



Nationellt kompetenscentrum anhöriga

Lessons learned

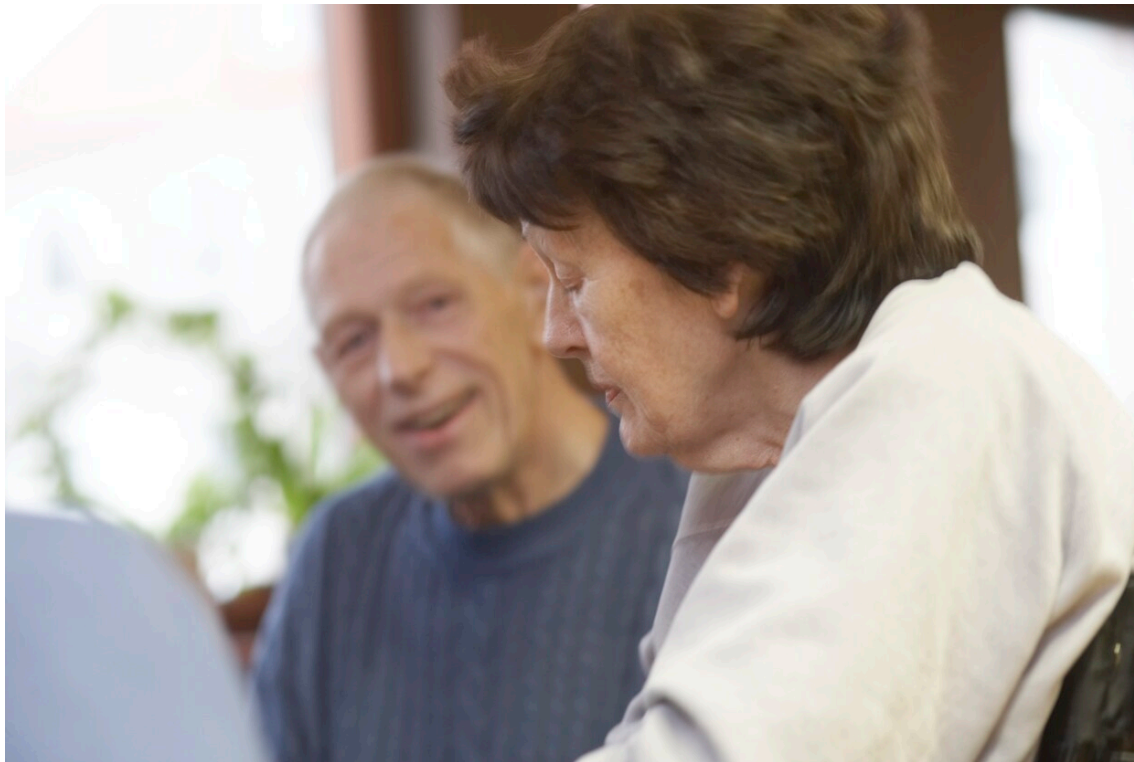
Working in partnership: the key to successful implementation of e-Care

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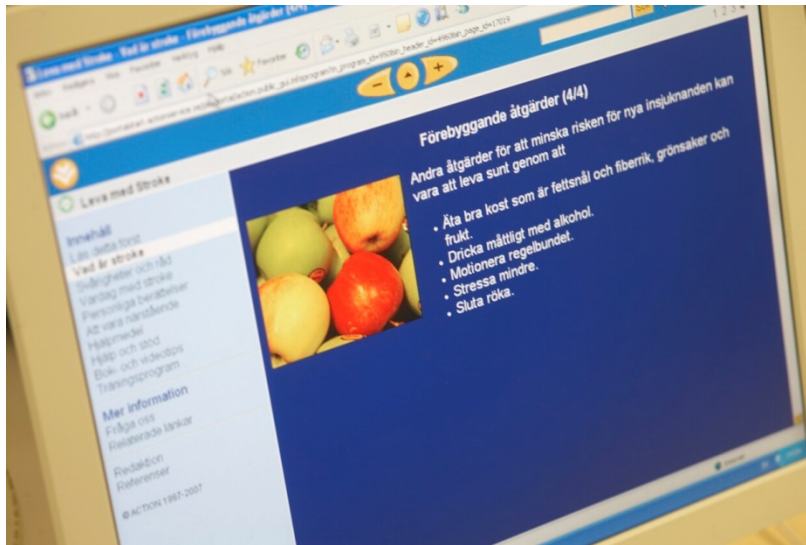


