



# A social care use case

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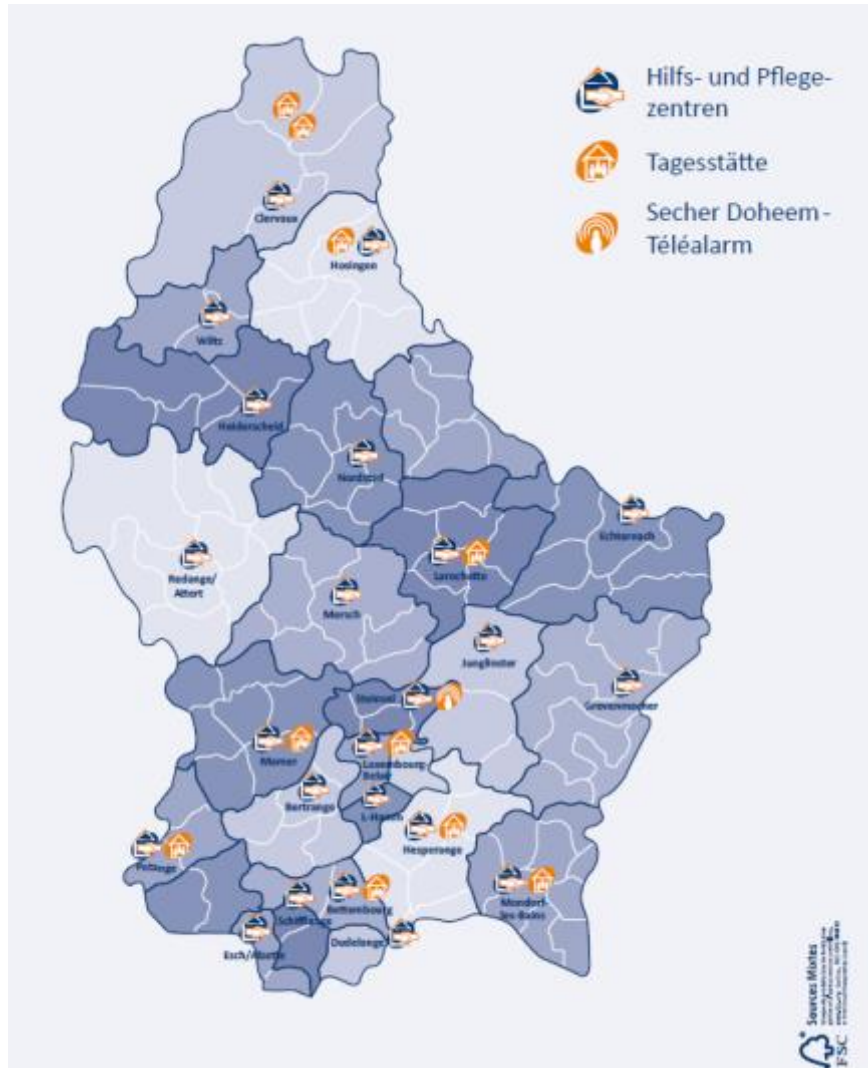
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# Stiftung Hëllef Doheem

- Foundation since 1999 (Not-for-profit)
- Active nationwide
- For all residents of Luxembourg
- 06.00 – 10:00 all year round 7/7
- Telecare and palliative care 24 hours/day





