

# IDENTIFICATION OF PERSONS WHO NEED SPECIFIC INTERVENTIONS

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Deliverable D.T2.4.2

Version 1  
05 2020

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## 1. Introduction

This deliverable aims to illustrate the identification and selection of the persons in need of specific intervention based on the mapping process and the eCare practice, thus the following(s) tasks will be deepened:

- Criteria used for involving all the relevant stakeholders (local governments, health authorities, social care providers) and for recruiting and training the end users.
- Way of selection of the local areas where a significant sample of users and well-grounded communication network are available.

## 2. Stakeholders involvement

The chapter draws up a snapshot of the main actors operating, from different points of views in Bologna. That snapshot aims at focussing the involvement of different local stakeholders to achieve a wide and strong “co-construction” and sharing of the Nicelife project and local pilot.

### **ELDERLY PEOPLE**

They represent the key actors in the Bologna case. They are the main end users of the YOU BOS platform and services. That is why their involvement has been planned since the very first stage of the platform system development by means of different tools such as questionnaires, focus groups, ad hoc meetings, etc.

### **HEALTH PROFESSIONALS**

They play a key role in the CTSS in Bologna, several departments of LHA BO are involved in the pilot planning and preparation: Nursing services, Geriatrics and General Practitioners.

Representatives will be involved in the discussion during the preparation of the pilot phase in order to share the best care pathway to be implemented in the pilot. 1 pharmacist and 1 psychologist of the LHA BO are involved in the selection of the contents for the digital tool in order to foster correct lifestyles.

### **CARE PROFESSIONALS, VOLUNTEERS AND OTHER CAREGIVERS (POSSIBLE RELATIVES, FRIENDS, NEIGHBOURS, ETC.)**

They play a chief role in supporting and introducing elderly people to the knowledge of the system and its potential by actively contributing to the setting up of the platform YOU BOS as well as by empowering older people to better fight loneliness and to improve their quality of life. They organize video and chats as digital entertainments.

### **POLICY-MAKERS**

Their role is core-centred, as they are the engine in the local decision-making process in order to raise awareness among public bodies' representatives and the general public about the services offered by the project, so to envisage the NICELIFE implementation services by local political strategic plans devoted to home health care support.

## 2.1. End users involvement

The pilot in Bologna will involve at least 40 final users among elderly and their caregivers (very often elderly in their turn).

The partners in Bologna are going to select the main areas where the users will be enrolled.

The following are the criteria to be followed for the selection of the areas:

- a high density of elderly population living there;
- great involvement and interest of policy-makers at district level;
- tight cooperation between the Social services and volunteers. Co-operation would be the base to reinforce by ad hoc agreements between voluntary associations working in the area and the projects promoted by the Concorso di Idee (Call for ideas), launched every year by the eCare project with the main focus to support social aggregations.

### 2.1.1. Social care background

Bologna aims at developing a new digital tool (based on the BOS platform and on “local social resources”), involving the local health care services and social aggregations, addressed to the elderly people and their families.

With this new digital tool NICELIFE in Bologna intends to:

- Improve the quality of life and frailty conditions of the senior citizens (frail/alone or coupled, but with a “weak network” of relatives/friends).
- Keep the elderly at home as long as possible contributing in this way to keep them active.

From the social and territorial services point of view NICELIFE in Bologna has to cope with the following needs coming from older people:

- home support in order to avoid the useless movements of the elderly especially after the emergency situation due to COVID-19;
- entertainment in order to avoid loneliness and isolation;
- contact with other older people in order to promote socialisation;
- information in order to assist in the “map of services” available in the city;
- The senior citizens’ needs and the definition of their interests have to be identified together with the involvement of the local social resources.
- Those resources represent important aggregation centres for the socialisation of resident senior citizens and can be considered as main local realities for understanding elderly people needs and interests, but also privileged ones for fostering social cohesion, helping older people to socialise and find new spurs and interests in their daily life.

### 2.1.2. End Users recruitment criteria

For the designing of the different functionalities of the YOU BOS platform an ad hoc working group has been established since the end of 2019.

The working group composed by some partners of the NICELIFE local Consortium – namely LHA BO, LEPIDA and associated partners (ASSR and ASVO) aims at defining the methods/criteria of the YOU BOS services

delivery in relation to the involvement of the elderly from the viewpoint of information and of relationships of older people.

