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*Central Baltic INTERREG IV 2007-2013 co-operation programme Project
“Innovative solutions for elder people home care introduction research
results”*

CONCLUSIONS AND PROPOSALS

"The research report reflects author's views and the Managing Authority of the Central Baltic INTERREG IVA Programme 2007-2013 cannot be held liable for the information published by the partners".

Conclusions

Based on results of practical investigation following conclusions should be performed:

1. In both local authorities attitude of seniors about wishes and expectancy before starting to use service "Safety Button" was divided into two fractions. Part of clients utilization of the service unrelated with expectations (Ape-5 clients, Cēsis- 5 clients), but other part of clients (Ape-5 clients, Cēsis-11 clients) mentioned that their wishes and expectancy are related to stronger feeling of security;
2. After the application of the service elderly people in both local authorities feel safer;
3. Seniors in both local authorities their health condition in comparison with the previous study period assess as poorer;
4. Evaluation of daily application of safety button enable to evaluate that clients of Ape local authority carried safety button with them regularly, whereas service users from Cēsu local authority did not take safety buttons with them as only one client does it;
5. When evaluated was the objectivity of the calls, conclusions show that device in both local authorities was utilized mainly to control its functionality instead of to call assistance;
6. Before the use of the safety button main part of elderly clients from Ape municipality (14 clients) their security assessed as more than unsafe. After they start to use this service they mention that they feel safer;
7. Appraising point of view on aspects and changes of service performance, seniors in both municipalities stressed that use of safety button allows to elderly live as much as possible longer time in their own homes instead of going to live in old-people's homes;
8. Evaluating the service of safety button service users from both local authorities wished improvements in detection zone and in quality of dialogue with operator due to occasionally poor audibility;
9. All respondents will recommend the service of safety button to other elderly persons;
10. Two different points of view occur about the payment of service. One part of respondents will be able to pay ourselves for the service, but only with condition that payment will be adequate. Other part of respondents did not want to pay for the service themselves;
11. Seniors have no recommendations about the future development of the service;
12. Elderly clients willingly would continue to try out other technologic products and services (electronic medicine management system, optical smoke detector) if it will be available free of charge;
13. Seniors consider that safety button service is a good and useful service and are willing to utilize it further;
14. Ape and Cēsis local authority social care workers' answers about the expected results of the service shows that expectations, wishes and prognoses of care workers are connected with the improvement of service users safety and operativeness in calling emergency aid, hereto prognoses of respondents are fulfilled;

15. Social care workers unanimously indicate that after the use of particular service patients' safety improves;
16. By evaluating social care workers' points of view about the changes in care aspects after introduction of the service safety button care takers mention that safety button service brings opportunity to clients for a longer time to live in their habitual settings;
17. Analyzing the answers about refinements in service, social care workers in the same way as clients mark off the ability to improve transmitter perceptibility, especially if the client is situated far from stationary device;
18. All social care workers will recommend the safety button service to other people;
19. Social care workers from both local authorities consider that local authority should continue to provide elderly clients with safety button service;
20. Standpoint of social care workers are that service safety button for elderly service users should be free of charge and local authority should pay for this service;
21. Social care workers should gladly continue to advice their clients to test new technologies, specially was mentioned electronic medicine dispenser and smoke detector;
22. Total standpoint of social care workers employed by Ape and Cēsis local authorities about the project and the service is positive;
23. Starting to utilize service "Telephone with Alarm Button" wishes and expectations of clients are linked with the desire for safety and possibility for operability to call first aid;
24. Most part of respondents - 13 respondents (50%) observe that expectations bound with the utilization of the product are approved;
25. Analyzing the answers of clients in connection with the feeling of security, it is concluded that most respondents (9 clients) before felt insecure, but after the service was received they start to feel safer;
26. Respondents stressed that after the use of telephone with the alarm button it will be possible to live independently in their own homes, instead of leaving for old-people's homes;
27. Telephone with alarm button was not used properly as only part of clients (9 clients) had it in accessible distance;
28. Most part of service users (15 clients) telephone with alarm button had used at least once, but mainly it was done in order to check functionality of device as well as four respondents had pressed the button through carelessness;

29. Most part of clients (10 clients) found it difficult to operate telephone, usage of alarm button was not clear for them, it was hard for them to remember operations and operations were complicated for them;
30. Elderly clients note that functions of the telephone should be improved by simplifying them;
31. In spite of some complications in function performance, however, respondents use the telephone as it shows the answers of the most part of the clients (23 clients);
32. Respondents mention that they are not interested to change something in the service of alarm button service;
33. In total all respondents the telephone service with the alarm button assess as positive;
34. Expectations, wishes and prognoses of care workers, when their clients started to use telephones with alarm button, were connected with the possibility for the easy reach of aid and the possibility to contact the client;
35. All prognoses of social care workers in connection with the utilization of the product were approved;
36. 19 social care workers accented that by utilizing telephone with the alarm button it should be possible for a client to stay at home for a longer period neither to move to old-people's home;
37. Service users needed help from the social care workers to help them acquire telephone functions and to replenish the credit;
38. Social care workers are satisfied with the service and are not interested to make changes but they have recommendations how to simplify the functions of the telephone;
39. Social care workers have comprehension about the operation and functions of the telephone with the alarm button and they are able to help their clients;
40. All social care workers will recommend the telephone with alarm service to other people;
41. Social care workers think that local authorities should continue to provide the telephone with alarm service to clients;
42. All social care workers telephone with alarm button service evaluate positively but small changes should be done to simplify functions in order elderly clients can use it more validly;
43. Starting to use the service "Smoke detector" expectations, wishes and prognoses of elderly clients were linked with the intensification of the feeling of safety. By using

the product their wishes were fulfilled and they were not interested to make any changes in utilization of the product;