**22** Nursing/personal care centres



**10** Day care centres



Secher Doheem - Telecare



Specialised services :  
incl. palliative /terminal care



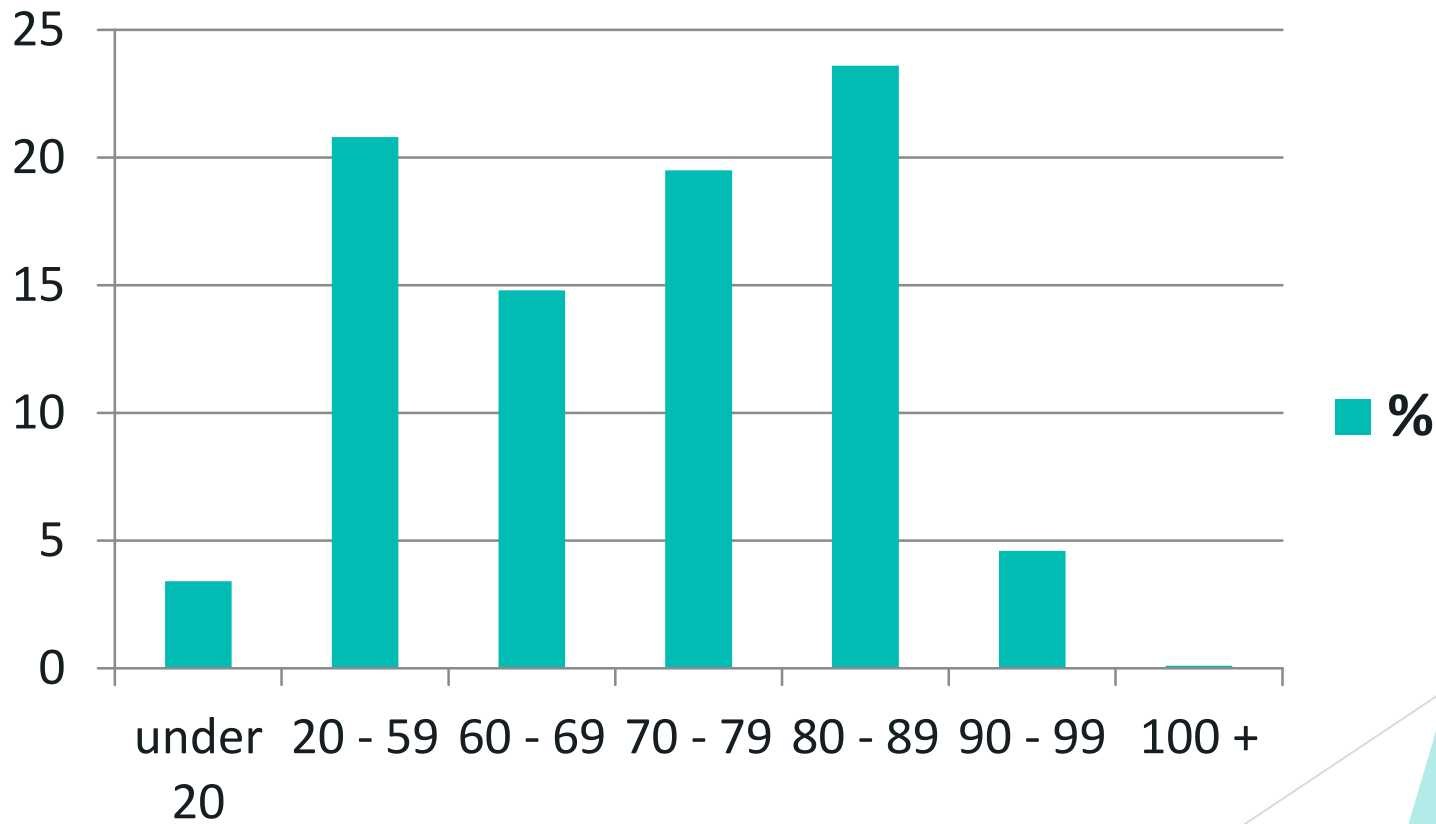
Neighbourhood services:  
incl. Domestic care

# Number of customers/services

- ▶ Nursing care 12'330  
(injections, bandages ,infusions...)
- ▶ Acts of daily living (ADL) 14'326  
(personal hygiene, nutrition, mobility, domestic care)
- ▶ Nursing & ADL 4'714
- ▶ Telecare 5'169  
(41.1 % clients have no other SHD services)

