



Hands-on SHAFE

COMPENDIUM OF GOOD PRACTICES IN THE CREATION OF SMART, HEALTHY AND AGE-FRIENDLY ENVIRONMENTS

Based on research results in
France, Germany, Ireland,
Poland, Portugal and The Netherlands



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The aim of this compendium is to display good practices in creating smart, healthy and age-friendly environments in the Hands-on SHAFE partner countries in order to inspire their implementation at other locations.

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Contents

1	Introduction	6
2	Good practices in implementation support	7
2.1	By country of implementation	7
	France.....	7
	Germany.....	8
	Ireland.....	9
	Poland.....	10
	Portugal	11
	The Netherlands	12
2.2	By domain.....	13
	SMART	13
	HEALTHY	15
	BUILT.....	17
	BUSINESS.....	18
2.3	In alphabetical order	19
1	ACORN – “Ireland’s first age-friendly tablet device”	19
2	Age Friendly Town.....	20
3	Alliantie Digitaal Samenleven (Alliance Digital Society)	22
4	Autonomous Pinewood Houses.....	23
5	BeterDichtbij (Better near) App.....	25
6	Blokkie Om	26
7	BMWi-Lernprogramm Existenzgründung.....	27
8	Digivaarding in de zorg (Digital skills in health care)	29
9	Drogheda & District Support 4 Older People	30
10	GezondOntwerpWijzer (HealthyDesignGuide)	32
11	Grandpad - SMART tablet	34
12	Haags Ontmoeten (Meeting in the Hague)	35
13	iZi Woning.....	36
14	Kasseler Stottertherapie (Kasseler "Stutter Therapy").....	37
15	Kijksluiter (Short video about medicine)	39
16	Licensing of fitness trainers by the Hessian Sports Association.....	40
17	MAXCOM, smartphone for seniors with friendly screen application	42
18	Men's Sheds	43
19	M.I.M.E®.....	44
20	Mobile Wohnberatung (Mobile housing advice).....	46
21	Mobility Scouts project „Traffic security“	48
22	Model apartment for seniors	50

23	National retirement insurance	51
24	Netzwerk Demenz (Dementia Network)	53
25	Old age people's forum and the communiqué on Friday	54
26	Ondernemersplein – Business.gov	55
27	Pacsana: A smart wristband	56
28	Project Zilver	57
29	Przystanek Alzheimer (Alzheimer bus stop)	58
30	Public Participation Network	59
31	ReHab	61
32	Services de soins infirmiers à domicile (Qualified Home Care Nursing Services) 64	
33	SiDLY	65
34	Silver Starters	66
35	Social action centres	67
36	Social media for community or neighbourhood watch	68
37	Sustainable Energy Community	69
38	Tessa	70
39	The Hofje (Knarrenhof® Foundation)	71
40	ToverTafel	72
41	Tréguier Hospital	73
42	Unidade Integrada para o Envelhecimento Saudável e Ativo (Integrated Unit for Health and Active Ageing)	75
43	WBS Training: Personal coaching – inventory taking and assessment	77
44	„Własna firma to się opłaca!” (Your business - it pays off)	79
45	WoQuAz Wohn- und Quartierzentrum (Housing and quarter centre)	80
46	ZorgScherf (Senior Table)	82

List of tables

Table 1: <i>Good practices in France</i>	7
Table 2: <i>Good practices in Germany</i>	8
Table 3: <i>Good practices in Ireland</i>	9
Table 4: <i>Good practices in Poland</i>	10
Table 5: <i>Good practices in Portugal</i>	11
Table 6: <i>Good practices in the Netherlands</i>	12
Table 7: <i>SMART Good practices</i>	13
Table 8: <i>HEALTHY Good practices</i>	15
Table 9: <i>BUILT Good practices</i>	17
Table 10: <i>BUSINESS Good practices</i>	18
Table 11: <i>Scalle of activities in Drogheda</i>	31

List of figures

Figure 1: <i>The ACORN smart tablet</i>	19
Figure 2: <i>Autonomous Pinewood Houses</i>	24
Figure 3: <i>E-Learning</i>	27
Figure 4: <i>The GrandPad SMART Tablet</i>	34
Figure 5: <i>Treating stutter successfully online</i>	37
Figure 6: <i>Kijksluiter home page</i>	39
Figure 7: <i>Ageing on the move</i>	40
Figure 8: <i>Maxcom Smart MS553 FS LTE</i>	42
Figure 9: <i>Advise on Age friendly housing with the Grimm Brothers</i>	46
Figure 10: <i>Facilitating traffic security</i>	48
Figure 11: <i>Extract from the Friday Bulletin</i>	54
Figure 12: <i>Cloud based infographic of daily activity from PacSana</i>	56
Figure 13: <i>Rehab implementation</i>	62
Figure 14: <i>SiDLY band with Android application</i>	65
Figure 15: <i>WhatsApp neighbourhood prevention in Gouda</i>	68
Figure 16: <i>Integrated care UniESA</i>	75
Figure 17: <i>Online training</i>	77
Figure 18: <i>WOQUAZ community project</i>	80

1 Introduction




The aim of this compendium report is to provide an overview on good practices collated in the Hands-on SHAPE project.

Each of the practices is described in detail in a table indicating in which domain(s) the good practice is applied:

 for SMART,  for HEALTHY,  for BUILT and  for BUSINESS.

The flag indicates the country in which the good practice example is implemented.

In order to facilitate the identification and finding of good practices, the compendium offers different sorting criteria:
















-  **By country of implementation:** France, Germany, Ireland, Poland, Portugal and The Netherlands.
-  **By domain:** SMART, HEALTHY, BUILT and BUSINESS.
-  **In alphabetical order:** This one includes all good practices of all countries. Each good practice gets an individual and sequential number, which is referred to also in the other two lists.

2 Good practices in implementation support

2.1 By country of implementation

France

TABLE 1: GOOD PRACTICES IN FRANCE

	SMART	HEALTHY	BUILT	BUSINESS	
19 M.I.M.E®					
23 National retirement insurance					
32 Services de soins infirmiers à domicile (Qualified Home Care Nursing Services)					
35 Social action centres					
41 Tréguier Hospital					






















Germany

TABLE 2: GOOD PRACTICES IN GERMANY

	SMART	HEALTHY	BUILT	BUSINESS	
7 BMWi-Lernprogramm Existenzgründung					
14 Kasseler Stottertherapie (Kasseler "Stutter Therapy")					
16 Licensing of fitness trainers by the Hessian Sports Association					
20 Mobile Wohnberatung (Mobile housing advice)					
21 Mobility Scouts project „Traffic security“					
24 Netzwerk Demenz (Dementia Network)					
43 WBS Training: Personal coaching - inventory taking and assessment					
45 WoQuAz Wohn- und Quartierzentrum (Housing and quarter centre)					













Ireland

TABLE 3: GOOD PRACTICES IN IRELAND

	SMART	HEALTHY	BUILT	BUSINESS	
1 ACORN - "Ireland's first age-friendly tablet device"					
2 Age Friendly Town					
9 Drogheda & District Support 4 Older People					
11 Grandpad - SMART tablet					
18 Men's Sheds					
25 Old age people's forum and the communiqué on Friday					
27 Pacsana: A smart wristband					
30 Public Participation Network					
37 Sustainable Energy Community					











Poland

TABLE 4: GOOD PRACTICES IN POLAND

	SMART	HEALTHY	BUILT	BUSINESS	
17 MAXCOM, smartphone for seniors with friendly screen application					
22 Model apartment for seniors		 			
29 Przystanek Alzheimer (Alzheimer bus stop)					
33 SiDLY					
44 „Własna firma to się opłaca!” (Your business - it pays off)					









































Portugal

TABLE 5: GOOD PRACTICES IN PORTUGAL

	SMART	HEALTHY	BUILT	BUSINESS	
4 Autonomous Pinewood Houses					
31 ReHab					
34 Silver Starters					
42 Unidade Integrada para o Envelhecimento Saudável e Ativo (Integrated Unit for Health and Active Ageing)					

The Netherlands

TABLE 6: GOOD PRACTICES IN THE NETHERLANDS








				SMART	HEALTHY	BUILT	BUSINESS	
3	Alliantie	Digitaal	Samenleven					
	(Alliance Digital Society)							
5	BeterDichtbij	(Better near)	App					
6	Blokkie Om							
8	Digivaarding in de zorg	(Digital skills in health care)						
10	GezondOntwerpWijzer	(HealthyDesignGuide)						
12	Haags Ontmoeten	(Meeting in the Hague)						
13	iZi Woning							
15	Kijksluiter	(Short video about medicine)						
26	Ondernemersplein	- Business.gov						
28	Project Zilver							
36	Social media for community or neighbourhood watch							
38	Tessa							
39	The Hofje (Knarrenhof® Foundation)							
40	ToverTafel							
46	ZorgScherm (Senior Table)							

2.2 By domain

SMART

TABLE 7: *SMART GOOD PRACTICES*
























		SMART	HEALTHY	BUILT	BUSINESS	
1	ACORN - "Ireland's first age-friendly tablet device"					
3	Alliantie Digitaal Samenleven (Alliance Digital Society)					
5	BeterDichtbij (Better near) App					
8	Digivaarding in de zorg (Digital skills in health care)					
11	Grandpad - SMART tablet					
13	iZi Woning					
14	Kasseler Stottertherapie (Kasseler "Stutter Therapy")					
17	MAXCOM, smartphone for seniors with friendly screen application					
27	Pacsana: A smart wristband					
28	Project Zilver					
31	ReHab					
33	SiDLY					
35	Social action centres					
36	Social media for community or neighbourhood watch					
38	Tessa					
40	ToverTafel					
41	Tréguier Hospital					

45 WoQuAz Wohn- und Quartierzentrum (Housing and quarter centre)				
46 ZorgScherp (Senior Table)				

HEALTHY

TABLE 8: *HEALTHY GOOD PRACTICES*

		SMART	HEALTHY	BUILT	BUSINESS	
1	ACORN - "Ireland's first age-friendly tablet device"					
3	Alliantie Digitaal Samenleven (Alliance Digital Society)					
4	Autonomous Pinewood Houses					
5	BeterDichtbij (Better near) App					
6	Blokkie Om					
8	Digivaarding in de zorg (Digital skills in health care)					
10	GezondOntwerpWijzer (HealthyDesignGuide)					
12	Haags Ontmoeten (Meeting in the Hague)					
13	iZi Woning					
14	Kasseler Stottertherapie (Kasseler "Stutter Therapy")					
15	Kijksluiter (Short video about medicine)					
16	Licensing of fitness trainers by the Hessian Sports Association					
18	Men's Sheds					
22	Model apartment for seniors					
23	National retirement insurance					
24	Netwerk Demenz (Dementia Network)					
27	Pacsana: A smart wristband					
28	Project Zilver					

29	Przystanek Alzheimer (Alzheimer bus stop)				
31	ReHab				
32	Services de soins infirmiers à domicile (Qualified Home Care Nursing Services)				
33	SiDLY				
35	Social action centres				
36	Social media for community or neighbourhood watch				
38	Tessa				
39	The Hofje (Knarrenhof® Foundation)				
40	ToverTafel				
41	Tréguier Hospital				
42	Unidade Integrada para o Envelhecimento Saudável e Ativo (Integrated Unit for Health and Active Ageing)				
45	WoQuAz Wohn- und Quartierzentrum (Housing and quarter centre)				
46	ZorgScherM (Senior Table)				























BUILT

TABLE 9: *BUILT GOOD PRACTICES*






		SMART	HEALTHY	BUILT	BUSINESS	
						
1	ACORN - “Ireland’s first age-friendly tablet device”					
2	Age Friendly Town					
4	Autonomous Pinewood Houses					
6	Blokkie Om					
9	Drogheda & District Support 4 Older People					
10	GezondOntwerpWijzer (HealthyDesignGuide)					
13	iZi Woning					
20	Mobile Wohnberatung (Mobile housing advice)					
21	Mobility Scouts project „Traffic security“					
22	Model apartment for seniors					
23	National retirement insurance					
25	Old age people's forum and the communiqué on Friday					
35	Social action centres					
37	Sustainable Energy Community					
39	The Hofje (Knarrenhof® Foundation)					
41	Tréguier Hospital					
45	WoQuAz Wohn- und Quartierzentrum (Housing and quarter centre)					

BUSINESS

TABLE 10: *BUSINESS GOOD PRACTICES*

		SMART	HEALTHY	BUILT	BUSINESS	
1	ACORN – “Ireland’s first age-friendly tablet device”					
7	BMWi-Lernprogramm Existenzgründung					
16	Licensing of fitness trainers by the Hessian Sports Association					
19	M.I.M.E®					
26	Ondernemersplein – Business.gov					
30	Public Participation Network					
34	Silver Starters					
43	WBS Training: Personal coaching – inventory taking and assessment					
44	„Własna firma to się opłaca!” (Your business - it pays off)					

2.3 In alphabetical order

		SMART	HEALTHY	BUILT	BUSINESS	
1	ACORN - “Ireland’s first age-friendly tablet device”					

LOCATION

Ireland

OBJECTIVES

This is a standalone tablet developed by an Irish company, that aims to make going online more accessible and beneficial for new senior users of digital technology.

KEY FACTS

The tablet is easy to navigate and uses clear, uncluttered displays to make online access simple and rewarding for even the most inexperienced use.

IMPLEMENTATION

ACORN supports an integrated mobile data SIM, enabling access to the internet while on the go, as well as instant video/audio calls and messaging and email for all users.

In addition, the tablet features a customisable news feed, which can be tailored to include updates from local, national and international media. ACORN also has its own dedicated help section with over 30 tutorial videos, allowing users to familiarise themselves with all of the tablet’s features and learn at their own speed as well as dedicated support for users.

Family, friends and carers can also stay connected to ACORN by downloading the companion app on their own mobile devices, meaning they can always stay in touch with and support their loved ones.



RESULTS

ACORN has been trialled and tested through a pilot study which was carried out among 95 participants living in rural and urban areas nationwide. The study was led by Age Friendly Ireland in collaboration with the tablet’s creator and three local authority partners. The study showed significant increases in the utilisation of the smart tablet, with daily usage becoming commonplace for 70% of participants. An independent review of this study was subsequently carried out by National University of Ireland, Maynooth, and it found a significant decrease in computer anxiety among Acorn users, and highlighted the key role the Acorn tablet can play in supporting the engagement of older people with services, the local community and society.



FIGURE 1: THE ACORN SMART TABLET
(SOURCE: UNIQUEMEDIA 2020)

MORE INFORMATION

-  Source: UniqueMedia 2020
-  Are funding programmes for this kind of practice available? Yes - through partnerships with AFE organisations and care providers.

2 Age Friendly Town



LOCATION

Ardee, Co Louth

OBJECTIVES

To deliver a town that has an age friendly environment at its heart, and to promote the use of the town by the elder local population.

KEY FACTS

Over time Louth County Council had invested considerable funds in trying to make the town of Ardee more suitable to the elder community to encourage the economic growth of the town to be self-sustaining. The shops and services were losing the economic battle and were closing. But irrespective of initiatives there continued to be a lack of use of the town by the older population.

