



WG2 Case study profile

WG2 Thematic group	WG2.1a. Older people
Name(s) of proposer	Jorge Garcés, Irene Monsonís, Francisco Ródenas, Carmen García, Ascensión Doñate
Institution	Polibienestar Research Institute
Title of case study (and priority ranking)	Supporting elders at home through ICT services
Country/region/place investigated	European level
Social service sector(s) investigated	Older people living at their own homes
<ul style="list-style-type: none"> • Older people 	
Category of case study ('what' is investigated) <i>(Erase non relevant ones)</i> <ul style="list-style-type: none"> • Subsector/policy/programme (meso-level) • Project/initiative/experience (micro-level) 	<p>In the modern digital society, people can access an increasing number of products, services and information from Internet through new technologies. The complex skills needed to benefit from the current technological framework tend to mean barriers to an increasing number of older people as they do not have enough IT knowledge and education to use these technologies. In response, the European Commission is developing actions to improve ICT uptake and accessibility for older people within the European i2010 initiative on e-inclusion.</p> <p>In this sense, the Commission funds research and development into ICT solutions for older people through, for example, the AAL Programme to stimulate developments in ambient assisted living, which cover technologies designed to help older people to continue to live at home; or the EU's Seventh Framework Programme for Research, where one focus is on fostering independent living and inclusion.</p>
Time frame considered <i>(from when to when)</i>	From 2010
Five 'perspectives' <i>(Erase non relevant ones)</i> <ul style="list-style-type: none"> • Cost efficiency/quality/user satisfaction • Governance • Social and/or territorial cohesion 	<p>The information society can enable older people to participate fully in society and in the economy, and to be active as empowered citizens; and at the same time generate benefits for businesses and for economy and society at large.</p> <p>There are several direct benefits of ICTs to support older people that live at their own home and the community around them: a) to bring more comfort of living; b) to reduce social isolation strengthening social inclusion with their social networking, as well as to facilitate the access to public and commercial e-services and products; and c) to facilitate older people enjoy a healthier and higher quality of life for longer assisted by tele-health technologies.</p> <p>However, it is important to take into account the barriers to stepping up ICTs investment for older people: a) the reduced scale of technological diffusion; b) the lack of awareness on cost-effectiveness and user acceptance of innovative services; and c) technology challenges (e.g. interoperability).</p>
Three processes in restructuring + crisis <ul style="list-style-type: none"> • Cuts/rationalization/management reforms (NPM, others) • Vertical subsidiarity (administrative re-arrangements between government levels) • Horizontal subsidiarity (involvement of/outsourcing to other suppliers) 	<p>Europe's ICT industry (including SMEs), health and social care providers from public and private entities can establish many of the components for delivery of services addressed to ageing customers. Private-public partnerships can engage in large-scale validation of user acceptance and cost-effectiveness of novel solutions.</p> <p>Cooperation across industry, users, and authorities is essential to achieve a high degree of visibility and awareness, to demonstrate wider cost-effectiveness, to increase transparency while</p>

	understanding users' needs, to find solutions for interoperability, to align regulatory frameworks, to share risks in research and innovation and, generally, to monitor progress.
Specific questions/focus	The main focus is the importance to involve older people in new technologies developing user-friendly ICTs and cost-effective solutions aimed to maintain elders socially active, to reduce social isolation and to promote high degree of independence, autonomy and dignity.
Local Stakeholder Network (LSN)	NO