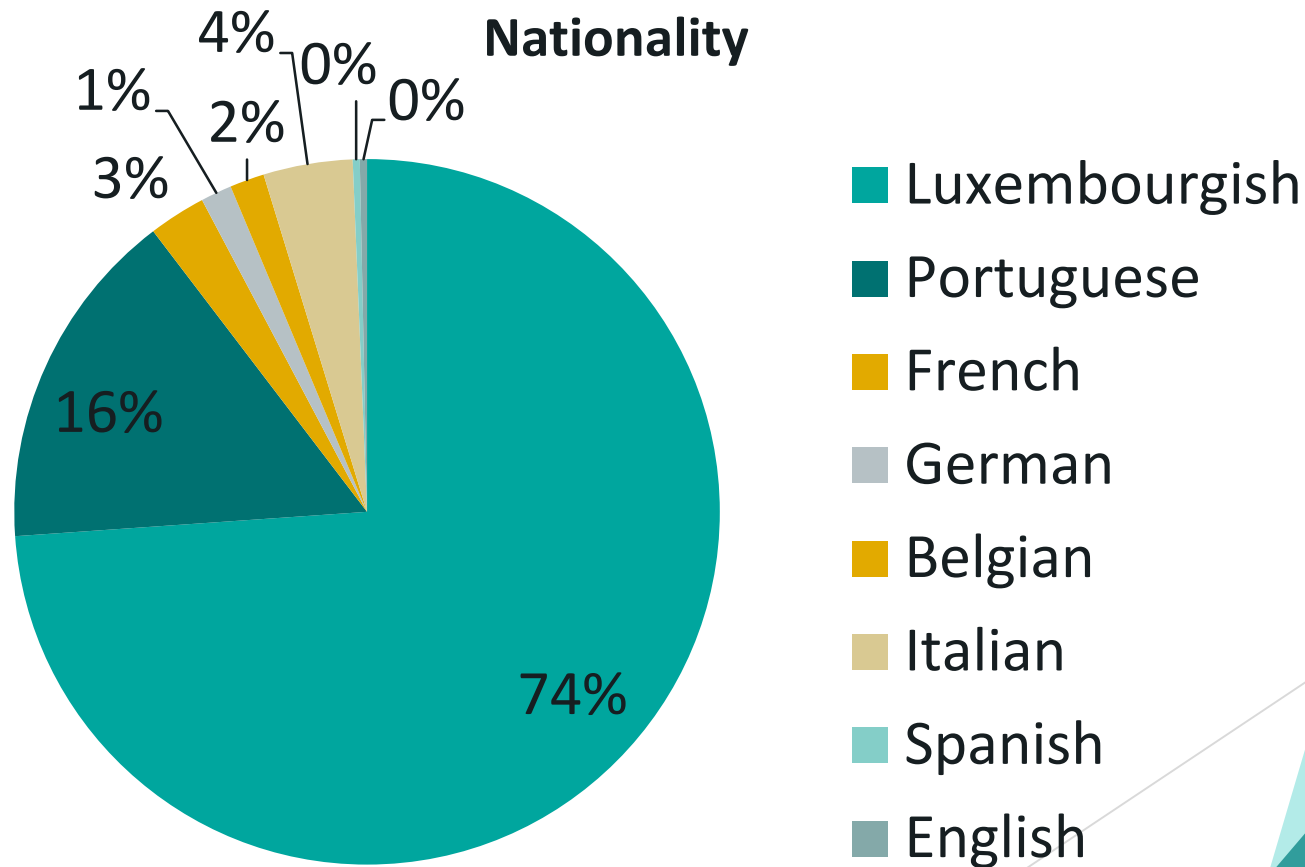
# Customers by age groups

% per age group



# Customers by sex and nationality

▶ 60 % female



# E inclusion of older adults

Introducing tablet technologies in Day Care Centres





# Assessment of need

- Exclusion in day to day activities ( active discrimination)
  - Online banking
  - Online statements from various service providers (i.e. mobile phone providers)
  - Online booking of travel arrangements
  - Online check-in for flights
  - Online medical appointments (Doctena)
  - Online health information (including laboratory results and self-health monitoring)
  - ....
- Social exclusion
  - Access to timely Information regarding activities
  - Communication with health / social care practitioners (DSP - Dossier de santé partagé)
  - Communication with younger generation
  - Communication with family in the “old” country

# Objectives

- E inclusion by demystifying the “online” world
  - Using the tablets to get information (reading papers, watching YouTube reports..)
  - Reminiscing (watching old movies)
  - Games
  - ...
- E inclusion by teaching the older adults to use tablets
  - Searching on the internet
  - Writing E mails
  - Taking / sharing photographs
  - Video calling
  - ..

# General problems faced (1)

- Choice tablets
  - Specially designed for older adults – versus – generic tablets
  - iOS –versus – Android – Microsoft
  - Large screen – versus – small screen
- Choice of applications
  - Specially designed for older adults – versus using the accessibility features of the tablet

## **In both cases:**

No guidelines available

Concerns about operating systems updates (frequency, impact on layout and other visual changes to the various functions)

Concerns about interoperability

- Family and friends of the older adult may have to use the same materiel
- Can they be used to replace other ICT tools (e.g. use tablet to manage the Smart Home and other IoT elements)
- Loss of connectivity of add on's when operating systems are updated
- ....

# General problems faced (2)

- Preparing teaching materials
  - No existing clear manufacturer guidelines regarding the use of the tablets by older adults
  - All manufacturer treat the issue differently (functions, name of functions ...)
  - Some manufacturers treat the issues differently from product to product
  - Issues may be treated differently from version to version updates

Generic and broad based teaching will not help the older adult

Preparing teaching material for each type and model/tablet not feasible

Providing Helpdesk support for each type/model of table not feasible

Concerns about potential confusions caused by older adult using a different device than family and friends

# Specific issues: Online banking

- Older adults are penalised if not using online banking (cost of paper statements, costs of transactions,...)
- Every bank has different application
- Differences in access, lay-out, terminology , functions ....
- Frequent versioning (i.e. change from simple password to fingerprint access)
- Generic broad based teaching impossible for older adults
- Confusion when older adults have account with different banks
- Impossible to keep up-to-date with all applications of all banks

Dummy online bank accounts for teaching purposes not available

Concerns about legal and ethical issues related to using the older person's real account for teaching purposes

# Specific issues: International video calling

- Using generic application (e.g. Skype, WhatsApp) - versus – specially designed for older adults tool

No real guidelines available

Concerns about privacy and data safety of generic tools (are the current standards sufficient for vulnerable people such as older adults)

Concerns about interoperability of specifically designed tools (will family and friends need to have the same tools/apps)

# Conclusions

- ▶ A major need for
  - General guidelines regarding the use of technologies by elderly people
  - Guidelines regarding the use of specific products
  - Standards regarding accessibility functions
  - Standards regarding the terminology used
  - Standards regarding the impact of system version updates on functions that have been adapted by using the accessibility functions
  - Interoperability of applications specially designed for elderly people
  - .....

# E inclusion of older adults

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# Thank you!

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Stéftung Hëllef Doheem

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