Louth County Council invited a group of the elder population to a meeting to identify why the town was not being used. There was a difference between what Louth County Council perceived to be age friendly and what was actually age friendly. From that initial contact a walk around was arranged by the county engineers and staff with a group of the elder members of the community and a number of activities were documented and acted upon wide range of age-friendly issues.

IMPLEMENTATION

Examples of interventions that were made include the following,

- (1) A bench in the heart of the town near the centre square. So older people could sit down, wait on prescriptions, meet up with others in the community, maybe move on to have a coffee or cake. It was a central meeting place at the heart of the community.
- (2) The traffic lights needed to be given more time for pedestrians to cross. As the elder population were slower to cross, the lights would have changed before the elder person was able to cross the road. As the road was the main road through the town cars would not give way to the elder pedestrians and give them more time to cross. The sequence was changed to give them more time. But parents with very young children also benefited from this change.
- (3) Grab rails, certain paths and access ways needed inclusion of grab rails to help with access.
- (4) Although the County Council did regular maintenance on the paths, certain pathways were used by the elder, referred to as the elder quarter, more than the ones maintained. So a plan and schedule was produced to maintain the more commonly used pathways indicated by the elder group.
- (5) Additional street lighting was installed.
- (6) The shops were not educated on age friendly features. So after engaging consultants some modifications were made to the doorways and the inclusion of chairs inside the shops.

RESULTS

Upon successful completion of this project, a tool kit was produced by Louth County Council so the approach could be implemented by other County Councils in Ireland. This tool kit and activity became so successful it was given increased funding under government initiatives. It is now mandatory that each County Council implement the tool kit and Ireland became the first Age Friendly Country in the world in 2018.

MORE INFORMATION

Since 2010, local regional funding has been provided for the expansion of this scheme through the country via Age Friendly Ireland, which operates in every county.

Source: Louth County Council.

 A Youtube video is available to explain the activity at:
www.youtube.com/watch?v=uNuSbJ22hKk

3 Alliantie Digitaal Samenleven (Alliance Digital Society)



LOCATION

The Netherlands nationwide

OBJECTIVES

To foster the participation and inclusion of people in the (digital) society and to empower them.

KEY FACTS

Alliance Digital Society is a public private cooperation of about 30 partners. It was initiated by the Ministry of Internal Affairs, Number Five Foundation and VodafoneZiggo in 2019.

To become partner of the Alliance there are three possible roles:

- 👉 Family: Close to the alliance, like a family. Partners support coordination, facilitate and organise the programme of the Alliance. Support is given in hours and in money.
- 👉 Friend: Participates actively in the working groups and contributes by expertise, people and means.
- 👉 Fan: Works on the actions of the Alliance, sometimes participates in events and disseminate the Alliance in further occasions.

IMPLEMENTATION

Alliance Digital Society helps people to identify the most important things in society and support in digital solutions. The Alliance works with several themes in working groups:

- 👉 Losing a partner by death or divorce, where remaining partners are supported to take care of their affairs by learning digital solutions, and
- 👉 The Society supports digital skills among older people.

RESULTS

The initiative just started.

MORE INFORMATION

👉 www.digitaalsamenleven.nl/

4 Autonomous Pinewood Houses



LOCATION

Agueda, Centre Region

OBJECTIVES

The “Autonomous Pinewood Houses” are a senior village, built to host still active and autonomous seniors, who have no family support and refuse to be institutionalized but can use the services of the association nearby (meals, laundry, leisure activities, etc.) and have neighbours in similar situations to relate and interact.

This project, implemented in 2011, was built in response to the need of housing older people, who are still autonomous, but suffering from loneliness, and who refuse to institutionalize in traditional social responses, but clearly need backing support to achieve a more active and healthy ageing.

KEY FACTS

The background supporting the development of this good practice consists on the challenges concerning the access of the older people to adapted residences, as also to information, support services for ageing adults and funding available for (in this case, external) infrastructure improvement. On this way, the purpose is to allow them to remain independent and active in their own houses, for as long as possible.

“Autonomous Pinewood Houses” is a collection of eight aligned prebuilt wooden houses, all with balcony and pine forest sight, which are implemented in a green area, located at the back of “The Pioneers” Association headquarters, in Mourisca do Vouga, Águeda.

The accommodated older people can choose to live alone in a house, as a couple or to share the same house with someone else (known or not known), against a monthly fee (ranging from 130 to 800 Euro, depending on their income).

The main stakeholders of this practice are the service providers from several intervention areas (socio-cultural animation; laundry service and housing hygiene; medical office, nursing and physiotherapy; psychosocial and psychological monitoring, among others), that through the promoter institution, aim at responding to older people’s most relevant interests and needs. Voluntary actions (whether from lodged older people, or from external people) are also welcome.

The main beneficiaries of these supporting services are, therefore, the ageing adults, who are still autonomous, but suffer from loneliness, and who refuse to institutionalize in traditional social responses, but clearly need backing support to achieve a more active and healthy aging; and of course their relatives and caregivers who can then be sure they are safe and happy.

At this moment the houses are all occupied (with nearly 20 older people) and the waiting list is quite long.

This initiative also includes the creation of a picnic park, a playground and a pedestrian path that facilitates and promotes the users’ mobility and socialization, thus providing room for snacks, for walks and so on. In this way, this practice provides the possibility for older citizens to stay in their residential environments, although not in their original homes (especially in low-income situations), while improving their quality of life, contributing to the stabilization or retardation of the aging process, and preventing their abandonment, isolation and social exclusion. On the other hand, it also contributes to streaming the organization’s existing services and resources, making them usable and profitable for the community and thus promoting its sustainability.

IMPLEMENTATION

Older people who adhere to this concept, maintain complete privacy and autonomy, are free to come and go as they please, to receive friends and family on the days and times they want. They can however benefit from services provided by the organization, in several intervention areas (socio-cultural animation; laundry service and housing hygiene; medical office, nursing and physiotherapy; psychosocial and psychological monitoring, among others), in response to their most relevant interests and needs, with all due respect for their individual rhythm and will. Services are available until 20:00, but there is also some prevention support available during the night-time, if needed.

The funding amount is related to the amount necessary to build the houses and, if necessary, to buy the land where it is settled and provide the correct infrastructures (garden for example). However, the most direct business model for this would be for an organisation which already has the infrastructure and free land and that only needs to invest (eventually with the support of public funding) between 10 and 25 thousand euros per house. Current expenses shall be covered by the rent paid by the tenants.

As for the human resources required, there are several professionals from the association involved (socio-cultural animation; laundry service and housing hygiene; medical office, nursing and physiotherapy; psychosocial and psychological monitoring, among others), apart from the management and administrative ones, as there is also room for volunteers (whether external ones, or even from the lodged older people). These can be the already existing workers of a social care organisation that can be then better used by including these activities.

RESULTS

The most valuable benefits obtained are the positive impact of the project among its target group, in terms of a better quality of life, an active and autonomous aging process, a greater socialization network and more sustainable services to these older adults. The business model is viable, and autonomy is encouraged.

Tenants report they feel happier, safer and more secure than if they lived alone in their original houses and find this as a much better alternative than a nursing home, which they did not want as they are autonomous still.

Although we are not aware of any transfer activity at this point, we sincerely acknowledge the high replication potential of this project initiative.

The main aspects of this practice that are potentially interesting for other regions to learn from are mainly related to the positive impact of the project among its target group, in terms of a better quality of life, an active and autonomous aging process, a greater socialization network and more sustainable services to these older adults. The business model is viable, and autonomy is encouraged. The main challenges are connected to the lack of incorporation, by the Social Affairs Ministry, of such practices in national legislation. This makes this activity not legal as a social service and does not allow any funding as such, nor its scaling and expansion. At this moment, the houses are all occupied (with nearly 20 older people) and the waiting list is quite long.



FIGURE 2: AUTONOMOUS PINWOOD HOUSES

MORE INFORMATION

 http://ospioneiros.pt/niceoffice/mod1/?&tp=temp001&fid=1.8&lg=PT&dn=17_74&pag=1

5 BeterDichtbij (Better near) App



LOCATION

Utrecht

OBJECTIVES

The app was developed to make healthcare more easily accessible and simple.

KEY FACTS

BeterDichtbij was initiated within and by the healthcare sector itself in 2015 or 2016. 28 regional hospitals, the members of the society of cooperating general hospitals, cooperated to jointly develop BeterDichtbij. Since 2018 is BeterDichtbij app part of an independent organisation.

IMPLEMENTATION

The app can be downloaded for free in the App Store and Google Play. The healthcare professional or doctor invites the user to BeterDichtbij. With the app people can send a photo, pdfs or files to a doctor. That way, the results of a medical check-up can be read at home. Also the information of Thuisarts.nl (doctor at home) is available by using the app. Secured access to the app is assured by using a pin code.

RESULTS

The app is supported by the society of general hospitals. The team of BeterDichtbij consists of about 17 people.

MORE INFORMATION

 www.beterdichtbij.nl/

6 Blokkie Om



LOCATION

Rotterdam (Overschie)

OBJECTIVES

The purpose of the project was to create a dementia-friendly, walkable shopping route for people in a Rotterdam neighbourhood. Recognizing where they are can often be a problem for people with dementia. If they know their route, people living with dementia can stay active and moving, which might help them to be more independently (*Dementievriendelijke wandelroute in Rotterdam*, 2019).

KEY FACTS

The Blokkie om was designed Gerjanne van Gink by the request of the Rotterdam municipality. They had two neighbourhoods in mind but ultimately chose to begin with the Overschie neighbourhood. The other potential neighbourhood, Kralingen-Crooswijk, is currently experiencing considerable construction, but it is still possible that a route will be installed there eventually.

IMPLEMENTATION

There are two routes marked yellow or green. The routes have extra benches, and special attention was paid to sidewalk entry and exit ramps for people that need them along the way. The project is monitoring the success of the route, but a local nursing home already has reported that it is working well. The organizers and the retailer's association are discussing ways to increase awareness and ultimately the use of the route.

RESULTS

It is a young initiative.

MORE INFORMATION

 <https://www.biind.nl/content/dementievriendelijke-wandelroute-in-rotterdam>

7 BMWi-Lernprogramm Existenzgründung



LOCATION

Germany nationwide

OBJECTIVES

The eTrainings offered by the Federal Ministry for Economics and Technology aim to support founders in preparing for their work. They are directed at founders in general with specific units for female founders and professionals such as tax consultants, MPs or independent researchers.

Low-skilled adults are not explicitly mentioned as target groups. However, the construction of the tutorial is simple – usually slides with information, charts, quizzes and exercises – and thus suitable for those who are inexperienced in using online learning programmes.

KEY FACTS

The eTrainings are embedded in the Platform for Founders. The Federal Ministry for Economics and Technology (BMWi) and the promotional bank KfW accompany the platform conceptually. The platform was established in April 2018. More than 100 banks, economic development agencies from all federal states and numerous chambers of commerce and industry support the portal as external partners.



The platform, designed as an ongoing measure, is meant to be a one-stop facility to handle all start-up-related preparations and receive individual advice, from brainstorming, through the development of the business model and the business plan, to the appropriate support and financing. In order to make starting up a business in Germany easier, the platform assorts useful digital tools and integrates all key players in start-up consulting and financing.

The eTrainings are globally accessible without registration and free of charge.

FIGURE 3: E-LEARNING
© MOHAMED HASSAN ON PIXABAY

IMPLEMENTATION

Each training consists of several chapters. Depending on previous knowledge, the lessons can be chosen freely. A basic tutorial of 2-3 hours informs about the most important preconditions and planning requirements for starting a business. Further trainings offer in-depth knowledge on specific topics.

- 👉 Legal forms: In 10 learning units, founders are informed about legal forms and their suitability for their own business, and a decision-making aid is offered.
- 👉 Financing: 4 learning units cover the planning of financial requirements, funding during the start-up phase and while the business is growing, including securities and sureties.
- 👉 Talking with banks: Founders can learn in 6 units how to convince a bank about the success of a project.
- 👉 Marketing: 5 learning units explain how marketing works and opportunities offered.
- 👉 Cooperation: The advantages of cooperation are explained in 3 learning units.

- 👉 Female founders: 6 learning units are geared to the needs and requirements of start-up-minded women with family and female small business owners.
- 👉 Independent professions: 5 learning units cover the definition of independent professions and their members, legal framework conditions and retirement provisions.

Tasks and exercises, learning checks, charts and diagrams, texts and further links are part of the learning units.

RESULTS

More than 10.000 users registered in the non-public area within only a few months after the launch of the platform. No data about users of the eTraining is available.

MORE INFORMATION

- 👉 www.existenzgruender.de/DE/Planer-Hilfen/Online-Training/inhalt.html

8 Digivaarding in de zorg (Digital skills in health care)



LOCATION

The Netherlands nationwide

OBJECTIVES

The use of digital technology is increasing within the healthcare sector. Workers in healthcare have to increasingly deal with applications, such as electronic health record, domotics, telemedicine. A share of the healthcare professionals is not well equipped yet to use digital technology. Therefore, the Coalition Digivaardig in de zorg (Digital skills in healthcare) took the initiative to improve the skills of healthcare workers.

KEY FACTS

The initiative is active since 2018 and in 2019 the partners launched the website digivaardigindezorg.nl. The cooperating partners are a coalition of partners from healthcare organisations, VET institutions and Universities of Applied Sciences, Patients Federation, supported by the core group ECP!Platform for Information Society, healthcare institution 's Heeren Loo and the Ministry of Health. They created the website.


IMPLEMENTATION

Digivaardig in de zorg is a website for care professionals who want to improve their digital skills. The website focuses on care institutions for dependent old people and people with disabilities. The website was initiated by long-term care institutions. The editors of the website have different backgrounds, such as university and VET institutions.

Digicoaches (of the institutions or peer to peer) are used to foster the learning within the institutions. They support their colleagues to improve their digital skills.

The website further offers national sites on elder care, home care and care for people with disabilities. Also they offer a self-test for managers. Additionally, the site provides leaflets, publications, agenda of face-to-face meetings and lectures.

RESULTS

-  The initiative just started and has not been evaluated yet. In 2020 the partners will develop self tests and learning material for the mental health sector and hospitals.

MORE INFORMATION

-  www.digivaardigindezorg.nl/

9 Drogheda & District Support 4 Older People



LOCATION

Co. Louth

OBJECTIVES

To have an office space that is operated in a volunteer capacity to provide help to the older people of the community.

KEY FACTS

As a person gets older it becomes increasingly difficult to maintain their property. When a home appears lived in, and cared for, there would be a reduced likelihood of anti-social behaviour. If a patient has been in hospital for a period of time their house may appear unkempt. The patient may feel depressed, vulnerable and overwhelmed when they return home.

Some older people do not have family close and can feel lonely and depressed due to the lack of community interaction. This is worse in remote parts of Co. Louth. Some older people may only get one phone call a week adding to the isolation.

Co. Louth has a large immigrant population, with it being close to Dublin, but rents and accommodation are cheaper and easier to obtain. In some cases the emigrant has little or no English.

The literacy and numeracy skills among the elder population are lower than the national average. The elder person has difficulty using computers, filling in forms, budgeting, and finding their entitlements to services and products that might be only visible when searching online.

IMPLEMENTATION

The *Care and Repair Team* provides maintenance of gardens for a small fee so the older person does not feel overwhelmed. Getting homes and equipment fitted to the home before the patient is discharged.

