their autonomy, dignity and quality of life

- Help care providers to better understand and respect those rights

SmartCare – AGE's objectives

More efficient LT care and improved quality of life of older people and reduced burden for informal carers:

- Add a user's perspective to the project deliverables and the deployment of SmartCare sites

- Use project findings to promote better care through a comprehensive, proactive and coordinated approach

- Clarify/identify the role of ICT in addressing care needs of older people, incl. those in vulnerable situation

- Build synergies between research and AGE's policy advocacy e.g. creation of Age-Friendly Environments, European Covenant on Demographic Change...

Integrated care – What for

Integrating LT care can benefit both end-users, informal carers and professionals by:

- Ensuring the person-centeredness and overall quality of long-term care

- Optimising the use of the available human and financial resources

- Empowering OP through prevention and rehabilitation to help reduce their health and social care needs, which can potentially reduce pressure on public budgets

- Better support informal cares i.e. reduce burden, offer respite care and trainings

Integrated care – Benefits for end-users

Opportunity for a cultural change in the delivery of care which addresses older patients' demands and expectations for quality and dignity:

'Services for older people in need of care and assistance should be designed and delivered in an integrated manner which reflects the multiple needs, capacities and preferences of the older person and, when appropriate, their families and carers, and which aims to improve their wellbeing.'

WeDO European Quality framework

Integrated care – Benefits for end-users (2)

- **Feeling of safety** – regular monitoring reassures older people i.e. the "system" cares for them, support services also bring peace of mind

- **Feeling of mutual connection** – both strengthening one's network of social connections and motivating families to follow health conditions of their older relatives

- **Feeling of self-empowerment** – regular monitoring has a positive spill-over on the health status and on the feeling of having control over the health condition

Integrated care – Benefits for end-users (3)

- **Prevention and avoidance of hospital admissions** – the adequate support received at the right moment

- **Self-care and involvement of older people** – e.g. through training, use of ICT solutions/devices to take measurements – YET one's health condition may be a barrier

Integrated care – Challenges for end-users

- **Ability to access** personal data varies and requires further improvement and training

- **Lack of ICT skills** can be a barrier – need for user-friendly interfaces

- **Technical obstacles** – availability and reliance of broadband connection e.g. in remote areas

- **Financial accessibility and affordability** – older people on low incomes can have problems in affording ICT tools and internet connection

- **Inclusiveness** – socio-economic bias of the inclusion of end-users and barriers for OP with higher level of frailty and/or more significant social needs

SmartCare – key findings

Way forward to ICT-supported integrated care:

- Regular monitoring of health through ICT improves the feeling of safety of older persons receiving care

- However, **ICT cannot replace personal contact**, but should rather facilitate and complement it and help reduce unnecessary use of services

- **Technology has to assist** in the caring process, not add to the burden of carers or confuse patients

SmartCare – key findings (2)

- Include services for the prevention, rehabilitation and competency of older persons, rather than simply address care needs as they happen i.e. continuum

- Developing integrated, person-centred and efficient care needs should be part of a wider, proactive strategy to address demographic change

- Promote co-creation: involving end-users in the design phase and empowering them through training and enhanced knowledge of ICT-supported care and practical use of devices and tools

>> Ensure comprehensiveness and inclusiveness <<

AGE work on long-term care – way forward

- **Wellbeing and dignity** of older people in need of care and assistance: www.wedo-partnership.eu

- **European Charter** of the rights and responsibilities of older people in need of long-term care and assistance – prevent elder abuse and ensure dignity

- **European Quality Framework** for long-term care services – quality principles and recommendations for their implementation for different target groups and at all levels i.e. quality development, control and labelling tools

AGE work on long-term care – way forward (1)

- **Age-Friendly Environments** – framework to adapt everyday living environment to the needs of the ageing population and active participation

- **Covenant on Demographic Change** – gathering all local, regional and national authorities and other stakeholders committed to cooperate and implement evidence-based solutions to support active and healthy ageing

  ➢ Give further impetus to AFE
  ➢ Connect relevant stakeholders
  ➢ Implement ageing policies comprehensively

  JOIN: http://afeinnovnet.eu/

Thank you!

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