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| <b>Practice:</b>               | <b>Implementation of a fall detection system in social care centres - intelligent monitoring system</b>   |
| <u>Organisation / Country:</u> | Riga City Council's Welfare Department, Latvia  |
| <u>Website:</u>                | <a href="https://ld.riga.lv/lv/">https://ld.riga.lv/lv/</a>   |
| <u>Contact:</u>                | Andris Izinkēvičs, Head of the Project Coordination Unit, Finance Division, Riga City Council's Welfare Department, Latvia<br><a href="mailto:andris.izinkevics@riga.lv">andris.izinkevics@riga.lv</a>  |
| <u>Summary:</u>                | <p>The project relates to the implementation of a unified service users' monitoring system in all social care centres in Riga to ensure the monitoring of several indicators and the timely response of care workers in case of emergency, reducing unnecessary contact of care workers with service users.</p> <p>The project supported the reconstruction of Wi-Fi infrastructure in two social care centres and installed 160 "smart client monitoring sensors" in three social care centres. The project furthermore provided professionals working in social care centres with monitoring and signal transmission equipment and funded training for professionals to develop a cooperation model for faster and more efficient responses to service users' and professionals' needs.</p> |
| <u>Resources:</u>              | The total funding of this project has been 349,160 €. The city municipality has co-financed the project with 87,290 € (25%). 75% of the project have been financed through a state loan (261,870 €), given by the Latvian state to municipalities for economic stimulation and support the reduction of the impact from the state of emergency and the crisis related to the Covid-19 pandemic.   |
| <u>Objectives:</u>             | The objective of the project is to implement a service users monitoring system in all social care centres in Riga to ensure multiple monitoring of indicators and timely response of the care workers in case of emergency, reducing unnecessary contact of care workers and service users.   |

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| <u>Outcomes:</u>               | The project has increased the service users' independence, granting social distancing and improving the service user service response time in case of emergency. The system grants safety and security, has reduced costs and is supporting professionals working in social care centres in Riga in their daily work. |
| <u>Evaluation of practice:</u> | The project will be evaluated by taking into consideration the satisfaction of service users, their relatives and the professionals working in Riga's social care centres.  |