★ ENPATIC Project : Improvement of the quality of life at home thanks to new technologies

France
CCAS Grenoble
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Context

The city of Grenoble and the department of Isère decided to create jointly a prospective mission regarding the support of elderly people at home by an access to innovative solutions (home automation and information and communication technologies). In September 2004, the author of a report M. Jean Giard, has proposed an overview of the problematic and some perspectives in the report named "Technological innovation to the benefit of home support."

Following the communication, an international conference was held in 2006 and 2007 in Grenoble. This event, which gather around 500 people, was a great contribution to the development of exchanges between deciders, politicians, professional of social action, and people from medical university, enterprises working in the field of new technologies.

Today, Grenoble and its CCAS has decided to launch an experimentation on the use of new technologies to improve the quality of home care support of elderly, to enhance the relationship and coordination between professionals which intervene at home, and to fight against loneliness of the elderly and if needed avoid or delayed an entrance in specific institutions for elderly people.

Description

The project ENPATIC (innovative Experimentation for elderly people with new technologies), facilitates the relation between elderly people and families with services that might answers their needs (social link, home care services, cares, lunch, modification of the housing...) by making available a computer with simplified and specific software. This computer allows a better coordination and transmission of information among the various professionals that intervene at home or in institutions.

The first objective is to improve the quality of life at home on 3 target groups : elderly people, care givers and professionals.

For the elderly persons and their family , it is more precisely to :
- reinforce the social environment with family, friends and neighbours,
- reassure the caregivers (spouse, children)
- increase the sense of security
- fight against loneliness
- allow a better access to educational and cultural activities
- make the persons aware of new technologies

For professionals, social workers, social carers, including all the professionals in the social and medical areas, the objectives will be to improve the networking job and to enhance the communication and the coordination of the care among the various professionals at home (in particular with specifications for electronic transmission, a form for liaison and communication).

One more aim of this project, is to provide to the CCAS, reliable indicators and evidences to improve the quality of the offered service, to measure the economic impact and analyse the value for money. Furthermore, these indicators and data will be helpful for other local authorities, professional in the gerontology area and family local NGOS and all the organisations concerned by the ageing population (County council, CRAM, and so on).

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All the results will significantly contribute to the development of a modernised policy for elderly people at home, answer to the CCAS' concerns and to the Plan Ageing Solidarity (2006), ...

Access to the tool and method of use

At home, the person or the couple whose loss of autonomy will provoke a social exclusion will be equip with the touch screen that will permit an easier consultation. The person will consult in an autonomous manner the e-services provided. The tool is composed of a welcome page organised as follow :

An access dedicated to the management of the services
A local access dedicated to information provider (selected by the administrator) publication of information, pictures, videos ... those information can be targeted within the geographical situation (national, department, city)
Funny and enjoyable icons for the elderly persons users to go to the tool ...
Icons for home care givers to share information and ensure a continuity of the actions.

Organisation of the project

In order to have a good management of the project, two committees were created for the elaboration and the implementation of the project :

Technical committee : elected representatives, managers and qualified professionals, with a multi disciplinary team elaborate and implement the project. The steering committee validate the proposals made by the technical committee.

Preliminary study and schedule

Means

Financial means
2 years (2009-2010) : 141 300 Euros

Assessment

Computers is part of our daily life in the main part of the population, except for vulnerable people, including elderly people, frail and in loss of autonomy. With the development of technologies, more and more services dedicated to health and autonomy (self sufficiency), are created, but unfortunately, due to a lack of internet access at home, and an organization of medical and social care services which integrate this tool, a lot of elderly people can't benefit from this progress.

This innovative project is innovative regarding the users and aims at develops and provides services more and more efficient. The "home" become a communicative place, thanks to New technologies that help to provide services adapted to the need of the individuals.

CCAS Estimation

Personal services, home care services have not yet included in their practices, new technologies. The aim of the CCAS is, among other, to promote social innovation and to help the evolution of practices and the users abilities, in order to improve the daily life of elderly people.

Target group

Families
Elderly people

CONTACT
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