Befriending Drogheda is about matching up people, who want to visit people in need of company, because some have no family nearby. A lack of connection makes the older person feel threatened, this allows them feel connected again.

Good Morning Drogheda teams up volunteers with the elder population and each morning the elder person is rung and the greeting is "Good Morning Drogheda". The elder person has comfort that somebody knows they exist and are asking how they are. If there is no response, others in the area can call in to intervene if necessary.

This simple method of communication has been invaluable to enabling the community share information. Be self-supporting as each group and see and support the activities of the others. Anybody new coming into the space can see what is happening and when and by who. It is an initiative where English lessons and assimilation are set up to help emigrants on the transition to living in Co. Louth.

Computer classes are organised for the elder population to help them transition to this format.

The *Parlour* is part of the office where an elder person can talk to somebody to see if they are entitled to some service or product. A herd knowledge is used as a lot of the questions are similar and so the solutions may already be available within the collective knowledge of the volunteers. This model is similar to the smart specialisation, and the group also assists the elder person with budgeting and form filling. An example of this is the grant for insulation of homes and the addition of heating controls to be able to heat the house more efficiently,

are paper based. The elder population find the filling in of the forms daunting and so this service helps with this process.

RESULTS

In the 2018/19 Annual report, 8 years after commencement of the activity, the following statistics were gathered about the scale of activities in Drogheda (population 33.400):

TABLE 11: SCALE OF ACTIVITIES IN DROGHEDA

Volunteers Assessed	70
Garda Vetting Processed	45
Volunteers Registered	40
Volunteers Active	21
Volunteers coming through Louth Volunteer Centre	80

MORE INFORMATION

 <https://s3platform.jrc.ec.europa.eu/s3-guide>

 www.youtu.be/HoySQURMVM8

10 GezondOntwerpWijzer (HealthyDesignGuide)



LOCATION

The Netherlands nationwide

OBJECTIVES

To provide information, insights and inspiration on healthy design.

KEY FACTS

The National Institute for Public Health and Environment developed the website Healthy living environment. Within, the GezondOntwerpWijzer was developed to provide recommendations, practices, organisations, tools and other information to every interested stakeholder.

Investment costs are public funded by the Dutch national government.

IMPLEMENTATION

The GezondOntwerpWijzer is divided in 7 themes, most very relevant in the SHAFE context. To avoid procedural regulations and issues here, we immediately switch to several practices that are mentioned on the website. Per theme a maximum of 4 is selected in line with the diversity and distribution over the country. Some website links also provide websites in the English language.

Healthy mobility:

- GWL terrain Amsterdam: living area that is restricted for cars. Many green spaces. Parking is in a garage. www.gwl-terrein.nl/
- Cycle city Houten: cycling road in the form of a star where cyclists have priority upon cars. www.houten.nl/burgers/verkeer-en-vervoer/fietsen1/fietsnet/
- Kindlint: is a child-friendly road in the neighbourhood that connects playgrounds, schools and other child places. The road can be recognized by jolly coloured stones in the pathways. www.verkeersnet.nl/verkeerseducatie/2193/project-kindlint-draagt-bij-aan-veiliger-omgeving/
- Stichting Woerden actief: to promote physical activity among the population of Woerden by providing an information programme in local media, improvements of cycle and foot paths. www.woerdenactief.nl/

Safety:

- Plans safety of the municipalities of Nijkerk and Alphen aan den Rijn.

Public spaces:

- Neighbourhood squares Breda and Tilburg: these squares have been well maintained and shops have been supported to create more attractive shops. Activities are organised on the squares. www.adprom.nl/downloads%20bestanden/pleinenboek.pdf
- WiMBY!, Hoogvliet Rotterdam. Welcome into My Backyard! Architecture of experimental buildings and small scale projects and cooperation on architecture, urban planning, education and art. www.crimsonweb.org/spip.php?article27
- Westergasfabriek, Amsterdam. A terrain with 19 historic buildings. The terrain has been decorated as public park and the buildings are destined for culture, restaurants and bars and cultural activities. www.project-westergasfabriek.nl/
- Tuin van Noord, Leiden: park, sports facilities and allotments to offer more space to the population nearby.

Green areas and water:

- Action gardens: people can grow their own vegetables, fruit and flowers in small scale gardens (25m²). It is a meeting place for people. <https://doetuinenhaarlem.nl/>

- Green roofs, Nijmegen. The city of Nijmegen provides funding to install green roofs to influence the climate change, sustainability and climate neutral city. www.waterbewust.nl/groendakmetsubsidie.html
- Healing garden Martini Hospital Groningen: a healing environment in the hospital where people feel pretty. Lots of daylight, green square and garden. Patients feel better and heal more quickly and experience less stress. www.rtvnoord.nl/nieuws/111005/Martini-Ziekenhuis-krijgt-healing-garden
- Sustainable water system Potmarge, Leeuwarden. The historical stream runs through the city garden. The banks have cycle and foot paths. At another location there are places where the water will be purified. www.noorderbreedte.nl/2003/12/01/potmarge-de-tuin-van-leeuwarden/
- 👉 Environmental quality:
 - Maasterras, Dordrecht/Zwijndrecht: an area between the railway stations and near the centres of Zwijndrecht and Dordrecht. Making use of the height differences several industries are built there to avoid hinder for the living centres. http://www.wijkendordrecht.nl/oudkrispijn/nieuws-en-publicaties/nieuws-uit-oud-krispijn/archief/april-2005/maasterras-tussen-stati_ons-zwijndrecht-en-dordrecht
 - Supply plan Centre of Utrecht. The city of Utrecht plans to optimize the supply of shops in the centre of the city and to improve air quality. <http://www.goedvervoer.eu/BROCHUtrecht.pdf>
 - City of sun, Heerhugowaard is the largest CO2-emission neutral neighbourhood in the world. www.heerhugowaardstadvandezon.nl/
- 👉 Sports and plays:
 - Prismare, Enschede. This is a cluster of a school, youth centre, library, child care, sports facility, theatre, homes for care, music and atelier. Facilities can be used in daytime by some organisations, and others use the same facilities at night. www.prismare.nl/
 - Seniors' playground. In Rotterdam older adults can sport in a playground with special attributes. These attributes train people's balance and are preventive for falls. www.tno.nl/media/1366/kvl-pz-ouderen_beweging_hillesluis_maart_2007.pdf
 - Cruyff Courts: good and safe places to play sports for children and potential other interested persons. www.cruyff-foundation.org/cruyff-courts/
 - Krajicek Playgrounds: places where young people can play or sport, especially in neighbourhoods with little space to play. www.krajicek.nl/Playgrounds
- 👉 Indoor air:
 - New hospital buildings Erasmus Medical Centre, Rotterdam: healing environment to recover and work. www.erasmusmc.nl/nieuwbouw/
 - PRONET (English): overview of scientific examples in the field of indoor air. www.researchgate.net/publication/244924873_The_PRONET_project_Pollution_reduction_options_network_to_enhance_implementation_of_successful_transport_and_indoor_environment_practices_in_Europe
 - Allergy free housing, Barendrecht. 40 houses realised for families with children with allergic asthma. www.wono.nl/pdf/realisatie%20aa%20barendrecht.pdf
 - Clean school: Pieter Wijtenschool, Waalwijk, a healthy and sustainable school where children can learn well and teachers teach well. www.pieterwijten.nl/index.php/onze-school

RESULTS

The public website allows for adding results of one's own efforts.

MORE INFORMATION

👉 www.gezondeleefomgeving.nl/gezondontwerp

11 Grandpad - SMART tablet



LOCATION

Ireland, UK

OBJECTIVES

To make digital communication accessible for older Adults.

KEY FACTS

Grandpad is a specially engineered device that comes with features for connecting with loved ones, without the complicated features of other tablets.

IMPLEMENTATION

The large buttons and intuitive interface make the GrandPad a simple tablet for older adults who are ready to start video chatting and sharing memories with family and friends around the world. Focused on reducing loneliness and improving connectivity among those over the age of 75. The Grandpad's Hardware, software and service are designed specifically around the needs of older adults. GrandPad is complete with apps designed for older adults that use large, clearly labelled icons for video and voice calls, photos, email, music, games, news, weather, and search.

Older adults with the assistance of their personalised Grandpad service agent and family members can update phone numbers, change options, and create new contacts from the convenient companion app or web portal. The older adults are never alone as they can easily engage with families who are reassured that their older loved ones are safe and well. They have Grandpad service agents available 24 x7 365 to chat and assist them.




FIGURE 4: THE GRANDPAD SMART TABLET
(SOURCES: WWW.GRANDPAD.NET)

RESULTS

GrandPad has already been successful in the USA. The company is intending to repeat that success in Europe and celebrated its European launch in March 2019 with the opening of its headquarters in Gorey, Co Wexford, Ireland.

MORE INFORMATION

 Sources: www.grandpad.net

 The GrandPad subscription comes with a private family network. GrandPad can be introduced as a component of integrated care with home care companies or Healthcare providers.

12 Haags Ontmoeten (Meeting in the Hague)



LOCATION

The Hague

OBJECTIVES

To offer older adults and their informal carers a place to walk in freely. To offer a place to meet each other, to share experiences and to relax.

KEY FACTS

Haags Ontmoeten is an initiative of the municipality of The Hague from 2018. At the moment about 40 official Haags Ontmoeten places are active. The aim is to have places in every neighbourhood. Five programme coordinators are assigned to connect people, organisations and administrations within the neighbourhoods. It is expected that 13,000 people benefit from the programme.

The investments are done by the municipality of The Hague and are part of the programme Senior-friendly The Hague.

IMPLEMENTATION

People can meet to jointly drink coffee, to talk with people in the same circumstances, to consult professionals or to perform joint activities, such as cooking, pub quizzes, music or knitting.

RESULTS

There is no evaluation available yet.

MORE INFORMATION

 www.haagsontmoeten.nl/

13 iZi Woning



LOCATION

The Hague

OBJECTIVES

An initiative of The Hague municipality, the project promotes technological solutions that allow older people to be self-reliant in their current home environment for longer. They welcomed developers to test their solutions with older residents. The iZi house is open to the public to visit and learn about solutions, many of which are already available on the market.

KEY FACTS

The iZi Livinglab was founded by the municipality of The Hague in cooperation with Leyden University Medical Centre, University of Tilburg, The Hague University of Applied Sciences, Social Housing cooperation HaagWonen, Welfare organisation Xtra, Nell, Technical University Delft, World Startup Factory.

IMPLEMENTATION

The three-room experience house in The Hague has 90 solutions; some but not all are digital. There are devices like social or care robots, smart tablets, lifestyle sensors, and personal alarms. The bathroom is adapted with handles and slip-proof floors, as well as a toothpaste dispenser. The bedroom has special lighting to prevent falls during a trip to the bathroom at night.

The project includes the iZi Living Lab, which consists of a pre-existing group of older residents in social housing that can test and provide feedback on the products. More proficient users work with and train others in the group, and can tour visitors through the iZi house.

The programme won a World Smart City award in 2018 (Inclusive and Shared Cities category). However, it is not unique, as many such smart showcase homes currently exist in The Netherlands (i.e. Comfort Woning in Overschie, Rotterdam).

Youtube: www.youtube.com/watch?v=AZH1U8uqtoM

RESULTS

The iZi demo house is available for visits. Funding for upscaling and further exploitation is being searched for.

MORE INFORMATION

 www.wijenizi.nl

14 Kasseler Stottertherapie (Kasseler "Stutter Therapy")



LOCATION

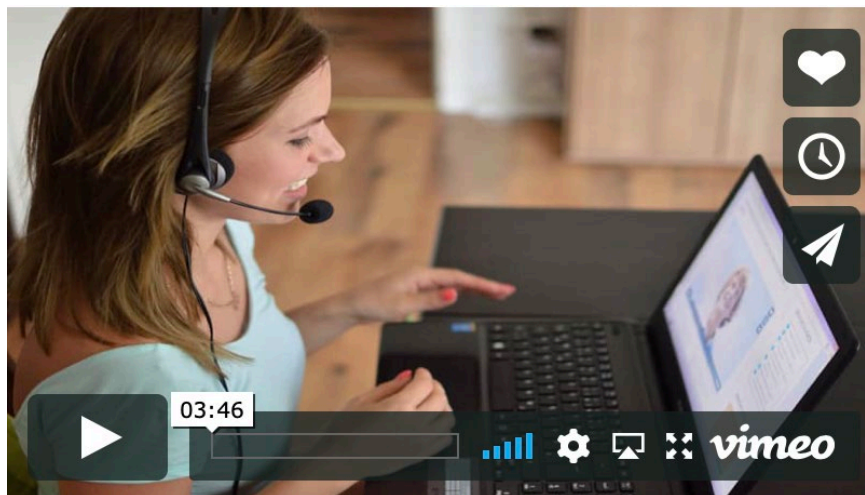
Kassel

OBJECTIVES

The aim of the approach is to integrate digital technologies in conventional stutter therapy, but also as an autonomous system in the form of an app.

KEY FACTS

Stuttering probably has neurological causes resulting in problems to pronounce certain syllables, words and sentences fluently. Pathological voice patterns are also caused by diseases such as dementia, strokes, Alzheimer's and Parkinson's. The therapy approach in the Kasseler stutter therapy is to practice soft pronunciation of syllables and words. Courses



are offered for different age groups: computer-supported presence therapies for children from 6-9 and from 9-12 as well as for adolescents and adults aged 13 and over; online course for teenagers and adults with accompaniment of a therapist, and courses for parents to support children of 3-6 years.

FIGURE 5: *TREATING STUTTER SUCCESSFULLY ONLINE*

© ALEXANDER WOLFF VON GUDENBERG

IMPLEMENTATION

The Kasseler Stutter Therapy was developed by Dr. Alexander Wolff von Gudenberg. He started stuttering himself at the age of four and has subsequently gained experience with various forms of therapy. In 1994 he developed a computer-supported form of therapy based on the model of an Israeli system and has continued to develop it further in recent years.

The therapy of stuttering is labour and time consuming; a few appointments with speech therapists do not lead to sustainable effects. Constant repetitions and long-term exercises are necessary, which are analysed and corrected after pronunciation. The therapy is extremely expensive. By using technical solutions, conflicts were avoided and frustration thresholds were lowered.

The therapy integrates technology into the classroom courses, but the online courses transfer the therapy concept, consisting of individual therapy, group therapy and various activities, to a large extent completely into the digital space. For this purpose, a special platform was developed. The participants take part in the group meetings via an avatar, the instructing therapists join in as required and provide assistance. The long-term goal is to use an app to create a digital service that can be used autonomously by the users and can thus also be used in countries without corresponding financial support from health insurance companies.

A challenge in the realization of the therapy was the work with voices. Although there are now various software processes that perform voice recognition, the therapy is not yet fully developed. Usually, the software cannot recognize pathological voice patterns.

RESULTS

The Kassel Institute has been involved in different research projects for many years. Among others, it works on the speech recognition of diseases via the analysis of pathological speech patterns and develops therapy offers. The impacts of the therapy have been evaluated internally. It is meanwhile recognized and supported by the health insurance funds.