In particular, the tasks of the group are the following:

- The definition of proposals of YOU BOS services and the feasibility evaluation of proposals (related to technological, organisational and thematic aspects).
- The definition of an organisational model necessary to the delivery the YOU BOS services.
- The evaluation of the organisation needed for You BOS activities focuses on the variety of the actors to be involved at different levels. In particular, the activities necessary for the implementation of the services are as follows:
  - Proposing contents (video, audio, and text) for the platform in order to be shared with associations and end users engaged in the pilot.
  - Updating all information uploaded in the platform. This can be considered as a dynamic activity involving “operating” staff capable of checking, updating and uploading information through specific procedures.
  - Availability of experts and “operating” staff able to manage an interactive communication with the end users.
  - Updating and managing the system.

## TARGET GROUP

- Senior citizens living alone (single or coupled) at risk of social exclusion, with a “weak network” of relatives/friends and “frail elderly people”, independent (self-sufficient), in any case mobility independent.
- Range of age: 70-75 with possible engagement of elderly people under 70 or over 75, if interested in being involved in the pilot and if the Social Services Unit will estimate that YOU BOS could be useful for supporting them in socialisation/social integration.
- Not affected by mental disease (such as Alzheimer’s disease).

For the selection of the 40 elderly/caregivers strategy adopted is the co-operation and support of the voluntary associations and other local aggregations previously involved in ad hoc meetings and focus groups discussions to be informed about the NICELIFE project and willing to take active part in the development and implementation of YOU BOS. In this way the above-mentioned groups can involve within their organisations further elderly people, possible users and “testers” of the developed platform.

This greatly contributes to an important aspect of the NICELIFE services relating to the direct communication among end users. In addition, the involvement of end users in the project activities, within the same social aggregation or community, does foster the direct management of the YOU BOS platform by these organisations.

### 2.1.3. End Users Training

In order to guarantee acceptance and effective usage of the YOU BOS platform, its users must be appropriately trained. The two following sections are general descriptions of training approaches which will be adopted for the NICELIFE senior users.

In order to guarantee diffusion, acceptance and effective usage of the YOU BOS platform seniors and caregivers will be appropriately trained and have adequate support to ensure their acceptance and the success of the project.

So, the local NICELIFE partners are going to provide users (seniors, caregivers and volunteers) with a training plan and operating manuals, that are written in clear, simple, understandable language, avoiding technical and specialised terminology.

These training sessions and materials will basically explain:

- Components and functionalities of the YOU BOS platform,
- All steps required to access the different sessions and functionalities,
- Basic technological competences,
- eCare call center availability to call for assistance, recommendations, or for any other needs.

## 2.2. Volunteers and Social workers involvement

The NICELIFE project in Bologna aims at using the digital tool to develop for elderly people a “network” of relationships: a way, on the one hand, to fight isolation and loneliness and, on the other hand, to contribute to the wellbeing of the elderly in their own homes thanks to the connection of all caregivers and operating staff with the older people within a “virtual social network”.

That is why the voluntary sector together with social workers play a key role in the project.

### **VOLUNTEERS AND POLICY MAKERS**

First of all the involvement of volunteers and associations was at institutional level.

One of the associated partners of the project is ASVO (Association of associations for the development volunteering), who is already collaborating to promote synergy between associations operating in different domains not yet targeted to elderly involving young people. The aim, taking into account the new scenarios created by the COVID is to overcome the digital divide and promote socialisation by respecting physical distancing.

The NICELIFE project in Bologna has already realized a video call with 7 associations to imagine new kinds of entertainments and asks volunteers’ availability to improve their digital competences. In April 2020, 50 volunteers gave their availability. In May 2020, 4 second level digital courses started for them, like pioneers. The NICELIFE project in Bologna has realized also 2 video call with ASVO together with the ASSR in order to collaborate in the following dimensions:

- identify new professional skills useful for new welfare needs, starting not only from professional operators but from volunteers
- identify “facilitators” who train the identified volunteers to acquire new skills
- support the change of role of the volunteers who have worked with the elderly so far (broaden competence and role).

In the next steps, ad hoc meetings with associations and with the older people in contact with local social aggregations (voluntary groups, social centres, parish communities, etc.) will be planned.

The preparation of the Concorso di Idee (Call for ideas) 2020 (may- September) would be a further occasion to guide the new projects to support the NICELIFE initiative.

The discussion with these groups will play a key role in the involvement of associations in the co-construction of the services to be delivered through the YOU BOS platform as for instance:

- by contributing to the engagement and selection of older people for the pilot;



- By proposing contents for YOU BOS platform with the setting up of an ad hoc working group.
- By enlarging the current working group by involving other associations and social realities active in the area of Bologna to cooperate with the working group in the engagement of elderly people for the testing and in the proposal of contents useful to the YOU BOS platform.
- By collaborating steadily with the local NICELIFE working group.