Person-Centred Telecare Service

Organisation(s):	Madrid City Council
Country:	Spain
Contact:	policy@esn-eu.org

Theme:	
☒ Ageing & Care	☐ Labour Market Inclusion
☐ Asylum & Migration	☒ Social Inclusion
☐ Young People	☒ Technology
☐ Support for Children & Families	☐ Workforce and Leadership
☐ Community Care	☐ Social benefits
☐ Integrated Care & Support	☐ EU Funding
☐ Co-Production	☐ Social Service's Resilience
☐ Disability	☐ Mental Health
☐ Housing & Homelessness	☒ Person-centred Care
☐ Artificial Intelligence	☐ Other, please specify:
☒ Digitalisation	
☐ Quality Care	

Principles of the European Pillar of Social Rights: *Check the 20 principles here.*		
☐ 1. Education, training, life-long learning		☐ 11. Childcare and child support
☐ 2. Gender equality		☐ 12. Social protection
☐ 3. Equal opportunities		☐ 13. Unemployment benefits
☐ 4. Active support to employment		☐ 14. Minimum income
☐ 5. Secure and adaptable employment		☐ 15. Old age income and pensions
☐ 6. Fair Wages		☒ 16. Health care
☐ 7. Transparent employment conditions		☒ 17. Inclusion of people with disabilities
☐ 8. Social dialogue		☒ 18. Long-term care
☐ 9. Work-life balance		☐ 19. Housing and assistance to homeless
☐ 10. Healthy, safe work environment		☐ 20. Access to essential services

Current status of the practice:	☐ Concept and Design Phase ☐ Execution & Monitoring Phase ☐ Consolidation Phase ☒ Scaling Up and Transformation Phase ☐ Other (please specify)
Context/ Social issues addressed *Please explain the problem you attempt to solve.*	The ageing of our society is a challenge: to adapt home services for the care of older people to minimise their dependency and avoid unwanted institutionalisation. The Telecare Service of the Madrid City Council is an essential service that has been provided for more than 20 years. However, it is necessary to evolve from a

	reactive service that acts in alarm situations to a predictive, preventive and proactive service, which anticipates the emergency and promotes personalised attention. Each person receives technology adapted to their abilities and needs that allows them to remain at home and fight against unwanted loneliness through the creation of affinity groups.
Objectives: *Please provide a maximum of three objectives in bullet points.*	- Making the best use of technology and professional accompaniment to empower and enable people to continue living autonomously and respond to their interests, needs and preferences. - Prevent risk situations, provide emergency responds and combat unwanted loneliness, providing also support for family members. - Involve users in the hole process (design, development and evaluation) recognizing their abilities and potentialities and adapting the technology to their needs.
Activities: *Please summarise the activities put in place to achieve the objectives (maximum 200 words).*	This proposal combines synergies between the comprehensive care approach centred on the person and the existing technological development. The new telecare service: • It provides personalised attention according to the profile, needs and preferences of each user. • Works inside and outside the home (mobile telecare) • It is a predictive, preventive and proactive service, with remote monitoring at home • Supports integration and autonomy with online stimulation programs and APP with activities • Avoids loneliness with volunteer participation • Encourages participation by creating like-minded groups • It involves the socio-family environment and volunteering • It protects individual privacy and fights against the stigma of old age. • It employs a flexible, adaptive and evolutionary approach in the provision of the Service. Through the digitalisation of the service and the application of Artificial Intelligence, a personalised assessment is made that determines access to Comprehensive Care Programs based on specific affiliation criteria defined after a study on the user population.
Evaluation of practice: *Please explain how you evaluate the practice and what the results were/are so far*	- Feedback through people's experiences of services - Quantitative data collected internally - Realisation of a qualitative study, following the technique of the discussion group, to know their assessment of the service and detect possible improvements and expectations.

Links to supporting documents: *e.g. website or report of the practice*	[Teleasistencia - SEDE ELECTRÓNICA (madrid.es)](#) Link To Video Madrid's Challenge Telecare Service: https://www.youtube.com/watch?v=1t8cLWbJKmA
Comments and tips *i.e. for people willing to use your Practice*	Technology is adapted to their abilities, needs and preferences, does not stigmatise and promotes the generation of groups with similar interests to avoid loneliness and encourage participation. The service is free of charge for people over 90 years of age or with income less than 614,29€ per month.