MORE INFORMATION

 www.kasseler-stottertherapie.de/

15 Kijksluiter (Short video about medicine)



LOCATION

The Netherlands and other countries






OBJECTIVES

To offer patients and informal caregivers a short video in which they learn more in a personalised way about the medicine that is prescribed.

KEY FACTS

Kijksluiter is established by the Foundation Kijksluiter. Since December 2018, the foundation officially cooperates with the ministry of Health and the Medicines Evaluation Board to guarantee the quality and completeness of the information on medicines. Healthcare insurance companies promote the use of Kijksluiter. Already 80% of the pharmacies of Kijksluiter. Kijksluiter is further offered by hospitals, general practitioners, electronic health data and others.

In 2020 a subscription to offer Kijksluiter costs per year:

-  Pharmacy: € 585
-  General Practitioner: € 195
-  Hospital outpatient pharmacy: € 585
-  Hospital inpatient: € 2.400
-  Hospital connection to GIP screen: € 3.000

Kijksluiter is available for patients free of charge. The healthcare professional provides the link to Kijksluiter via email, SMS, patients portal or patients app.

Kijksluiter is addressed to people that can't or don't read small texts. Available in Dutch, English, Turkish and Moroccan. Upcoming also German, French and Spanish.

IMPLEMENTATION

One video on Kijksluiter takes 6 or 7 minutes to watch. The videos are interactive, so the viewer can decide which parts he/she wants to see or not and which parts to repeat. The used language has been adjusted according to the standards of Stichting Pharos and within test rounds with people with low educational levels.

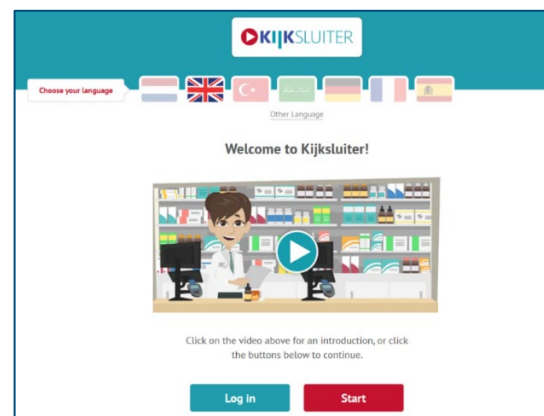




FIGURE 6: KIJKSLUITER HOME PAGE
(SOURCE: WWW.KIJKSLUITER.NL/#!)

RESULTS

The initiative has just started. The cooperation within the healthcare sector is promising.

MORE INFORMATION

-  www.kijksluiter.nl/#!
-  www.pharos.nl/

16 Licensing of fitness trainers by the Hessian Sports Association



LOCATION

The Region of Hessen

OBJECTIVES

The aim of this measure is to qualify trainers in implementing qualitatively assured, health-oriented programmes in sports clubs to support people in developing healthy lifestyles by strengthening their individual resources. Participant fees for courses run by licensed fitness trainers can be reimbursed by the health insurance funds up to 80%. Thus, mostly older people are addresses who want to maintain their functional abilities and prevent diseases.

KEY FACTS

The National Sports Association has – in cooperation with the Federal Medical Association – developed standards and quality criteria for trainings that have a proven positive impact on health. The Health Insurance Funds subsidize the participant fees, if local sports clubs are granted the quality seals “Sport pro Gesundheit” and “Deutscher Standard Prävention”, and if the trainers offering these courses are licensed after having performed specific training measures (ÜL B-Lizenz). A number of associations at state level and in specific sports are offering these trainings.

Trainers interested in qualification by offers of the Hessian Sports Association need a license of a lower grade (ÜL C-Lizenz), be an active member of a local sports club and commit to a norm of conducts for the well-being of children. The fee is 450 €, usually borne by the sports club of the trainee and reimbursed by 50% if the training is successfully completed. Licensed trainers work as volunteers or for an hourly tariff; those who are self-employed offer their services to fitness centres too.



FIGURE 7: AGEING ON THE MOVE

© BENJAMIN SONSALLA

IMPLEMENTATION

The training consists of 60 hours and is usually run in 3 weekend trainings. Its content is divided into four thematic areas:

- 👉 (Holistic) understanding of health and health models: Health definitions and models / Individual understanding of health / Effects of sports in the prevention of diseases
- 👉 Components of preventive health training: Conditional and coordinative skills and abilities / Coping with stress and relaxation / Basics of a health-oriented diet
- 👉 Planning, implementing and evaluating health-oriented exercise programmes: Organizational framework / Introduction to the programme “Preventive health training for adults” / Quality management and quality seals
- 👉 Personal and social skills: Working in groups / Qualification / Trainer role and self-image

Upon completion of their qualification, the trainers are ready to run preventive fitness courses for their target groups of adults at middle or advanced age. Their sports clubs are

very interested in this kind of qualification because the demand for courses, subsidized by the health insurance funds, is high and financially attractive.

RESULTS

Currently, 444 certified preventive training programmes are being run by sports associations in Hessen. 1.717 licensed trainers have been qualified during the last years. The interest in gaining the ÜL B licence is on the rise. 2 courses with 34 participants were conducted by the Hessian Sports Association in 2018, and 5 courses with 68 participants in 2019.

MORE INFORMATION

 www.landessportbund-hessen.de/fileadmin/media/SchuleBildungPersonalentwicklungAusbildung2019web.pdf

17 MAXCOM, smartphone for seniors with friendly screen application



LOCATION

Tychy

OBJECTIVES

The demand for inexpensive yet good quality smartphones for seniors is growing. The Polish company Maxcom replied to this demand by creating a smartphone purposely designed to meet older people needs.

KEY FACTS

One of the key barriers for Polish seniors to buy a smartphone is the price which might be too high for them. Therefore, Maxcom introduced to the market a smartphone which costs only 399 PLN (app. 90 Euro). Additionally, the smartphone is equipped with a special age friendly application allowing users with for example visual impairments or hand trembling to use the phone without problems.

IMPLEMENTATION

Thanks to the application older people can use the device without constraints. They are not forced to use the phones with large keys, which by many of them are found as stigmatizing. Moreover, traditional phones have rather small screen and watching photos or videos is hardly possible on them. Smartphone by MAXCOM enables them to enjoy the latest technological advances.

RESULTS

The product is valued and recommended by users. MAXCOM manufacturer is treated as the leading provider of telephones dedicated to seniors in Poland.



FIGURE 8: MAXCOM SMART MS553 FS LTE
(SEE SOURCES IN MORE INFORMATION SECTION)

MORE INFORMATION

 www.maxcom.pl/pl/smartfony/384-maxcom-smart-ms553-fs-lte-5908235974200.html

18 Men's Sheds



LOCATION

Ireland nationwide

OBJECTIVES

The basic idea of men's sheds is that "men grieve and share feelings shoulder to shoulder". A men's shed is a place where men can share their feelings in an incidental way, and in a secure, respectful and friendly atmosphere, while working on practical projects such as gardening, repair and refurbishment or community activities.

Men of all ages including senior or middle-aged men who have lost spouses or family members or have been made redundant or retired can suffer mental health issues and other related conditions. As a result of this general lack of communication, Irish men have become less healthy than women with a lower life expectancy (3.6 years lower than Irish women in 2016). Funding for the organisation is organised locally, but as a formal group they can leverage local and government funding schemes.

KEY FACTS

The Irish men's sheds network is a grassroots organisation, which was founded in Ireland in 2011, utilising a brand and model that was first developed in Australia. Social mores in Ireland and in other EU countries dictate that men don't generally share their feelings and emotions. Irish men are reluctant to converse about these topics. Men also tend to be reluctant to ask for help when they suffer bereavement or when they are undergoing periods of stress or ill health.

IMPLEMENTATION

The sheds meet at agreed times during the week.

The IMSA as a not-for-profit NGO now operates 400 Sheds on the island of Ireland, making it a cross-border organisation with a membership of approximately 10,000 members. Each shed operates autonomously and is embedded in the local community. The Irish sheds network supports thousands of men within local, safe, friendly and inclusive environments. Shed members cooperate on meaningful projects, in their own time while nurturing the health and well-being of all members of the community.

Many of the men's sheds are oriented towards practical activities such as community rebuilding projects. So while members of these sheds could benefit from age-friendly assistance, they or others may also provide facilitation. The members of each shed come from a range of backgrounds from professions to craft persons. The sheds also cooperate on projects of national significance, such as the organised effort by 50 sheds to remove Rhododendrons from Killarney National Park.

RESULTS

The Irish men's sheds network has won a number of awards in recognition of its impact. For example, in 2019, the Irish men's sheds association Ireland was named sustainable development goals champion for 2019/2020, won an award from Social Entrepreneurship Ireland and was awarded the European Parliament, European Citizens prize for 2019.

MORE INFORMATION

 <https://menssheds.ie/>



LOCATION

France and other countries

OBJECTIVES

Among the themes approached during the training:

- 👉 How a business works and the different roles between the company and the entrepreneur.
- 👉 The interdependence between entrepreneurs and their environment (stakeholders, customers, public institutions, competitors, regulations...).
- 👉 Negotiation process with stakeholders and win-win mind-set.
- 👉 Decision-making process: coherence, rationality, risk management etc.

Concretely, M.I.M.E. is a role-playing concept that aims at giving [to the participants] basic insights on how a business works. The most important business fundamentals are part of the training: trade and bank negotiations, cash-flow and stock management, basics of accountability, administrative procedure etc.

More than learning technical and specific business knowledge, the MIME method is conceived to help would-be entrepreneurs acquire or develop entrepreneurial soft skills like:

- 👉 Ability to deal (quickly) with unanticipated new situations.
- 👉 Questioning oneself, taking a step back and learning from mistakes.
- 👉 Anticipating mindset.
- 👉 Dealing with emotions (stress and anxiety linked with risky situations for instance).

KEY FACTS

M.I.M.E.® was created (with European funding) with the goal of disseminating the learning of entrepreneurial skills for everyone. According to Luc DUQUENNE, the creator of the method, basic entrepreneurial knowledge and skills should be learned at school just like mathematics and languages.

M.I.M.E.® is an innovative pedagogic method that uses case studies, debriefings, analysis and group discussions and tests of hypotheses (deductive learning).

The pedagogic fundamentals of M.I.M.E.® are:

- 👉 Creating problems to involve the participants in a solving and solutions research mind-set.
- 👉 Highlighting global, complex and dynamic approach of the problems and the solutions.
- 👉 Always associating learning with pleasure and dynamism.

IMPLEMENTATION

This concept is very concrete because most of the role-playing is based on decisions similar to the ones entrepreneurs need to deal with in a real business management.

For instance, during the training, participants are engaged on various decisions about making investments, fixing price policy, selling their products locally or exporting them internationally, negotiating with suppliers or banks, making deals with other companies, stocks management etc.

The training is characterized by different stages that are supposed to follow the natural development of the company. Each stage is split into two phases:

1. Instructions by the trainers and action (group thinking and decision-making process).
2. Pedagogic lecture about the theme (investment, cash flow management, bank negotiation) the groups just went through.

For instance, if the groups are told to take a decision about investment, the stage is followed by a lecture about the mechanisms of investment.

The lectures always follow the group decision-making processes and never come before because debriefing and analysis of the participants' behaviours is a key part of the training.

The method is implemented like a board game. Only paper sheets, pen, calculator and board game items (cards, board, Legos®...) are used. It means that computers are excluded in order to enhance group discussions and collective thinking.

The training is generally implemented with 4 groups composed by 4 or 5 people (16 to 20 participants) and 3 trainers.

All the teams are competitors (even though they can make alliances during the game) and each team represents a company. The type of industry and the product they sell are not defined by the training in order to get the participants understand that the mechanisms of business management are universal whatever the industry.

The training lasts 2 or 3 days during which approximately 2 years of a life company are simulated.

At the beginning, M.I.M.E.® was created for jobless, low-skilled people planning to create and manage a business.

Since then, the method has been adapted for all types of public:

- 👤 Students (university and technical schools)
- 👤 Entrepreneurs who want to improve their skills
- 👤 Employees (low as well as high skilled)
- 👤 Teachers
- 👤 Young people and fragile public living in deprived areas

RESULTS

The method is borderless, and many sessions have been organized in different countries: Romania, Italy, Spain, Benin and Switzerland for instance. The method was translated into different languages and a number of European trainers were trained to deliver it.

Every year in the world, around 2000 people, from all social conditions, participate in a M.I.M.E. session.

MORE INFORMATION

- 👤 www.delphic-consulting.com/

20 Mobile Wohnberatung (Mobile housing advice)



LOCATION

Hanau

OBJECTIVES

By setting up a mobile housing advice service in Hanau citizens should be informed about the possibilities of independent living in old age and new forms of living in a community should be supported. Thus its targets groups are mostly, but not exclusively, older people.

KEY FACTS

The mobile housing advice team was established in the context of the pilot programme "New Forms of Living - Advice and Cooperation for a Better Quality of Life in Old Age" in 2009. It is run by the Seniors Office in Hanau and consists of (mostly older) volunteers with expertise in specific areas, for example planning and construction, elder care, and fundraising.

The municipality is supporting the team, for example, by public relations, the reimbursement of expenses and taking on administrative tasks. The Hessian Office for Housing Advice offers training to volunteers.

IMPLEMENTATION

Citizens with needs for advice fill in a registration form in which they indicate the topics of interest. The Seniors Office coordinates an appointment with the volunteers, ensuring that the necessary expertise is available. The volunteers work as a team of one architect and one person familiar with economic and administrative aspects.

As preferred by those seeking advice, counselling takes place in the Seniors Office or in the apartments themselves (hence "mobile" advice). Discussed are options for age-appropriate renovation and the technical equipment for a safe and comfortable life in old age. The outreach approach allows to directly respond to the conditions of the apartment or house, to give appropriate tips, name funding opportunities and, if necessary, additional contacts.

The volunteers also address housing companies and, with events and information stalls, helps to promote the topics of new forms of community living in old age. They are trained for their tasks and are meeting regularly for professional exchange and to find solutions for potential problems.

The motives of the advertising poster on the right were chosen for two reasons: Hanau is the birth town of the Grimm brothers who collected fairy tales like the Bremen Town musicians. These were old animals that decided to run away and build a home of their own: "We will find something better than death anywhere."





FIGURE 9: ADVISE ON AGE FRIENDLY HOUSING WITH THE GRIMM BROTHERS

© MUNICIPALITY OF HANAU

RESULTS

The project was piloted in 2009 and turned out to meet profound needs of the citizens in Hanau. It is meanwhile established as a regular offer in the work of the Seniors Office. Data on the development of the requests within the last decade are not available.

MORE INFORMATION

-  www.hanau.de/vielfalt-leben/familie-und-kinder/mobilewohnberatung/index.html
-  www.serviceportal-zuhause-im-alter.de/praxisbeispiele/weitere-projekte/sonstige-projekte/mobile-wohnberatung-hanau.html

21 Mobility Scouts project „Traffic security“



LOCATION

Hanau

OBJECTIVES

Many citizens are aware of problematic traffic situations but do not inform the local authorities as they anticipate too many bureaucratic barriers. The aim of the Mobility Scouts project was to identify deficits in traffic security and to arrive, in sharing them with the responsible municipality officers, at improvements for citizens of all age-groups in Hanau.

