

Assistive and telecare technologies: problems, projects and potential

The ACTION project:

Assisting Carers using Telematics
Interventions to meet Older People's
Needs, a Swedish service programme

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The ACTION-service



ACTION-
programmes

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ACTION-call
centre



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ACTION-station

+

Support and
education



+



ACTION – research and development

1997-2000

- ACTION – EU-project

2000-2002

- ACTION 2 – Swedish project

2003-2006

- ACTION 3 – Person centred support in health & social care

2004

- Borås municipality implements ACTION as a mainstream service
- University College of Borås sets up ACTION Caring Ltd.
- ACTION Caring Ltd. and Telia co-operate

2006-2009

- ACTION – Living with dementia

2007-2010

- ACTION – Working in partnership to increase health and social care using ICT



The theoretical background to ACTION

- ***The temporal model of family caregiving***
(Nolan *et al*, 1996)
- ***The PREP-model***
(Archbold *et al*, 1995)
- ***User centred design***
(Ehn, 1992,
Nielsen, 1995,
Poulson *et al*, 1996,
Magnusson, 2005)



Evaluation results: quality of life

- ***Both family carers and the older person they care for:***
 - feel less isolated
 - develop informal support networks with other families
 - consider that new technology is good to use as long as it is easy to understand and use and it is of direct benefit to them in their caring situation.
- ***Family carers:***
 - feel more competent and secure in their caregiving role.
 - gain more control over their individual caring situation
 - increase their self confidence in their ability to care
- ***Professional carers:***
 - experience improved job satisfaction.
 - see significant scope for future development in the area.

(Magnusson, Hanson, Nolan, 2005)

Evaluation results: cost data

- **Reduced care costs with an average saving of EUR 10.300 per family per year**
 - The calculations were based on assessments carried out by experienced Need Assessors and were validated by participant families
- The savings are due to a reduction in the need for:
 - Home help
 - Long term care in residential/ nursing home

(Magnusson, Hanson, 2005)

Main lessons learned

- User inclusive design
- Ongoing support by all key stakeholders
- Need to overcome scepticism amongst practitioners



References

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