

Enhancing Telecare with Intelligent Water Meters

<u>Organisation(s):</u>	1. Regional Government of Andalucía - Department for Equality, Conciliation and Social Policies 2. Municipal Water Company of Málaga (EMASA) 3. Málaga City Council	
<u>Country:</u>	Spain	
<u>Contact:</u>	policy@esn-eu.org	
<u>Theme:</u> <i>Choose at least one option</i>	<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 checked="" type="checkbox"/> Integrated Care & Support <input type="checkbox"/> Co-Production <input 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 checked="" type="checkbox"/> Social Service's Resilience <input type="checkbox"/> Mental Health <input checked="" type="checkbox"/> Person-Centred Care <input type="checkbox"/> Research & Use of Evidence <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 type="checkbox"/> 16. Health care <input type="checkbox"/> 17. Inclusion of people with disabilities <input checked="" 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 type="checkbox"/> Consolidation Phase <input type="checkbox"/> Scaling Up and Transformation Phase <input type="checkbox"/> Other (please specify)	
<u>Context/ Social issues addressed</u> <i>Please explain the problem you attempt to solve.</i>	Since the early 2000s, Andalusia has established telecare services, making regular phone calls to older people in need of long-term care, living in their homes. It is a way to give older people living at home a feeling of security and to have someone look after them regularly. It is also a way to detect immediate care, for example, when someone has fallen and does not pick up the phone call. Unfortunately, it can happen that it takes a while until the telecare service detects that an older person needs immediate help, as people may encounter difficulties in the time period between two calls from the telecare services. By checking their	

	<p>water consumption remotely, the region of Andalusia, the city of Malaga and the local water company wants to ensure that situations, when older people need immediate care, are identified more effectively based on their water consumption at home. EMASA's smart metering system would alert the Andalusian Telecare Service to contact the user in order to clarify the situation and find out whether further action is necessary. In the event that contact cannot be made, community social services at Málaga City Council would be notified, who would proceed to carry out an on-site visit of the home. The system has a notification service and updates on the status of the incident so that the Andalusian Telecare Service can be kept updated as to the status of the case and notify family members or contacts if necessary.</p>
<p>Objectives: Please provide a maximum of three objectives in bullet points.</p>	<ol style="list-style-type: none"> 1. Develop a system of collaboration between public organisations in order to facilitate monitoring of habits among users of the Andalusian Telecare Service through intelligent analysis of water consumption patterns in homes. 2. Set up a three-way action protocol in cases where anomalous behaviour occurs and an alarm is triggered so that potential unusual or risky situations in users' homes can be clarified. 3. In this way, more direct and preventive management of all those users who, due to problems of age, physical condition or illness, or who live alone, may suffer from forgetfulness, accidents or situations that require assistance from social services.
<p>Activities: Please summarise the activities put in place to achieve the objectives (maximum 200 words).</p>	<ul style="list-style-type: none"> - Agencia de Servicios Sociales y Dependencia de Andalucía (ASSDA) has signed an Agreement with the Malaga City Council and the Municipal Water Company of Malaga S.A. (hereinafter, EMASA), which provides public services related to the integral water cycle in the City of Malaga so that the Telecare Services can respond to the alerts detected by EMASA motivated by excessively low or excessively high-water consumption in the homes of SAT users. It will allow you to prevent risk situations due to flooding and detect possible falls in the bathroom and prolonged absences, among others. - When EMASA (Municipal Water Company of Malaga S.A) detects an alert of unusual water consumption that makes it suspect that the user needs assistance, it will alert the SAT of the situation, and this service will call the home to ensure that everything is in order or, if not, mobilize resources. that are necessary. - Once the user of the selected Telecare Service has shown interest in participating in the EMASA program, they are sent or given, as the case may be, to read and sign a document, the Informed Consent to participate in the "Project" of alert management for unusual water consumption, which is attached. - To put the project into practice, EMASA is developing artificial intelligence software to detect anomalous behaviour or consumption alerts that indicate potential risk situations. - An exchange of information and notifications through a web platform will also be developed so that the service providers involved are kept informed of the status of the case, as well as the transmission of information and notifications in real-time on the actions carried out up until the closure of the case.
<p>Evaluation of practice: Please explain how you evaluate the practice, and what the results were/are so far</p>	<ul style="list-style-type: none"> - At this time, it has not yet been tested. The implementing parties are in the selection of people interested in being part of the programme

<p><u>Links to supporting documents:</u> <i>e.g. website or report of the practice</i></p>	<p>Presentation: Andalusian Telecare Service Summary: The Andalusian Teleservices</p>
<p><u>Comments and tips</u> <i>i.e. for people willing to use your Practice</i></p>	<ul style="list-style-type: none"> - Establish a protocol for data exchange between the different services involved. - Seek the agreement of people so their data can be exchanged between different services. - Having established a telecare system including a call centre to make the phone call is the basis, to further develop the system towards more intelligent, targeted phone calls, based on water consumption. - Your city must have intelligent water meters, as a precondition to make this practice work.