KEY FACTS

The activities were initiated in the framework of the Erasmus+ project Mobility Scouts (2016-2018). 16 older citizens were trained as volunteers in the promotion of age-friendly environments; 3 of them decided to work on the improvement of traffic security, having a specific professional or volunteer background in this area.

The municipality of Hanau, in particular the departments for senior citizens and demographic development, adopted the approach, facilitated the work process and supported the communication with the other responsible departments.

<p>Steinheimer Str. 1</p> 	<p>Problembeschreibung</p> <p>Das Foto zeigt eine typische Situation:</p> <p>Der Radfahrer links auf dem Foto fährt auf dem sehr schmalen Gehweg (ca. 2 m). Dadurch werden Fußgänger verunsichert durch überholen und klingeln. Der Gehweg wird von Radfahrer in beide Richtungen befahren.</p> <p>Der Fahrradfahrer rechts fährt verkehrskonform auf der Straße.</p>
<p>Diskussion</p> <p>Was zur Sicherheit für alle Verkehrsteilnehmer beitragen könnte:</p>	<p>a) Es wäre gut, wenn durch eine Markierung auf der Straße ein Radweg eingezeichnet würde.</p> <p>b) Die Radfahrer könnten über die Seitenstraße „umgeleitet“ werden.</p>

The commitment of the municipality for creating an adequate environment for all generations as well as an active civil society at local level were important for the success of the project. The project was supported within the municipality especially by the Seniors Office, the Volunteers Agency and the Department of Demographic Change of the municipality. This included the information of the broad public and the organization of information events.

FIGURE 10: FACILITATING TRAFFIC SECURITY

IMPLEMENTATION

Mobility Scouts organized several excursions to places that had been reported as problematic. Traffic situations were documented with photos, short descriptions and suggested improvements.

The results were submitted to the responsible officials of the City of Hanau who valued this feedback from citizens and took it seriously. A number of proposals for the improvement of traffic security were implemented quickly and with much less bureaucracy than expected.

RESULTS

In some places signs were erected to warn road users about difficult traffic situations, plus special traffic lights to make it easier for older citizens to cross the road. The main success of this working group is that in the future, informal meetings will take place to allow citizens to present their complaints. Thus, Mobility Scouts were able to nudge a citizen-oriented

implementation of security measures. The concept – proper preparation and documentation of the problems as well as mutually respectful communication – is likely to contribute to changes and solutions to problems.

The group of Mobility Scouts has continued their work beyond the lifetime of the Erasmus+ project thanks to the professional support and accompaniment of the municipality of Hanau.

MORE INFORMATION

 www.mobility-scouts.eu/wp-content/uploads/2018/05/Toolkit.pdf

22 Model apartment for seniors



LOCATION

Warsaw

OBJECTIVES

The purpose of the project was to create a living lab, where interior design solutions, products and services, aimed at helping older people to stay longer healthy and independent, would be presented. It was financed by private companies, including big and global ones but also smaller companies from the local market.

KEY FACTS

Such a project was very much needed, which was reflected by a high interest by visitors and media. The showroom was visited since its opening in 2016 by over 3000 persons, mostly seniors and their caregivers, but also public institutions representatives, architects and housing developers. Several movies were produced in the apartment. Thanks to their availability on the internet, also persons living outside Warsaw can take a look at the model apartment.

The project was carried out by Agnieszka and Jan Cieśla who largely bore the risk combined with such an initiative. They managed to invite 18 companies, which supported it financially and/or with products. Despite the strong efforts, the public institutions did not decide to support the initiative, neither financially nor organisationally. The only exception was the Danish Embassy in Poland, which not only organised a press conference on the venue opening but also encouraged Danish companies to join the initiative. As a result, 5 out of 18 involved companies came from Denmark.

The project has a follow up in Szczecin. The model apartment in Szczecin was opened in 2018. As opposed to Mimo Wiekus project it was done entirely by the city and regional authorities, with now private funds involved.

IMPLEMENTATION

The initiative is run by the Mimo Wiekus Foundation and it is supported by private companies. Nonetheless, the foundation is applying for other funds which would give more development opportunities, like additional trainings, also online, on safe and comfortable age friendly dwelling.

RESULTS

The project is still running.

MORE INFORMATION

- ✋ Polska Agencja Prasowa, serwis Zdrowie
- ✋ Państwowy Fundusz Rehabilitacji Osób Niepełnosprawnych:
- ✋ Wyemitowany 1 października odcinek programu „Misja Integracja” na ogólnopolskim kanale TVP 3 poświęcony był Wzorcovemu Mieszkaniu:
- ✋ Ogólnopolski tygodnik „Wysokie Obcasy” (nakład 140 000 egzemplarzy) opublikował wywiad z twórcami WMS
- ✋ Polskie Radio: reportaż o Wzorcowym Mieszkaniu Seniora wraz z materiałem filmowym
- ✋ Audycja w Polskim Radiu 24 z udziałem Agnieszki Cieśla pt. „Mieszkanie dla seniora”
- ✋ Reportaż Ewy Wołkanowskiej-Kołodziej pt. „Więźniowie czwartego piętra”, w którym jako przykład dobrego rozwiązania przedstawione jest Wzorcowe Mieszkanie Seniora

23 National retirement insurance



LOCATION

France






OBJECTIVES

The national retirement insurance launched, in 2013, a series of advice and YouTube videos about home layout improvements.

KEY FACTS






An ergotherapist is a healthcare provider whose profession consists in evaluating and treating people with physical or psychomotor disabilities. The objective is preserving and improving ageing/disabled people's autonomy and independence for personal, family and professional activities.

An ergotherapist works with different publics:

-  Injured people.
-  Diseased people (chronic diseases, tumors etc.).
-  People with deficiencies (e.g. mental or sensory).
-  Disabled people.
-  Ageing.

In other words, an ergotherapist is a kind of “mediator” between the adaptation needs of a disabled/ageing person and what is required by everyday life.

In this way, the ergotherapist:

-  Evaluates the difficulties of the disabled/ageing people in their daily life;
-  Suggests new adjustments for better autonomy: physical or cognitive exercises, adapted leisure or social activities;
-  Works if useful on a rehabilitation plan: functional physiotherapy, spatial-temporal models;
-  Prevents troubles and risks of accidents;
-  Works on physical environments (home layout for instance).





If some ergotherapists work as freelances, the majority of these professionals work in medical/social facilities (hospitals, physiotherapy centers, medical institutes for children...).

The consultations with an ergotherapist are partially or totally (depending on various parameters) funded by the social security if they take place in a medical establishment or if the patient is hospitalized at home.

In the case where the ergotherapist is freelance, consultations are at the expense of the patient. Nonetheless, some retirement funds, private insurances or some public administrations (departments and even the municipalities) can support the cost of freelance ergotherapists.

The ergotherapists pursue a 3 years training. Ergotherapy is a state certificate accessible by an entrance test.

The content of the 3 years training course includes theoretical learnings completed by several internship periods. Among the disciplines studied:

-  Anatomy
-  Psychology
-  Nervous and sensory systems
-  Cognitive, mental and physical dysfunctions

- 👉 Emergency life-saving skills
- 👉 Ergonomics
- 👉 Physical environments analysis

IMPLEMENTATION

For instance, mentioned below, 3 different videos about making simple home layout improvements:

- 👉 For the living room: www.youtube.com/watch?v=KYldjLapPpE
- 👉 For the bathroom: www.youtube.com/watch?v=CGTOpE3VZg4
- 👉 For the bedroom: www.youtube.com/watch?v=4bDJI3gNjvY

To decide on this support, the insurance appoints an expert, an “*occupational therapist*” (occupational therapist) to carry out the home diagnosis in accordance with the ageing person’s characteristics and lifestyle. The expert then gives some basic advice and, where appropriate, elaborates a renovation plan to send to the insurance.

If the national insurance approves the renovation plan, it is in charge of the renovation work order and the means of intervention (appointing the service providers for instance).

Instead of or in addition to the renovation work, the national retirement insurance can also provide free kits with basic equipment like non-slip mats, bath seats, WC booster seats etc.

RESULTS

- 👉 In 2020, France counts 21 professional ergotherapy training centers and from 2009 to 2019, the number of ergotherapists (employees and entrepreneurs) increased from 7,349 to 12,765 (+ 4. 5% in a decade). There is around 1 ergotherapist for 5235 inhabitants, a density that is constantly increasing.
- 👉 Year after year, the French national retirement insurance finances more and more ergotherapy services but no precise data have been provided.
- 👉 The video for living room improvements has been watched by over 63,000 people.

MORE INFORMATION

- 👉 <https://www.lassuranceretraite.fr/>
- 👉 https://ergotherapie.u-pec.fr/medias/fichier/livret-de-formation-2014-2017_1410165942746-pdf?INLINE=FALSE
- 👉 <https://www.anfe.fr/demographie>

24 Netzwerk Demenz (Dementia Network)



LOCATION

Bensheim

OBJECTIVES

The Dementia Network is integrated into the Bensheim concept of a "city in networks". It aims to improve the situation of people with dementia and their relatives; to inform about the disease and its impacts for patients and their environment; to raise public awareness and integrated people concerned; to inform about existing support offers for relatives; to identify and name gaps in supply and to create networking opportunities among the stakeholders to promote the best possible access to care.

KEY FACTS

The Dementia Network arose from a pilot project on age-friendly housing concepts in which thematic networks were established. The 31 members of the network combine a wide range of services, including social associations, counselling centres, companies and doctors. They perform, among others, information events on the topic of dementia, preventive measures and the work with relatives, offer training for social and health care providers, link services and facilities, carry out public relations work on current topics and pro-actively involve people with dementia and their relatives.

IMPLEMENTATION

The network was founded in May 2013 and is coordinated by the urban planning and demography team in the Bensheim city council. It is based on forecasts of an ageing society and the necessity to offer age-appropriate solutions.

Usually the diagnosis of dementia is a considerable shock for both patients and their relatives. Often it happens at a time when people with dementia still have own potentials to actively deal with the topic. The brochure, which is available at many easily accessible places in the city, provides basic information on the disease, offers psychological counselling and legal assistance and shows the whole range of support services available from low-threshold care services to nursing homes. The aim of counselling services is to raise awareness and provide advice at an early stage to strengthen the choice between options for patients and their relatives.

In addition to that, the network engages in public relations work, also making use of unconventional means. In addition to public symposia with experts from science and politics, theatre plays on the topic of dementia have been organised in the past. An attempt has been made to raise awareness on the topic with a public "dementia demonstration".

RESULTS

The public events are met with great interest and well attended. The brochure is also positively received. As it is available at easily accessible locations, many people collect and use it as a basis for initial information. As of 2018, the brochure has already been distributed in its fourth edition. The regular exchange between the participating organizations and individuals is also positively assessed. Numerous stakeholders take part in this regular get-together.

MORE INFORMATION

 www.bensheim.de/leben-in-bensheim/demographie/demenz-und-pflege.html

25 Old age people's forum and the communiqué on Friday



LOCATION

Co. Louth

OBJECTIVES

To allow the older population in the area have a voice at the council level and have a tool that shares information in a timely fashion between organisations in the SHAFE space.

KEY FACTS

Who speaks up for the older population? Everybody feels that they have a contribution to make to solutions relating to older people. However, hearing the information first hand, from the older people themselves is always a powerful and inspiring motivator. In Co. Louth every 3 months there is a forum in which the services of the local area, Health Services Executive, Fire brigade, Ambulance teams, local health care providers, council workers etc. and a substantial group of older people themselves discuss and debate issues, challenges and formulate tentative solutions. It has been one of the most powerful activities in enabling focused change within the local community. This is included in the Age Friendly Town toolkit developed by Co. Louth and deployed to all counties in Ireland.

IMPLEMENTATION

To enable communication and change Co. Louth has formulated a weekly communiqué called the Friday email. Within the document, it has a heading with a clear description of each item in one sentence and a link for further information. If the item is new it is presented in green. The headings are: Funding, Surveys/Consultations/Public Meetings/Have Your Say!, Community, Training/Conferences/Workshops/Talks and Newsletters

A sample of the communiqué on Friday is presented below:

<p>Community</p> <ol style="list-style-type: none"> 1. "New" Safeguarding Ireland – Public Awareness Campaign. Click here 2. "New" Dawn/Dusk Chorus – Bealtaine Festival 2020. Click here 3. "New" An Tain Arts Centre – Upcoming Events. Click here 	<p>Surveys/Consultations/Public Meetings/Have Your Say!</p> <ol style="list-style-type: none"> 1. "New" Invitation to Outcomes Consultation regarding the needs of LGBT People – 9th March 2020. Click here 2. "New" Notice of Draft Variation (No. 2) of Louth County Development Plan 2015 - 2021. Click here 3. Survey - PEACE & INTERREG VA Programme Funding in Co. Louth. Click here 4. Bealtaine Hero Award. Click here
<p>Funding</p> <ol style="list-style-type: none"> 1. Amenity Grant Scheme 2020. Closing date 6th March. Click here 2. Social Enterprise Development Fund. Click here 	

FIGURE 11: EXTRACT FROM THE FRIDAY BULLETIN

This simple method of communication has been invaluable to enabling the community share information. Be self-supporting as each group and see and support the activities of the others. Anybody new coming into the space can see what is happening and when and by who.

RESULTS

The Friday Communique reaches a large and diverse set of key stakeholders across the county and beyond and has helped to foster an AFE community.

MORE INFORMATION

 Source: Louth County Council

26 Ondernemersplein – Business.gov



LOCATION

Utrecht

OBJECTIVES

The website intends to inform entrepreneurs on how to start and maintain a business.

KEY FACTS

The Ondernemersplein (Entrepreneurs square) is an initiative from the Dutch Ministry of Internal Affairs. Partners are the Chamber of Commerce, Netherlands Enterprise Agency, Tax authority, Central Bureau of Statistics. On the site, people can find information and advice from the (semi) government. Everything that is needed to start and maintain a business. Law and regulation, tax rules, funding, events and sector information.

IMPLEMENTATION

The website provides the following learning content:

- 👉 Roadmap to start a company in 10 steps: business plan, financing, hourly rate, trade register, etc.
- 👉 Employees: how to find and appoint, temporary contracts, sickness of the employee, say farewell to an employee, etc.
- 👉 Financing: banking loans, savings, investors, lease contracts, funding opportunities
- 👉 Freelance and self employed: when is someone an entrepreneur, liberal professions, self-employed versus employed, model agreements
- 👉 Taxes: VAT, car lease, income tax, business tax, etc.
- 👉 Operations: administration and bookkeeping, financial affairs, liability, contracts and legal affairs, privacy regulation, fraud and safety, insurances, etc.
- 👉 Innovation and product development: innovation concept, innovation to market, financing innovations, patents and IPR
- 👉 Business buildings: locations, rent or purchase, permits, safety, energy saving and sustainability
- 👉 International entrepreneurship: start a company abroad, import and export, outsourcing, VAT, international money transfers, customs, taxes, etc.
- 👉 Environmental responsibility: energy saving, corporate social responsibility, CO2 reduction, economic footprint.
- 👉 Closure or selling the company: goodwill, buyers, letter of intent, secrecy, tax issues, employees.

RESULTS

The website provides many answers to questions of entrepreneurs and is open to feedback and further improvements.