ACTION is a service for older people who wish to remain in their own home, but require help from carers and/or health and social care staff



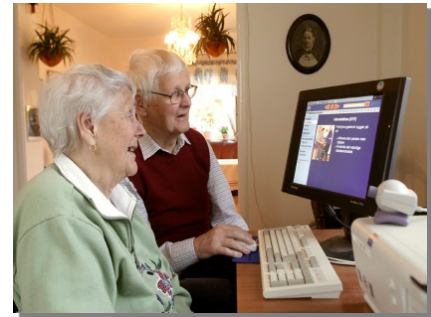
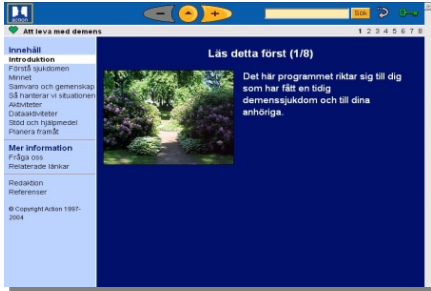
ACTION

Assisting Carers using Telematics Interventions to meet Older People's Needs.



The service was developed in 1997 by the University of Borås together with universities and health and social care providers in England, Ireland, Sweden and Portugal.

ACTION- components



ACTION-
programmes

+

ACTION
call centre

+

ACTION-
station

+

Support &
education

+



Enhanced quality of life



Both carers and older people:

- feel less isolated
- develop informal social networks
- become active in the modern information society
- consider that it's good to use new technology teknik.

Carers:

- feel more safe and competent in their role
- have a greater sense of control over their situation
- feel more secure and have a greater degree of self-confidence.



Staff:

- experience greater job satisfaction
- see great opportunities for future development in the area.

Magnusson *et al*, 2002; Magnusson *et al*, 2005

More effective care



Reduced care costs with an average saving of approximately 96.000 SEK per family per year:

- calculations were carried out by experienced Needs Assessors and verified by participant families
- savings are made as a result of less needs for home help and delayed entry to nursing home.

(Magnusson, L & Hanson, E, 2005)

Partnership model



- seeing older people, carers and practitioners "co-experts"
- bringing together the local knowledge held by the older person and carer/s together with the practice 'know how' held by practitioners.

(Nolan *et al*, 1996)



ACTION designmodel

	Design phases					
	Users' Needs	Development	Verification	Field testing I	Refinement	Field testing II
Participants	Family Carers Professionals	Family Carers Professionals	Family Carers Professionals	Family Carers Professionals	Family Carers Professionals	Family Carers Professionals
Methods	Focus groups Interviews Questionnaires Peer review	User groups "User trials" Peer review	Interviews Peer review	Interviews Focus groups Questionnaires Field notes Peer review	Interviews User groups User trials	Interviews Focus groups Questionnaires Field notes Cost data
ACTION Service	Ver. 1 Programmes	Ver. 2 Programmes Video phone Training	Ver. 3 Programmes Video phone Training	Ver. 4 Programmes Video phone Training	Ver. 5 Programmes Video phone Training Call centre	Programmes Video phone Training Call centre
Study	EU ACTION				Swedish ACTION	

(Magnusson & Hanson, 2012)



Critical success factors



- user centred, participatory approach
- building on continuous research results
- support from all key stakeholders
- commercialisation of the service
- the service is still seen as innovative by users themselves

(Magnusson & Hanson, 2012; Carretero S, 2015)

Challenges



- organisational complexity
- attitudes
- support from all key stakeholder groups
- evidence
- mainstreaming
- solid business plan and model
- policy
- financing.

(Magnusson & Hanson, 2012; Carretero S, 2015)



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