

The KUJAWSKO-POMORSKIE Telecare Project

<u>Organisation(s):</u>	Regional Centre for Social Policy in Torun	
<u>Country:</u>	Poland	
<u>Contact:</u>	policy@esn-eu.org	
<u>Theme:</u>	<input checked="" type="checkbox"/> Ageing & Care <input type="checkbox"/> Asylum & Migration <input type="checkbox"/> Young People <input type="checkbox"/> Support for Children & Families <input type="checkbox"/> Community Care <input type="checkbox"/> Integrated Care & Support <input type="checkbox"/> Co-Production <input checked="" type="checkbox"/> Disability <input type="checkbox"/> Housing & Homelessness <input type="checkbox"/> Artificial Intelligence <input checked="" type="checkbox"/> Digitalisation <input type="checkbox"/> Quality Care	<input type="checkbox"/> Labour Market Inclusion <input type="checkbox"/> Social Inclusion <input checked="" type="checkbox"/> Technology <input type="checkbox"/> Workforce and Leadership <input type="checkbox"/> Social benefits <input type="checkbox"/> EU Funding <input type="checkbox"/> Social Service's Resilience <input type="checkbox"/> Mental Health <input checked="" type="checkbox"/> Person-centred Care <input type="checkbox"/> Other, please specify:
<u>Principles of the European Pillar of Social Rights:</u> <i>Check the 20 principles here.</i>	<input type="checkbox"/> 1. Education, training, life-long learning <input type="checkbox"/> 2. Gender equality <input type="checkbox"/> 3. Equal opportunities <input type="checkbox"/> 4. Active support to employment <input type="checkbox"/> 5. Secure and adaptable employment <input type="checkbox"/> 6. Fair Wages <input type="checkbox"/> 7. Transparent employment conditions <input type="checkbox"/> 8. Social dialogue <input type="checkbox"/> 9. Work-life balance <input type="checkbox"/> 10. Healthy, safe work environment	<input type="checkbox"/> 11. Childcare and child support <input type="checkbox"/> 12. Social protection <input type="checkbox"/> 13. Unemployment benefits <input type="checkbox"/> 14. Minimum income <input type="checkbox"/> 15. Old age income and pensions <input checked="" type="checkbox"/> 16. Health care <input checked="" type="checkbox"/> 17. Inclusion of people with disabilities <input type="checkbox"/> 18. Long-term care <input type="checkbox"/> 19. Housing and assistance to homeless <input type="checkbox"/> 20. Access to essential services
<u>Current status of the practice:</u>	<input type="checkbox"/> Concept and Design Phase <input type="checkbox"/> Execution & Monitoring Phase <input checked="" type="checkbox"/> Consolidation Phase <input checked="" type="checkbox"/> Scaling Up and Transformation Phase <input type="checkbox"/> Other (please specify)	

Context/ Social issues addressed

Please explain the problem you attempt to solve.

For several years now, demographic projections have indicated that Poland is one of the most dynamically ageing countries in Europe. According to these figures, by 2050, the proportion of the population in the post-working age group in the total number of citizens will have doubled from 15.8% (2015) to 32.7%, i.e. from slightly more than 6 million to over 11 million people. This trend is also observed in the Kujawsko-Pomorskie Voivodeship, where a gradual increase in older people can be noted over the past few years, testifying to the increasingly progressive phenomenon of an ageing population. A significant problem related to the trend of changes in the social structure is the singularisation of old age, manifested by a high percentage of older people remaining in single-person households. Projections by the Central Statistical Office (GUS) for Poland indicate that in 2030, more than half of single-person households will be managed by people aged 65 and over.

The process of singularisation relating to the older people community is, without doubt, an aspect that is of significant importance in the context of organising support in the form of telecare services or social services provided at the place of residence. In order to meet the demographic change necessitating the introduction of intensified measures for older people, including the involvement of innovative solutions in cooperation with institutional and community forms of assistance, a separate support action is necessary in the form of telecare services, day cares, neighbourhood assistance and voluntary care services.

Objectives:
Please provide a maximum of three objectives in bullet points.

- The Kujawsko-Pomorskie Telecare project aims to increase access to social services provided in the local environment in the form of neighbourhood help, care volunteering and modern technologies such as telecare for the 3000 inhabitants of the Kuyavian-Pomeranian Voivodeship who need support in the daily functioning.

Activities:
Please summarise the activities put in place to achieve the objectives (maximum 200 words).

- Each participant in the project may benefit from support in the form of:
- telecare services
 - social services are provided at the residence in the form of neighbourhood assistance or voluntary care services.
1. Identification of people in need of telecare
 2. Installation of SOS buttons, collapse sensors, heart rate measurements and two-way communication in people's homes.
 3. Installation of devices equipped with a SIM card, which are connected to a telecentre that holds information on each bracelet wearer. The telecentre's paramedics monitor the devices and receive notifications from the participants, responding individually to each situation and the needs of the user.
 4. Based on the information collected by the telecentre about illnesses, allergies, medications taken, and list of contact persons (family, neighbours, carers), telecentre staff can:
 - provide assistance
 - notify contact persons or call emergency services according to the needs and situation of each participant.
 5. Depending on their needs, participants may benefit from community-based services as support in basic daily household and living activities such as assistance with shopping, meal preparation, household chores, hospital visits, etc.

<p><u>Evaluation of practice:</u> <i>Please explain how you evaluate the practice, and what the results were/are so far</i></p>	<ul style="list-style-type: none"> - Feedback through people's experiences of services - Feedback from staff and leaders - Feedback from partners, e.g. regulators/inspection agency <p>Feedback comes from conversations, observations and correspondence with participants, employees and partners. Participants, who say that their sense of security has increased, are very satisfied with the support offered, as evidenced by, among others, is willingness to continue participation in subsequent editions of the project. The great satisfaction is also expressed by the participants' families.</p> <ul style="list-style-type: none"> - Quantitative data collected internally <p>Over the last 3 years, 21.990 calls for help via the wristband were recorded, of which 7.987 were fall alarms, and 896 interventions were made, of which emergency services were called in 409 cases</p>
<p><u>Links to supporting documents:</u> <i>e.g. website or report of the practice</i></p>	<p>https://rops.torun.pl/projekty/kujawsko-pomorska-teleopieka/informacje-o-projekcie</p>
<p><u>Comments and tips</u> <i>i.e. for people willing to use your Practice</i></p>	<p>Institutions that would like to implement this project must pay attention to several important issues:</p> <ul style="list-style-type: none"> - because of participants' fear of being supervised, a key issue is proper communication - equipment should have appropriate quality and appropriate functionalities - educating younger generations about the problem of seniors - raising funds