MORE INFORMATION

- 👉 <https://business.gov.nl/about-us/ondernemersplein/>

27 Pacsana: A smart wristband



LOCATION

Ireland

OBJECTIVES

Generating insights to help family members and carers predict possible future health problems and react to urgent issues using a wrist-based activity monitor.

KEY FACTS

- 👉 Simple solution-for the clients and their carers
- 👉 Proactive care instead of reactive.
- 👉 Long battery life and comprehensive data set.
- 👉 Cost effective-Annual fee the equivalent of mid-range smart watch

IMPLEMENTATION

The PacSana smart bracelet is supported by data analytics that are designed to build a picture of the movement patterns of the older person in their home and triggering alerts to anomalies. These anomalies can be urgent ones such as a lack of movement or treatable symptoms such as a change in movement patterns over time.

The design, weight and aesthetic of the device is geared towards 24/7 use and cost effectiveness. The solution is targeted principally at domiciliary care providers or health care providers. PacSana are running a number of pilots in this space. The largest such pilot is in the South East Care Trust in Belfast. Long term the company see significant opportunities for the solution to add value to Life and Health insurance offerings.

Figure 1 shows an infographic screen from the PacSana app.



FIGURE 12: CLOUD BASED INFOGRAPHIC OF DAILY ACTIVITY FROM PACSANA

RESULTS

The PacSana falls detection system is undergoing assessment in a number of pilot projects and first round of results from these activities are very positive.

MORE INFORMATION

- 👉 <https://www.irishtimes.com/business/innovation/emergency-help-devices-get-smart-with-pacsana-1.4032629>
- 👉 <http://pacsana.com/>

SMART

HEALTHY

BUILT

BUSINESS



28 Project Zilver



LOCATION

Primarily North and South Holland

OBJECTIVES

Project Zilver was established as a consortium to investigate how the new channel of voice can help older adults in their daily lives. Project Zilver's mission is to improve the lives of, and around, older adults through voice technology, in a non-stigmatising manner.

Project Zilver is written with a Z to pay homage to its Dutch roots. In Dutch silver is spelled with a z: 'zilver'. Also, when the movement will spread to other countries with their own Project Zilver initiatives, this will help the brand stand out.

KEY FACTS

Project Zilver is an initiative of Voice developer Maarten Lens-FitzGerald, innovation lab of the social insurance bank NOVUM, older people organisation ANBO, insurance company Achmea, Google and Social Insurance Bank.

IMPLEMENTATION

The research project provided a Google Home Assistant for 55+ people to try out for a few weeks. The trial included 3,450 participants, followed by a qualitative study among 14 older adults.

One downside of the assistant is that you cannot use it to call in the case of an emergency. It also sometimes does not recognize the speaker's (Dutch) language well, and users have noted unaccountable differences between the Dutch and English versions.

One of the pros of the assistant is that it is voice-activated, which means that is potentially easier to use and more accessible for some than button-activated devices. There is also a possibility that talking to a device that replies to you could reduce loneliness. Along those same lines, the device also enables older people to message or (video) call loved ones. The overall vision is for such devices to enable older people to remain in their homes longer.

Each partner has different reasons and potential benefits for participating in this trial. Google would like to increase its market and improve its voice recognition software. Achmea would like to work on an aid device for fall prevention. The SVB would like to see people use such devices to ask about their pensions (AOW) or get answers to some FAQs.

RESULTS

According to a news article about the project (Bremmer, 2019), participants used their assistant it for setting a timer, finding out the weather forecast, helping them locate their phone, and making a shopping lists.

MORE INFORMATION

 www.projectzilver.com/en/

29 Przystanek Alzheimer (Alzheimer bus stop)



LOCATION

Warsaw

OBJECTIVES

"Przystanek Alzheimer" is an informal group operating at the Warsaw branch of the Association little brothers of the Poor (mali bracia Ubogich). The group's goal is to educate and improve the situation, self-awareness and knowledge of carers, both family and professional. The "Przystanek Alzheimer" initiative wants to spread knowledge about Alzheimer's disease to improve the fate of sick people and their carers.

KEY FACTS

The beginnings of the group's activity were the first working meetings, which turned into regular monthly meetings under the name "Przystanek Alzheimer" in 2012. Already during the first year of operation, the group organized 12 open meetings. The meetings took the form of lectures, workshops and therapeutic workshops. The next editions of the meetings took place in 2015 and 2016. The topics of the lectures concerned the role of caregivers in caring for a person suffering from Alzheimer's disease, the special needs of the sick, prevention, treatment, and the need to take into account the needs of dependent (and not only disabled) people in Polish law.

IMPLEMENTATION

In 2015, "Przystanek Alzheimer" initiated a pilot project to build self-help groups for seniors, including support groups for people with Alzheimer's disease and other dementia syndromes.

RESULTS

As a result of the project "Przystanek Alzheimer", in 2015 the training of several leaders began, whose task was, among others creating new support points for carers of patients with Alzheimer's disease and 3 new consultation points were created. The project was continued in 2016 as part of an action aimed at strengthening and educating leaders building environmental support for carers of Alzheimer's disease and other dementia syndromes. It involved educating and strengthening leaders building environmental support for people and families of people suffering from Alzheimer's disease and other dementia syndromes. The action was used to professionalize leaders and gave organizational and legal assistance in creating support groups and consultation and information points. It also created a support group for project leaders / participants who started running support points and groups.

MORE INFORMATION

In Poland, there are no or few such trainings and they are hardly visible. Meanwhile, people who have contact with Alzheimer's patients require training not only in nursing, but also in music and dance therapy, psychology, law, and leisure time animation. Such group play a key role in before mentioned trainings and initiating them.

 www.malibracia.org.pl/nasze-projekty/przystanek-alzheimer/

30 Public Participation Network



LOCATION

Ireland nationwide

OBJECTIVES

The PPN is a new framework for public engagement and participation established by the Government of Ireland. From a local government perspective, it is vital that all public groups have an opportunity to engage with the council and benefit the local community at large. But this can be difficult to implement in a fair, unbiased and equitable way, and every county in Ireland has the same fundamental issues, being coordination and transparency. The PPN is the main conduit, designed and approved by the national government, through which the local authority is permitted to connect with potential service providers operating in the local community on matters regarding the environment, social inclusion and voluntary sectors. It has been structured to strengthen the capacity of the environmental, social inclusion, community groupings to contribute positively to the community in which they reside/participate. There is a level of transparency in how it operates (rules of engagement) that prevents, at its heart, bias or cronyism to any one particular group. It is an independent structure to the county council. All groups operating in a particular space, such as, social inclusion, receive the same information and data in a coordinated fashion through circular emails and forums, so no one group gets more advanced notice or preference. The aim of this framework is to facilitate and enable public organisations operating within the wider community to articulate and give an accurate focused voice to a diverse range of views, issues and interests within the local government system.

KEY FACTS

The Public Participation Network (PPN) is organised at County level with three pillars of activity: Environment, Social Inclusion and Voluntary. The Voluntary Pillar focussed on local development, sports, social groups, residents' groups etc. The Social Inclusion Pillar focussed on people experiencing disadvantage and inequality and the Environment Pillar focussed on protecting the environment and sustainable development.

The Public Participation Network facilitates the participation and representation of communities in a fair, equitable and transparent manner through the environmental, social inclusion & community sectors on decision-making bodies. The framework provides information relevant to the environmental, social inclusion & community sector and acts as a smart specialisation hub around which information is distributed and received.

IMPLEMENTATION

Each local PPN has a County Plenary at County level which deals with County level issues. There is also a Municipal District Plenary in each Municipal District which deals with issues at a municipal level. They have Linkage Groups, which deal with specific issues (task groups) and they have a secretariat at County level paid by the Council that acts a facilitation and communication mechanism. The fact that the secretariat is paid with clear role guidelines and not in a volunteer capacity helps with continuity and scaling.

The communiqué on Friday (good practice in previous section) is an email, issued at the end of business on Friday from the secretariat and is sent to all PPN participants. The version used in Louth includes all three pillars and aid in synchronising activities between the separate pillars.

RESULTS

Although the PPN was a government initiative it is replicated and ongoing in all the counties in Ireland. As improvements to the system are identified or are made, there is a coordination facility where these updates can be disseminated to all the other counties.

MORE INFORMATION

 [www.youtu.be/-bfcgJ0a0U0](https://www.youtube.be/-bfcgJ0a0U0)

31 ReHab



LOCATION

Coimbra, Centre Region

OBJECTIVES

ReHab is implementing a multidimensional kit of innovative technologies and traditional materials to promote cognitive stimulation and functional rehabilitation, whether individual and collectively, at home, through remote interaction. The target audience to this project are older persons living at home or using ageing assistance services (home support, day-care centre). The main beneficiaries are people over 65 in the city of Coimbra that are supported by Caritas home care services and its clients in CRSI day care and residential units.





KEY FACTS

With the increase in average life expectancy, we must look to the future, preventing and controlling the most common cognitive and physical decline in older citizens. The older population faces daily the consequences of the most common diseases in Portugal in this age group: Alzheimer's, Cataracts, Parkinson's, Osteoporosis, Diabetes, Cardiovascular, Cancer, Deafness and Depression. Portugal is the 4th OECD country with more people with dementia per 1000 inhabitants, according to the "Health at a Glance 2017" Report. Another major concern in the country is the feeling of loneliness, which, although transversal to all ages, prevails more in the older adults, related to widowhood, poor accessibility to health care, distance from urban centres and distance from the family. According to data collected by the GNR (Republican National Guard) in the Senior Censuses 2017, there are 45.516 older people living alone or in isolation in Portugal.

Specifically, in the area of senior population, Caritas Coimbra offers 13 day centres, 18 home support services, 5 residential structures, 2 continuing care units, 1 medical and rehabilitation clinic and 1 senior colony, with the support of around 3500 older adults in these services. In the demographic region supported by Caritas de Coimbra, serious difficulties in the area of ageing are identified, such as insufficient social support equipment; older people living alone; increased dependence. For this reason, Caritas has been working to combat cognitive and functional decline in an attempt to contribute to an improvement in the quality of life of these people, extending their autonomy.

One of the key answers today, namely for Ageing in Place, is the Home Support Service. This is a social service, which consists of providing care and services to families and / or people who are at home, in a situation of physical and / or mental dependence and who cannot temporarily or permanently meet their basic needs or performing the instrumental activities of daily living, nor have family support for the purpose.

The main challenges encountered in this area are:

-  Enhancing the active participation of older citizens in the community.
-  Combat cognitive and motor decline.
-  Extend the autonomy of older people, irrespective of their socio-economic conditions.
-  Promote digital literacy in the ageing population.

Either for prevention or rehabilitation, people need cognitive and functional training on a daily basis. However, in home care, it is not feasible to go to all houses every day to perform such long activities and the remote interaction can bring people closer.

Caritas Coimbra is the main organization in charge of this good practice. Besides Caritas Coimbra as an end-user institution, also Banco BPI is involved, through BPI Seniors Programme, as financing partner, and Pedro Nunes Institute and Fraunhofer AICOS, as partners.

To achieve the abovementioned aims, a range of activities have been developed with home care service users, institutionalized users, residential, and day care facilities, such as:

- 👉 Digital literacy workshop for home care users.
- 👉 Cognitive stimulation and functional rehabilitation at home.
- 👉 Cognitive stimulation group sessions for institutionalized clients.
- 👉 Weekly digital literacy workshops for institutionalized users.
- 👉 Physical rehabilitation sessions for institutionalized users.

In Rehab, for the sessions of cognitive stimulation and functional rehabilitation 15 home care service users were recruited, who, after an initial diagnosis to define the individual plan of cognitive and functional intervention, received at their home the multidimensional KIT. Users should develop activities twice a week, autonomously, with remote support from the caregiver with digital platforms at the beginning of each session. The implementation of the ReHAB project is giving Caritas de Coimbra the opportunity to test an alternative solution for improving social care delivery to the community that it supports by improving the resources available.

In practice, what was observed was that users have an interest in the project and want to participate, even developed their technological skills and got used to the use of technology. However, some problems were identified, which led to some readjustment and mitigation actions.

It was found that the technologies used need refinements because they do not respond at all to some users' needs, namely:

- 👉 Need to keep up with users' cognitive deficit, avoiding very fast and unexplained games, which leads to non-usability.
- 👉 Should allow remote service with simple questions that should be quickly resolved, e.g. ex. Game sound has not diminished to allow the participant to hear the animator through Skype.

IMPLEMENTATION

The project works on cognitive stimulation and functional rehabilitation individually and in a group, in an assisted environment and at home, making available a multidimensional kit of innovative technologies and traditional materials. The used instruments range from geriatric games to cognitive training games, available on a tablet, through interaction with an avatar. Healthier older persons, active and capable of facing the challenges of ageing, are the main objective of the Caritas Coimbra – ReHAB project. Caritas caregivers provide remote support at the beginning of each session through internet connection and Skype service. Digital literacy sessions are also being promoted for the beneficiaries of the project.

Thus, the summary of Rehab's actions is:

- 👉 Mobilization and recruitment of clients from day-care and home support responses, preferably living alone.
- 👉 Cognitive stimulation and functional rehabilitation of older adults' patients, through the provision of a multidimensional kit of didactic and technological instruments, with the changes promoted by the technical partners, so that it is possible to adapt to the needs of users.
- 👉 Cognitive stimulation sessions and functional rehabilitation at home, performed remotely through the use of technology.
- 👉 Improved response and meeting the needs of these users, through the inclusion of technologies such as the Internet of Things (IoT) and artificial intelligence.



FIGURE 13: REHAB IMPLEMENTATION

RESULTS

Feedback received is positive as a change in the way in which cognitive and functional stimulation activities are seen to be viewed - not just for entertainment reasons, but also because they are now recognized as essential to maintaining their autonomy and independence and the daily routines, for as long as possible.

All those whose family members use technology in their daily routine tend to be those who are most interested in learning from this project, especially about how to use digital platforms. For example, knowing that they can make calls to their distant relatives, just as they receive calls from the Caritas caregiver, is a benefit that they want to consolidate so that they can do it themselves, at other times. On the other hand, participants with a less participatory informal care network tend to be more resistant to learning how to use KIT materials, especially technological ones. However, they recognize the importance of this intervention, considering their participation in the project as an opportunity to socialize and to approach the social institution that accompanies it, as a synonym of security.

Participants already assume these activities as essential for the cognitive stimulation and permanence of their functional capacities, even more than for the occupation of their free time. The view of the need for cognitive and functional stimulation with advancing age has changed for many of the beneficiaries, leading to greater participation in these activities. There is an effective improvement in their levels of self-esteem and active participation in the communities in which they operate.

MORE INFORMATION

 www.caritascoimbra.pt/project/rehab/

32 Services de soins infirmiers à domicile (Qualified Home Care Nursing Services)



LOCATION

France nationwide

OBJECTIVES

Their actions have different objectives:

- 👉 Preventing loss of autonomy,
- 👉 Avoiding/Postponing hospitalization,
- 👉 Making the return at home after a hospital stay easier,
- 👉 Postponing an admission to a social/medical establishment (retirement home for instance).

KEY FACTS

The SSIAD (qualified home care nursing services) help ageing and disabled people to preserve and improve their autonomy at home.