44. Expectations, wishes and prognoses of social care workers, when their clients started to utilize smoke detector were linked with the intensification of the feeling of safety and during the time of utilization these feelings were proved;
45. Social care workers mention that all clients have improved their feeling of safety while using the smoke detector;
46. Social care workers mark that utilization of smoke detectors in residences of elderly allow them to live in their habitual settings more longer;
47. Social care workers note that clients should not pay themselves for smoke detectors;
48. Elderly clients starting to use the service "Medicine Dispense Box" mention that from the beginning they had no expectancy and wishes about this product;
49. During the utilization of the electronic medicine dispense system six clients observed the time of medication admission; others were less frightened that they can forget about medication intake and their daily life rhythm and health condition have improved;
50. Some clients (3 clients) mentioned that the usage of medication dispense box is complicated and only half of clients (4 clients) will recommend service of electronic medication dispense system to others;
51. Clients consider that service of electronic medication dispense system in total is good and useful and they will be able to use this service further if they have not to pay for this service themselves;
52. Social care workers answering on the question about the electronic medicine dispense box did not promote any prognoses about this service, although mention that medicine admission will possibly improve;
53. All respondents indicate that utilization of electronic medicine dispense box service may help service users to live at their own homes more longer;
54. Most part of social care workers (6 respondents) has opinion that electronic medicine dispense box service in total is positive;
55. Members of Ape local authority put down that it was expected from all services and products to be easy and simple in use and such services would facilitate the communication between social care worker and relatives with the client and client should receive assistance faster as before;

56. Expectations connected with introduction of products have proved, although the standpoint that safety button is used only by some clients exist and it does not allow completely to understand how clients are satisfied with the product;
57. Members of local authority have several suggestions how to improve the quality of security button. Essential recommendations how to improve the quality of security button service is to decrease the distance between the service user and service provider, the possibility for the client for often contacts with service provider and communication about the utilization of the product that will lessen the feeling of fear about the incorrect usage of the product;
58. As a recommendation is mentioned the testing of the products. It allows the service user to get used to product and its functions as well as payment for the services should be lower;
59. Representatives of the local authority mark that clients receiving service "Home care" should get security service button service free of charge as this will improve the quality of the service and client's feeling of safety and comfort;
60. Representatives of the local authority note that previous payment for the service is acceptable but in order to discipline clients and they will undertake responsibility for the use of the product, clients should pay co-payment;
61. Before start the security button service, service users should be psychologically prepared. It will reduce the stress of clients for innovative solutions in order to improve care services;
62. Introduction of sophisticated technologies, services and products in daily care work caring for clients in residential area will fundamentally improve the work of local authority and its cooperation with population;
63. As a negative aspect was mentioned situations when clients will be forced to refuse from the service as they will not be able to pay for it;
64. Outlook of local authorities is that cooperation with partners of cooperation of course should be continued and that may promote the life quality of inhabitants of local authority.

PROPOSALS

SAFETY BUTTON

APE

1. On the question “What would you like to change in alarm (safety) button device?
“ as the main suggestion was mentioned – necessity of wider detection zone that indicates respondents’ lack of understanding about this service. Taking into account the fact that alarm button was pressed only two times in order to call assistance, it will be necessary to perform more detailed training for clients about this service and its utilization.
2. Results of investigation show that feelings of safety for the most part of respondents after they have received alarm button service have improved. For 75% of respondents such service will help to stay in their own homes for a longer time instead of leaving for an old people’s homes. Therefore it will be expediently after the end of the project to provide further this service to clients free of charge.

SAFETY BUTTON

CĒSIS

1. On the question “What would you like to change in alarm (safety) button device?” as the main suggestion was mentioned – necessity for a wider detection zone that indicates respondents’ lack of understanding about this service. Taking into account the fact that alarm button was pressed only once in order to call assistance and only one respondent has carried alarm button with him, it will be necessary to perform more detailed training for clients about this service and its utilization.
2. Results of investigation show that feelings of safety for the most part of respondents, after they have received alarm button service, have improved. For 83% of respondents such service will help to stay in their own homes for a longer time instead of leaving for an old people’s homes. Therefore it will be expediently to continue this service to clients free of charge after the end of the project as clients themselves are not ready to pay for this service.

