



## Best Practices Social Work COVID19

# TELEASSISTANCE

Council of Barcelona, Spain



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### Framework

Barcelona County Council's Local Telecare Service offers people who are at risk due to old age, loneliness, fragility, health, disability, and dependency the possibility of communicating from home, 24 hours a day, 365 days a year, with professionals prepared to offer help and accompaniment in case of need. During the pandemic, the Local Telecare Service<sup>6</sup>, an exceptional service, was activated for all those people over 65 years of age who did not have the service until now and who, given the situation of confinement, could find themselves in a fragile, isolated, or at-risk situation. The objectives of the system are to detect emergencies and intervene immediately, provide resources aimed at the user, the families, and the environment from a preventive point of view, focused on promoting active and healthy aging, knowing the community's resources, and making good use of the telecare service.



### Activities

- 1 198,526 proactive calls from the Local Telecare Service to find out about users' health and social situation about COVID-19, which has substantially impacted older people
- 2 Calls motivated by a health problem have increased by 66%, health emergencies by 29%, social emergencies by 37%, and social issues by 9%.
- 3 84% increase in calls classified as "loneliness talks", which corroborates the fact that the Local Telecare Service has been a key player during this crisis and one of the only ones able to respond to the loneliness faced by the elderly, who have suffered so much from the consequences of confinement and the impact of COVID-19.



### Target-group

- People over 65 who are either not receiving any assistance or who are receiving assistance but find themselves in a position of loneliness or emergency.

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