The SSIAD intervene on medical prescription for:

- 👉 Ageing people (60 years old and more).
- 👉 Disabled people or people that suffer from a chronic disease.

IMPLEMENTATION

The SSIAD services are mainly composed of nurses and nursing assistants and their principal tasks are body wash, making bandages, injections etc.

Besides providing basic advice and body care through nurses and nursing assistants, the SSIAD insures the coordination between the ageing people, who use their services and other healthcare providers (physiotherapists, GPs, occupational therapists...) that take care of them. For the people who meet the requirements, SSIAD services are completely funded by social security insurance.

RESULTS

The last study on SSIAD seems to date back to 2008. At that time, 2,095 SSIAD covered the French territory and provided services for 98,000 people (of which 95% were ageing people). Furthermore, 80% of the beneficiaries of SSIAD services were over 75 years old and were seriously losing autonomy.

At that time, around 33,000 people were employees in SSIAD.

Nowadays, qualitative studies assert that these figures are higher. France is covered by more SSIAD and more ageing people benefit from their services.

Consequently, the SSIAD represent an important stakeholder in our ageing society.

MORE INFORMATION

- 👉 www.pour-les-personnes-agees.gouv.fr/vivre-domicile/etre-soigne-domicile/les-ssiad-services-de-soins-infirmiers-domicile
- 👉 <https://drees.solidarites-sante.gouv.fr/etudes-et-statistiques/publications/etudes-et-resultats/article/les-services-de-soins-infirmiers-a-domicile-en-2008>



33 SiDLY

LOCATION

Warsaw

OBJECTIVES

In order to meet the needs of a constantly growing older population in Poland new solutions, aiming at better health provision while not extending the use of scarce medical staff, are vital. The SiDLY telecare system is an innovative telemedicine technology, which includes telemedicine telecare bands, telemedicine platform and mobile application (iOS, Android), together with the possibility of telemonitoring service by a professional telemedicine centre.

KEY FACTS

SiDLY, limited liability company, initiates development of new services in the field of telemedicine in Poland and Europe. SiDLY is one of the first organizations, which comprehensively deals with the implementation of a new approach to telemedicine, from seeking areas requiring the initiation of telemedicine solutions, through the design, testing and construction of devices for medical purposes. The SiDLY team consists of representatives of technology, medicine and science. SiDLY products improve the work of hospitals and nursing homes, but also enable remote medical diagnostics for individual clients.

IMPLEMENTATION

The measurement results from the SiDLY monitoring band are regularly sent to the iOS and Android applications, as well as a 24-hour telecare platform, thanks to which the caregiver has constant access to information about the vital parameters of the monitored person.

In addition, it is possible to replace caregivers by a telecare centre, which performs the function of telemonitoring 24h/7. If required, the telecare centre takes actions so that the user of the SiDLY monitoring telemedicine band always receives the appropriate support (e.g. remote counselling, notification of the caregiver, notification of the relevant emergency services).

RESULTS

The product and SiDLY offer received many prizes and distinctions in Poland and also on international arena. The company is also beneficiary to programmes aimed at supporting the development of innovation in Poland.

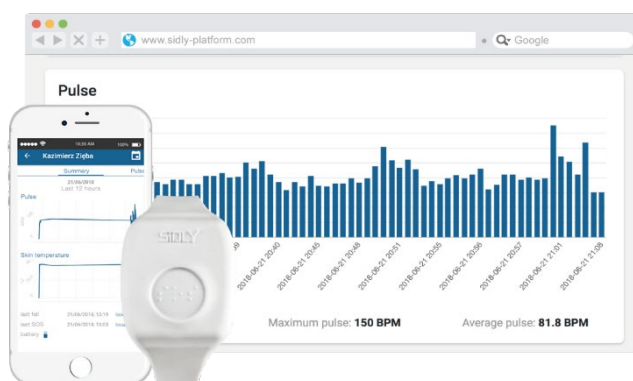


FIGURE 14: SiDLY BAND WITH ANDROID APPLICATION
(SOURCE: WWW.SIDLY-CARE.DE/EN/)

MORE INFORMATION

 www.sidly-care.eu/en/

34 Silver Starters



LOCATION

Europe

OBJECTIVES

Silver starters programme aims to encourage, support and empower European citizens 50+ to start new careers by providing them new perspectives, tools, knowledge through the course.

Due to in-creasing life years, more and more seniors want to be and need to be gainfully engaged. Remaining gainfully engaged has been shown to be beneficial for wellbeing, independence, long term health as well as reducing social and individual costs of dis-engagement, unemployment and poor health. Many do not know whether starting a new business or re-entering the employment market is a good choice for them. Furthermore they do not know what is involved in and how to start a new business. In 8-week courses we will learn 50+ citizens about the choices available to them and the essentials of entrepreneurship so that if they choose entrepreneurship they will significantly increase probability of success (which will reduce potential costs to society and increase their wellbeing and long term health).

KEY FACTS

Most start-up courses are aimed at young entrepreneurs. Given the growing life expectancy, seniors are increasingly considering a second career and wanting to create start-ups, which is proven to be an asset to well-being and health.

The training is part of a project financed by EIT Health and the project consortium is Naples University, Leyden Academy on Vitality and Ageing, Medical University of Lodz and Instituto Pedro Nunes. The course has the support of peers, coaches and experts.

IMPLEMENTATION

The blended course will have 8 weeks, with 1-day sessions on site that are planned to happen in 3 different moments of the course. The online content is composed by an adaptative online platform and mentoring meetings. Being mainly online, doesn't demand that the learners are the same area and allow us to target seniors across the country.

The training uses existing approaches, such as the lean start-up method, and adjusts them to meet the preferences of seniors.

The Silver Starters programme innovates education by offering individual, adaptive learning journeys based on knowledge level and learning targets. The programme enables differentiation and problem-based learning, important educational preferences of adult learners. It provides hands-on information that allows seniors to take a practical approach and to integrate their past experience.

RESULTS

The course is aiming for 80 participants generating 6 start-ups in the next years. The course is still going on and will be a Portuguese course available in 2020.

MORE INFORMATION

 www.eithealth.eu/silver

 <https://cincopontozero.pt/>

SMART	HEALTHY	BUILT	BUSINESS	
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35 Social action centres



LOCATION

France and other countries

OBJECTIVES

They organize social actions such as:

- ✎ Cultural and social activities: painting workshops, film projections, debates, concerts, board games, trips and walks (in France but also abroad) etc.
- ✎ Intellectual and physical activities: gym classes, chess games, gardening, bridge competitions etc.
- ✎ Social activities: common meals, epiphany cake, Christmas Eve etc.

KEY FACTS

Social action centres (CCAS) are public institutions at the municipal scale but are independent from the municipalities.

IMPLEMENTATION

There is no legal obligation about the duties of the social centres. Each social centre decides on the types of actions to implement (generally in agreement with municipality and department policies).

The social action centres are funded by different organizations, both public and private, for instance departments, municipalities/intermunicipalities, insurance funds but also income generated by their activities (self-financing).

RESULTS

According to a study led by the French Health Minister, in 2014, eight municipalities out of ten were implementing social programs (from a sample of 11,000 municipalities /intermunicipalities).

Nevertheless:

- ✎ 15% of the municipalities or CCAS were implementing an information point dedicated to ageing people,
- ✎ 5% of the municipalities/CCAS participated in the assessment on the dependency of ageing people,
- ✎ 14% of the CCAS financed (partially or totally) the expenses related to transport needs,
- ✎ 12.5% of the CCAS financed (partially or totally) expenses related to health (consultations, specific equipment...)

In conclusion, even though some CCAS implement significant social programs (cultural and physical activities, information point for a better ageing etc.), a large majority still struggle to fill this function.

MORE INFORMATION

- ✎ www.e-ressources.cnfpt.fr/documents/042011/220411105715DossierCCAS.pdf
- ✎ <https://drees.solidarites-sante.gouv.fr/etudes-et-statistiques/open-data/aide-et-action-sociale/article/l-enquete-sur-l-action-sociale-des-communes-et-intercommunalites-asco>

36 Social media for community or neighbourhood watch



LOCATION

The Netherlands nationwide

OBJECTIVES

To prevent neighbourhoods from criminal activities.

KEY FACTS

The practice can be found everywhere in The Netherlands. In urban, sub-urban and rural areas, small and large communities.

This project is exclusively run by volunteers. Neighbours in a street, neighbourhoods or larger communities agree to share their mobile numbers in order to create a WhatsApp group. Sometimes also the local police officer participates in the group. No investment costs.

IMPLEMENTATION

The group function of Whatsapp is used in The Netherlands to create so-called Whatsapp Neighbourhood prevention groups. Neighbours can share information and alarm each other to inform if a suspicious person or other dangerous situations in the neighbourhood occur. Such as: a woman is ringing at doors and cheating older adults, or there have been burglaries while using the back door in street X. When entering the neighbourhood a special sign (see figure 2) is placed to warn criminals off. These signs can be found everywhere.



FIGURE 15: WHATSAPP NEIGHBOURHOOD PREVENTION IN GOUDA

RESULTS

The initiatives are to be found everywhere in The Netherlands. Groups come and go, depending on the availability and activity of a few group leaders.

MORE INFORMATION

 <https://whatsappbuurtpreventie.nl/>

 <https://www.wabp.nl/>

37 Sustainable Energy Community



LOCATION

Dunleer, Co. Louth

OBJECTIVES

To deliver a community that has a sustainable energy footprint.

KEY FACTS

In Co. Louth 46% of homes use oil central heating and 40% of homes have Natural Gas Central heating. This highlights that Co. Louth is extremely reliant on fossil fuels. The idea of the initiative between the Louth County Council and the Dundalk Institute of technology was to educate the population of the town of Dunleer on how to achieve a sustainable Energy Community. The premise was; it was unlikely that people would switch to non-fossil fuel heating, but if they could persuade households to reduce the county's total consumption of fossil fuels it would be a start.

IMPLEMENTATION

A research team in Dundalk IT created an educational experience similar to "Who Wants to Be a Millionaire?" where people from the local community were facilitated with an interactive game like experience. The questions were energy related and a tablet was used to automate the answers. The Quiz was only one aspect. Forums where organised were different members of the Public Participation Network were able to show how they could help the community.

RESULTS

These meetings and "show and tell" presentations encourage local people to chat to others to share their experience with a piece of new technology or process. A model similar to the smart specialisation (<https://s3platform.jrc.ec.europa.eu/s3-guide>). There is a build-up of trust within the local community itself. There were links to healthy houses, mould, comfort etc., but the main emphasis was energy. Over 230 homes across Co. Louth have been equipped with measures to reduce their energy use and save money, resulting in the drawdown of €2.5 million in grant funding and creating one job for the project management of these programmes.

Through a pilot programme bringing the "Energy Ambassadors" to a national audience through deliveries across six counties around Ireland that have inspired, advised and assisted other communities to take ownership for this national issue with the theme of "communities learning from communities".

MORE INFORMATION

 www.youtu.be/beDeNIE6kW0

38 Tessa



LOCATION

Nijmegen

OBJECTIVES

Tessa is a social robot for people at a certain phase of dementia. It functions as an agenda to help structure their days, suggest activities, and provide reminders.

KEY FACTS

Tessa is a social robot, one of many that are currently in development or on the market. Tessa was developed by the private company TinyBots. Individuals and healthcare organisations can purchase Tessa. The purchase costs can be reduced by the Dutch healthcare insurance system and by tax reduction (for individuals).

Tessa is on the market since 3 years. Over 400 individuals and 75 healthcare institutions are making use of Tessa. In testimonials of customers, individuals mention that they feel less lonely while using Tessa and that it allows the informal carer to leave the house for a while.

The investment costs are for the developing private company TinyBots. Their return of investment is the selling of Tessa to the consumer and business market.

IMPLEMENTATION

Tessa is for people at stage 2 or 3 of dementia, who are still living at home. The device is placed somewhere central in the person's home, such as the living room. Via an app, a family member or caregiver creates the agenda, for example, by adding an activity, a message, and the time when Tessa should give it. The robot can also play music, but it is not interactive and cannot respond when people speak.

The robot was tested during development through several pilots, and users pointed out some problems with setting up the robot and creating a profile that are now supposedly resolved (*Robot Tessa*, 2018). A help desk for users is also available. One potential problem is when the user unplugs the robot without a family member or caregiver knowing.

RESULTS

Tessa is still on the market, so it must be a successful product. Six people work at the company.

MORE INFORMATION

 tinybots.nl/particulieren/home

39 The Hofje (Knarrenhof® Foundation)



LOCATION

Zwolle

OBJECTIVES

The Knarrenhof® Foundation promotes cooperative housing for people, including older adults, that want to live both socially and independently. The model form promoted is the courtyard house (Hofjes) where residents live independently around a common courtyard or garden. The residents can, therefore, do activities together and keep an eye on one another.

KEY FACTS

Knarrenhof® is designed by the company Locksley Collective. The owner, Peter Prak, has 25 years of experience in designing living neighbourhoods in The Netherlands, such as Amersfoort Vathorst, Stadshagen Zwolle, Meerstad Groningen. The other founders of Knarrenhof® are INBO architects (Eerde Schippers – partner/director), Cooper Feldman, Nel Sangers, Liedeke Reitsma. Partners of the initiative are the province of Overijssel, municipalities and the national government. The national government named Knarrenhof® three times as good practice.

Until now, one Hofje has been realised in Zwolle. The initiators plan to further develop the Knarrenhof® concept across the country and several local plans have been launched.

IMPLEMENTATION

What is unique about their approach is that the projects begin with the residents, who then help design the building before it is constructed. Knarrenhof finances the research and plan development stages, and guide groups through legal and other organizational challenges. They argue that the market does not provide enough “life-cycle proof” (levensloopbestendige woningen) residences. The few existing are often very expensive. Furthermore, half of the municipalities currently have a shortage of senior housing.

The “hofje” promoted by Knarrenhof is number one of top ten interesting forms of care residence arrangement.

RESULTS

The concept is well known and appreciated. Further steps towards national coverage of the concept is in the making.

MORE INFORMATION

 www.knarrenhof.nl

40 ToverTafel



LOCATION

The Netherlands, United Kingdom, Germany, France and Sweden

OBJECTIVES

Apathy is a major problem among people with later stage dementia. Originally targeting people in later stages of dementia, the ToverTafel encourages them to move and interact with their environment. New versions are available for populations with other special needs, such as people with mental disability and children.

KEY FACTS

The private company of ToverTafel, Active Cues, was founded in 2015 by 3 founders. It was originally developed by Hester Le Riche during her PhD research at TU Delft and VU Amsterdam. The company promotes happy contact with technology through photo exhibits and other initiatives. The company also makes use of co-design to develop new kinds of ToverTafel for other target groups.

ToverTafel started in The Netherlands in 2009, and since then it is available in the United Kingdom, Germany, France and Sweden. ToverTafel is carried out by the purchasers of the game(s). They install the game and make use of the instructions on how to play it. The product is supported by the purchasers and the players of the game. Since the product is still on the market, it must be a valuable product.

The development costs are for the company Active Cues. The return on investment comes from selling the product.

IMPLEMENTATION

The ToverTafel is a playful, interactive light table for older people, blind people, kids, and adults. There is a version for people with dementia, one for children in special education (Sprout), and one for adults with cognitive disorders (UP).