SMOKE DETECTOR

CĒSIS

1. As to almost all clients, after they have received smoke detector service, safety at home has improved, it will be necessary, after the end of the project, to provide availability of service for further.
2. Only one technical complication in connection with smoke detector was mentioned at time when battery of smoke detector ends. Therefore it will be necessary to provide timely maintenance of device in order to prevent situations when smoke detector misinforms clients.

ELECTRONIC MEDICINE DISPENSE BOX

CĒSIS

1. Taking into account the fact that half of the clients had difficulties in usage of electronic medicine dispense box mainly due to technical reasons associated with the peculiarities of old age, requires longer adaptation period in order the client will be able to change his habits.
2. As the usage of electronic medicine dispense box is possible only in cooperation with social care worker it will be expediently for clients to receive more detailed training about the utilization of the product to ensure the client's independency.
3. Electronic medicine dispense box service would be particularly necessary for clients whose health conditions require to take medicines at a regular periods of time. Investigation proves that in spite of difficulties caused by the usage of service it gives positive effect. Therefore it will be expediently to continue this service to clients free of charge after the end of the project as clients themselves are not ready to pay for this service.
4. At the moment electronic medicine dispense box is not designed for dispense of all kinds of remedies as well as utilization of the box is rather difficult for elderly persons. Therefore it should be useful to perform some changes in the technical specification of the product to make this product available for utilization of medicines also in a liquid form. It should be necessary as much as possible to

simplify the utilization of the product as well as look for a possibility to obtain technically (functionally) simplified model.

TELEPHONE WITH ALARM BUTTON

APE

1. As alarm button was pressed only in four cases in order to call for assistance, it will be necessary to perform more detailed training for clients about the utilization of telephone with alarm button as well as ensure longer time of adaptation in order clients can get used to technical specifications of the telephone.
2. 42% of respondents draw attention to imperfections in the specification of the telephone and it is mainly based on peculiarities of old age of respondents. Therefore it will be expediently to make changes in technical specification of the product to simplify utilization of the telephone, e.g., attach safety button to actually used telephone or to telephone with less functions. It will be useful to consider option to obtain technically (functionally) simpler model with the possibility to attach it to alarm button service.
3. 81% of service users wish to continue to use telephone with alarm button service, therefore it will be expediently to provide further this service for clients free of charge.

ALARM BUTTON

APE

1. On the question “What would you like to change in alarm button service?” as the main suggestion was mentioned – necessity for a wider detection zone that indicates respondents’ lack of understanding about this service. Therefore it will be useful to provide more detailed training not only for clients but also for social care workers about the nature and utilization of alarm button service as obtained results show that neither clients nor social care workers are completely familiar with the essence of this service.
2. All social care workers draw attention to the fact that clients’ feelings of safety after they have received alarm button service has improved and this service will

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help service users to stay in their own homes for a longer time instead of leaving for an old people's homes. Therefore it will be expediently to continue this service to clients free of charge after the end of the project and this suggestion is based on interrelationship of opinions among social care workers and clients.

ALARM BUTTON

CĒSIS

1. Results of investigation show that half of social care workers were not being able to always give answers or help, associated with alarm button service, to client. Therefore it will be useful to provide more detailed training about the nature and utilization of alarm button not only for clients but also for social care workers.
2. All social care workers draw attention to the fact that clients' feelings of safety after they have received alarm button service have improved and this service will help service users to stay in their own homes for a longer time instead of leaving for an old people's homes. Therefore it will be expediently to continue this service to clients free of charge after the end of the project and this suggestion is based on interrelationship of opinions among social care workers and clients.

TELEPHONE WITH ALARM BUTTON

APE

1. On the question "What would you like to change in telephone with alarm button service?" as the main suggestion was mentioned wish for the easier usable service. Therefore it will be useful to provide more detailed training about the nature and utilization of the telephone with alarm button not only for clients but also for social care workers.
2. All social care workers draw attention to the fact that clients' feelings of safety after they have received telephone with alarm button service have improved and this service will help service users to stay in their own homes for a longer time instead of leaving for an old people's homes. Therefore it will be expediently to continue this service to clients free of charge after the end of the project and this suggestion is based on interrelationship of opinions among social care workers and clients.

ELECTRONIC MEDICINE DISPENSE BOX

CĒSIS

1. Taking into account the fact that social care workers were not being able always to give answers on clients questions about the usage of electronic medicine dispense box it will be necessary to provide more detailed training not only for clients but also for social care workers in order to ensure successful cooperation during the product utilization process.
2. Social care workers did not indicate that utilization of electronic medicine dispense box is complicated, however, following clients' standpoints it will be necessary to make some changes in the technical specialization of the product in order it will be more simple to use as well as look for a possibility to obtain technically (functionally) simplified model.
3. All social care workers draw attention to the fact that clients' feelings of safety after the usage of electronic medicine dispense box has improved and this service will help service users to stay in their own homes for a longer time instead of leaving for an old people's homes. Therefore it will be expediently to continue this service to clients free of charge after the end of the project and this suggestion is based on interrelationship of opinions among social care workers and clients.

