



**Northern Periphery and
Arctic Programme**
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Remote Support of family carers



RemoAge
REMOTE SUPPORT OF AGED PEOPLE

Remote Support of family carers

T1.4 Flexible support of family carers

T1.8 Early identification of dementia

Summary

The service has been developed for care providers or other organizations that has the responsibility of supporting family carers if they need assistance in taking care of a relative who has dementia. The remote service increases the possibility for the family carer to receive support as it eliminates the need to travel in order to get support which in many cases would require the family carer to leave their relative alone while the carer is going to the meeting. The service instead utilizes video communication to facilitate the support sessions. Video calls between social service staff and the family carer are now taking place as an alternative to the traditional face to face meetings.

Typology of Impacts

Tangible impacts

- Improved access to services**
- Cost savings**
- Time savings**
- Reduced energy consumption
- Reduced environmental impact**
- Business development
- Job creation
- Improved competitiveness
- Other tangible impacts (specify)

Intangible impacts

- Building institutional capacity
- Raising awareness
- Changing attitudes and behavior
- Influencing policies
- Improving social cohesion
- Leveraging synergies
- Other intangible impacts

Contact

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Service end users

The target group and user of this service are family carers or relatives to patients with dementia

Challenge

The municipality is responsible under the Social Services Act in Sweden to provide support to persons who care for a close relative who is elderly, has a long term illness or has a disability. Due to long distances and difficulties in leaving their close relatives alone to meet the family consultant, municipalities have tested family support via video.

Service provider roles and Collaboration

Social services have the main responsibility to support family carers and the municipalities have staff employed dedicated to providing the support

Service availability

- Boden och Övertorneå municipalities i Norrbotten, Sverige

Service Delivery, process and organization

Through video communication a relative to a person with dementia can meet with social service staff. The relative or family carer gets the support after having applied for help and social care or primary healthcare has identified support needs for relatives and contact social care. In Övertorneå social care cooperates with the health center's memory clinic, which usually come earlier in contact with people with dementia and can then initiate support by video.

Technology and tools

Video communication by laptop and tablets

Service support

Staff needs to learn how the program works and to introduce technology and equipment for the users. IT unit check internet access and download software in affected personal computers and tablets. Family carers may borrow tablets from social care.

Implementation process

The implementation process started with a workshop. Participants in the workshop were managers from the participant's municipalities, staff from social care, the staff who are responsible for support family carers, occupational therapist from primary care and project leaders. The purposes of this workshop were to get a plan for implementation and when the test going to start. After that meeting project leaders together with some staff developed

routine for the new work method. They also plan for which activities they have to do before the start. When they tested the new working methods, local evaluation has been implemented by focus group with staff and questionnaires with patients, relatives and staff. These documents have been presented to managers as a basis for the broad implementation of the service.

Skills, knowledge and competences

Staff from social care has been learning to use video communication service. Local IT units have been assisting with training and support. Staff has trained carers in the use of video communication.

Risks and Solutions found

Risks;

- Poor internet access
- The technology causes trouble
- To find users who want to participate

Solutions;

- The staff identify people to the pilot and show them how the service works
- IT technicians check internet access and download software in affected personal computers and tablets
- The staff will be introduced and trained in equipment and service application.
- Staff introduce users and relatives in the service and borrow out tablets

Communication and dissemination

The health centre's occupational therapist informs about possible support through social care. Staff from social care visit organizations for senior citizens both to inform about service and dissemination of experience of it. Dissemination have been distributed through local newspapers, at a local dissemination conference in Norrbotten to managers and staff in municipalities and Region Norrbotten and for staff in Sweden by a national conference (MVT mässan) in Stockholm.

Service longevity

Municipalities have taken the decision to continue with this service.

Output metrics

- Nine family carers have used the service during the pilot
- Three professionals have worked with supporting of family carers during the pilot

Tangible impacts

Improved access to services

Support of family carers by video increases the opportunity for carers to gain support in the care of their relative because they cannot leave him/her alone but may have support at home. More carers can get part of the support as it is through video.

Cost savings

Travel costs will be saved both for the social care staff and carers.

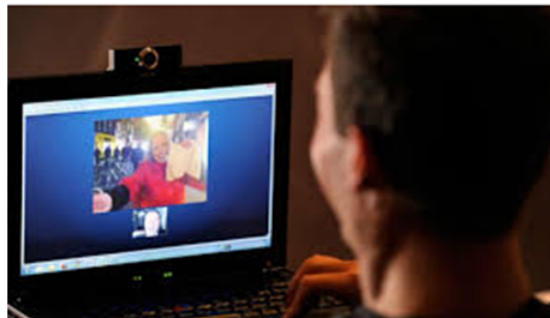
Time savings

Social care staff will save time when journeys are absent, which means that they can support more carers.



RemoAge is an EU-project that will find new ways of working with support to allow vulnerable older people to live longer in their homes in sparsely populated areas of northern Europe.

To support older people, family carers and healthcare staff, digital solutions and service packages will be tested and evaluated within the project.



Support to relatives by video

What is it about?

Norrbottnen has many remote and rural communities where the distance to care and social support can be very long. Family carers and relatives to persons with dementia can often not leave the person alone at home and currently need to travel to the main towns for support. Therefore the RemoAge project is pilot a service to provide remote family support by using video communication.

Who is it for?

The target group is relatives to persons with dementia.

How does it work

The primary healthcare has the first contact with the patients and their relatives. They identify support needs for relatives and contact the social care, who introduce an Ipad in the home which is used virtual meetings.

Results

- Better cooperation between the health and social care
- The cooperation enables earlier interventions to give support to family carer
- More frequent contacts between social care and family carer
- Better working environment for staff



Video

<https://youtu.be/CydyOm89gpk>

**For More Information
Please Visit Remoage.eu**



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