ToverTafel is a package deal of product and additional support to play the games. Healthcare organisations and other interested people can buy the product and support.

The device is hung from the ceiling over a table. It is portable, which means that it can be easily moved to another room and played at a different table. Equipped with a projector and speakers, the device comes with nine games (with more also available) that can be played alone or under supervision.

The ToverTafel is a product one can buy online on the market. The company provides additional support and installation instructions. Risk management is on the company Active Cues.

RESULTS

The product development has been successful: the product further develops for other target groups and is still available on the market. The company Active Cues only offers the ToverTafel and has 40 employees.

MORE INFORMATION

 www.tovertafel.nl/

41 Tréguier Hospital



LOCATION

Tréguier

OBJECTIVES

The main goal of the project consists in providing innovative solutions for meeting the challenges raised by ageing in a context where patients of the hospital were experiencing specific HEALTH and BUILT troubles: falls in the corridors/bathrooms, insufficient daily water intakes etc.

The central theme of these initiatives is autonomy extension and the safety of ageing people.

KEY FACTS

Tréguier hospital developed an innovative laboratory where dozens of ICT initiatives [for BUILT and HEALTH] are implemented. This laboratory is a cross-disciplinary initiative that involves different actors (businesses and particularly start-ups, doctors, health professionals, scientific researchers, end-users etc.) that work on using technologies to close the gap between ageing well and health issues. All of the stakeholders constantly exchange about the ICT solutions. What ICT solutions are needed? What are the effects of the ICT implemented on ageing people's issues? What is the scope for improvements?

IMPLEMENTATION

Some of the initiatives implemented by the hospital are:

Fall prevention: This experimentation consists in preventing falls with a SMART light system of light markings on the ground. Concretely, by placing lighting "diodes" alongside the corridors and at strategic spots of the rooms (bed, night table, bathroom door...). This package reduces falls.

Dehydration: The hospital works with SMART glasses able to recognize its users and then recording the daily quantity drunk by each patient. With these glasses, each patient (and their caregivers) is able to track the daily hydric dose.

Familéo: Near relatives of the patients regularly leave news on the digital app Familéo. Then, news is turned into a paper gazette delivered to each patient in their bedroom.

These types of initiatives emerge by a complex combination of interdependent factors. But we can, at least, mention:

- ✎ The willingness and the financial and human resources of an organization to extend and enhance ICT solutions for BUILT and HEALTH.
- ✎ The appropriate meeting of supply and demand that occurs by numerous characteristics: prices, needs, geographic proximity, collaboration between complementary economic agents...

Nonetheless, the circumstances that create this type of initiative are too much intricate to be fully approached and refer to the numerous research studies about business clusters.

The purpose of taking this good practice as an example is showing that ICT solutions that are effectively used by low-skilled people for a better ageing are "naturally" embedded in the users' environment. In other words, they are using ICT solutions without changing too much of their habits (example of the SMART glass).

According to some of the experts interviewed, society has to adapt ICT solutions to ageing people' habits [like it's done in Tréguier hospital] as much as, or even more than, adapting ageing people to ICT culture and literacy.

RESULTS

No evaluation has been carried out for the moment.

MORE INFORMATION

 www.ch-treguier.fr/spip.php?article184

 www.ladn.eu/tech-a-suivre/fabrique-des-futurs/technologie-aidera-bien-vieillir/

42 Unidade Integrada para o Envelhecimento Saudável e Ativo (Integrated Unit for Health and Active Ageing)



LOCATION

Coimbra, Centre Region

OBJECTIVES

Realising that the current model of care was not adequate for the ageing population, a group of health and social care providers led by CHUC have started to study how to improve the quality of care, developing an integrated patient pathway designed explicitly to patients over 65 years of age with multimorbidity, identified by any provider. This pathway integrates healthcare centre groups, a specialised unit for active ageing at the Coimbra University Hospital (which includes a geriatric assessment consultation, an acute care unit, a day



hospital, and consultations or inpatient units in specific subspecialties), the long-term network and social services. It aims to reduce the burden of care (polypharmacy and multiple contacts with the health system) and emergency/acute care. It aims to improve the patient's quality of life by sharing decisions based on what is essential to the patient in terms of treatments, health priorities, lifestyle and goals.

FIGURE 16: INTEGRATED CARE UNIESA

KEY FACTS

Although the clinical course starts in a situation of organic deterioration, the synergies and resources created by the pathway allow the development of an upstream response through the integration of care between providers. When the patient needs to be hospitalised, a previously designed care plan is implemented by a dedicated team, reducing the average length of stay to less than six days, avoiding loss of autonomy and reducing the prolonged stays and unplanned readmissions. Since day one, discharged is planned in coordination with the family and informal caregivers, primary care and social services, including previous home visiting for assessing home based conditions. It is possible to use remote monitoring tools, distance physiotherapy services, healthcare and social home services, or to follow the patient at the day hospital and outpatient clinic. Also, the specialised hospital ageing unit is used as a reference for pre and postgraduate training in ageing and the use of innovative approaches and the optimisation of a living lab with the Ageing@Coimbra partners.

With this model it will be possible to monetize resources, that connect primary care, health services social support and hospital centers. It will be possible to create integrated information sharing services.

Crossing information from several caregivers, professionals it is very important to have the clinical and social picture accessible to support decision-making. It will also be possible to use proximity services that already exist.

The project is also important to invest more in the prevention.

IMPLEMENTATION

It is in implementation phase, co-funded by Administração Central do Sistema de Saúde (Central Administration of the Health System) and will be enlarging its services and target users in the next few years, aiming at integration in current services.

RESULTS

Carrying out the social diagnosis and referral that allows the assessment of specific needs arising from hospitalization. People who leave the hospital are monitored when they get back to the community in a much appropriate way.

The use of technologies in which the caregiver can articulate with the health services, avoid the extreme use of health services in person.

It is possible to do cognitive stimulation and functional rehabilitation at home using technologies. Patients can be stimulated remotely.

MORE INFORMATION

 www.poseur.portugal2020.pt/en/portugal-2020/

43 WBS Training: Personal coaching - inventory taking and assessment



LOCATION

Hanau and other locations in Germany

OBJECTIVES

The educational offer intends to help to answer the questions such as how to optimally prepare for self-employment, how to create a business plan, which legal form is most suitable, what funding options and programmes are available, which marketing is appropriate, how to protect from private and business risks, and how to find a suitable location and operating rooms.

The offer is directed at all interested founders, either still gainfully employed, unemployed or at risk of unemployment. It is also apt for founders in the start-up phase. Low-skilled adults are not explicitly mentioned. However, personal coaching is the best possible approach to adapt learning contents and methods to individual wants and needs.

KEY FACTS

The training is performed by a private adult education provider. The introduction of the activation and placement voucher (AVGS), tested and probed as of 2002 and finally implemented as a continuing measure in 2013, has resulted in various educational offers for persons concerned or threatened by unemployment. Also fees for the personal coaching of people entitled to AVGS are covered by the local Employment Agency or Job Centre. With





FIGURE 17: ONLINE TRAINING

25 WBS training locations in Germany, their personal coaching can be considered a daily practice and rolled-out. Further WBS has realized more than 200 mobility projects in the framework of the Erasmus+ programme.

The professional requirements of coaches include a high level of expertise in all start-up-related areas. This is reflected in the job advertisements for trainers. No external stakeholders are involved in the training.

IMPLEMENTATION

In coordinated topic modules, the business strategy is elaborated jointly, and the essential know-how for a successful start in self-employment is taught. These modules cover the following topics:

-  Foundation preparation and legal framework: Founding reasons, self-check of entrepreneur personality, formulation of business idea, location and choice of premises, market analysis, consulting and coaching, application and approval procedures, legal framework, choice of legal form, knowledge of GDPR, preparation of applications and documents
-  Financing options and business plan: Modules of a business plan, criteria of success from the point of view of the donors, financing planning, founding with equity capital,

basic knowledge of loans and support programmes for entrepreneurs, discussion with financial institutions

- 👉 Commercial basics: Accounting, liquidity planning, basics cost accounting, price calculation, receivables management, annual profit and loss, target-performance comparison
- 👉 Basics taxes and insurance: Income tax, sales tax, hedging private and corporate risks
- 👉 Role as founder and entrepreneur: Employee selection, leadership, communication, confident behaviour in business relationships, crisis management, self-marketing

The compilation of educational modules is possible depending on personal requirements and individual needs. The maximum duration is 30 hours in 4 weeks.

RESULTS

The results for the individual participant are described as follows: “After this qualification, you can start your business optimally prepared. You know how to create a business and financial plan, know financing options and have useful commercial knowledge. You are also familiar with applicable legislation and important insurance. So you can also calmly face unforeseen situations.”

MORE INFORMATION

- 👉 www.wbstraining.de/weiterbildung-aktivierung-und-berufliche-eingliederung-heranfuehrung-an-eine-selbststaendige-taetigkeit-existenzgruendung-einzelcoaching-1/

44 „Własna firma to się opłaca!” (Your business - it pays off)



LOCATION

Warsaw

OBJECTIVES

The project is addressed to unemployed or economically inactive people at the age of 30 and more who belong to at least one of the following groups: long unemployed, low-skilled, people at the age of 50 and more, women, disabled. Potential participants have to intend to set-up their business.

The project included trainings for 105 people on how to set up and manage their business. The aim of the project is to create 95 new workplaces. 84 of them, who create the best business plans, will be supported with the funds from European Union and specialist advisory services in terms of entrepreneurship.

KEY FACTS

The training is run by profit-for organization: Konsorcjum Szkoleniowo-Doradcze Gamma and supported by funds from European Union. Trainers are specialists from the before mentioned organization.

IMPLEMENTATION

Training consist of: 2 stages of application process (I stage: evaluation of application form, II stage verification of predispositions), classes about basics of entrepreneurship (56h) and specialist advisory services in basics of entrepreneurship (5h) and specialist knowledge in this area (3h).

RESULTS

The project is still on-going. It is at the step of evaluating business plans. Planned results:

- 👉 105 people trained in the area of setting up and manage business,
- 👉 95 new workplaces,
- 👉 24.000 PLN for setting up company for 84 people,
- 👉 2.000 PLN monthly salaries for first 12 months of operating new company,
- 👉 advisory services in entrepreneurship.

MORE INFORMATION

- 👉 www.projektgamma.pl/szkolenia-unijne/lista-realizowanych-projektow/wlasna-firma-to-sie-oplaca

45 WoQuAz Wohn- und Quartierzentrum (Housing and quarter centre)



LOCATION

Weiterstadt

OBJECTIVES

The aim of WoQuAz is to combine various residential and care services for older people with a commercial infrastructure that can also be used by residents of the surrounding area. From the very beginning in 2009 special emphasis was placed on the installation, testing and further development of technical solutions and a cooperation with the Fraunhofer Institute was established. Meanwhile a company "Assisted Home Solutions" was founded and is selling housing concepts to older people.

KEY FACTS

The WoQuAz project is located in Weiterstadt in a residential area that was developed in the 1970s. In cooperation with various sponsors and partners such as the German Red Cross, the Diakonie and the Fraunhofer Institute, a mixture of residential and commercial space was implemented. The day centre of the German Red Cross offers a daily programme for people with dementia in order to relieve informal carers. This offer is supplemented by a sheltered living for 11 people with dementia. The residents have private rooms and share facilities such as bathrooms or the kitchen. Available for all residents are multifunctional rooms that also can be used for events, a cafe and various commercial offers, including a cosmetics studio, a Pilates training course, a studio for Zumba and ballet as well as practices of physiotherapists and dentist



FIGURE 18: WOQUAZ COMMUNITY PROJECT

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IMPLEMENTATION

The WoQuAz project has realized a successful combination of private living and commercial offers, especially aiming at older people. In the area of assisted living, the WoQuAz project has implemented a variety of smart home applications. One of the biggest challenges was to find a solution for long-lasting architectural requirements on the one hand and short-lived digital innovations on the other. This was solved by installing an extensive digital infrastructure (power, data cables, connections). Various current digital devices can be connected to this infrastructure.

Problems arose, for example, by the fact that various technical solutions as well as smart homes and AAL concepts were often only tested in show homes and in the laboratory beforehand. This resulted in a deficient suitability for everyday use and made further development necessary. In the AAL context correct problem and emergency identification is

essential. Common concepts try to achieve this by monitoring situations and detecting deviations from the rule. This approach is not suitable for assisted living because everyday situations are too complex and data protection must be ensured. WoQuAz and the affiliated company "Assisted Home Solutions" therefore focus specifically on detecting emergencies, not on deviations. For example, two smoke detectors and sensors above the stove are used to detect whether a fire has broken out or only smoke has developed.

RESULTS

WoQuAz has significantly contributed to the practical implementation of smart home concepts. Data on emergencies only leaves it when it is necessary to cope with them externally. Default for normal situations are initial (and repeated) conversations about habits and preferences of the residents. Thus, processes such as the control of heating and windows are performed safely. The result seems to be an age-appropriate smart environment that meets the needs of the residents.

MORE INFORMATION

 www.woquaz.com

 www.assistedhome.de/

46 ZorgScherM (Senior Table)



LOCATION

Rotterdam

OBJECTIVES

ZorgScherM is an example of one of many devices meant to connect older adults to caregivers and others through an easy-to-use interface.

The ZorgScherM is a device designed to be accessible for older people with limited technological knowledge. Because it looks like a digital photo frame, it looks like it belongs in a living room. The device can help caregivers provide remote care and other services. Memory Lane intended for it to be easy to use and to enable older people to remain in their homes for longer while combatting loneliness.

KEY FACTS

The ICT is developed for older adults and their children as informal carers. It is developed to enable children to get in touch with their parents, also if physical contact is not feasible. All functionalities of the tablet can be remotely controlled and set.

At first the private company Memory Lane developed an app to connect children and parents. This app was sold 40,000 times and in use with 30 municipalities until the end of 2018. Because many people work with their own tablet, operational issues occurred to use the app. This is why Memory Lane started to develop their own tablet: ZorgScherM. LENOVO developed the touchscreen and the software has been elaborated by Roxelane Development. The online connection is provided by the partner T-Mobile. At the moment Memory Lane grew to a company size of 35 employees.

The device is currently being used by Radar Wmo and Home Instead in Rotterdam. Memory Lane provided one tablet to all of the residents of Rotterdam Centrum and Overschie to try out for six months (*Wmo radar en Home Instead introduceren seniorentablet*, 2019). In Castricum, 30 users were given the screen for free by Home Instead Kennemerland (*KBO Noord Holland*, 2019).

Return on investment is foreseen by selling the tablet to individual customers and municipalities. The tablet can be purchased for an amount of € 29.95 per month (within a 2 year subscription; payment per year). The Memory Lane Companion App is included and the tablet contains a SIM-card.

IMPLEMENTATION

The user-friendly device is supposed to serve as both a senior tablet and means for care providers to check on their clients. It is supposed to be easy to set up and can work via Wi-Fi or SIM card. It has care functions, emergency functions, and relaxation functions. Some examples include a photo album, video calling function, and an agenda for appointments. Memory Lane can also create customized apps and provide analytics of users.

RESULTS

The product development started in 2014. The company is still on the market.

MORE INFORMATION

 www.mymemorylane.com