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SILHOUETTE

USING NOVEL INFORMATION
AND COMMUNICATION TECHNOLOGIES
FOR THE SUPPORT OF ELDERLY'S ACTIVE
PARTICIPATION IN THE INFORMATION SOCIETY



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ICT-based Support for the Elderly in Kanta-Häme: Strategies, Policies and Good Practices

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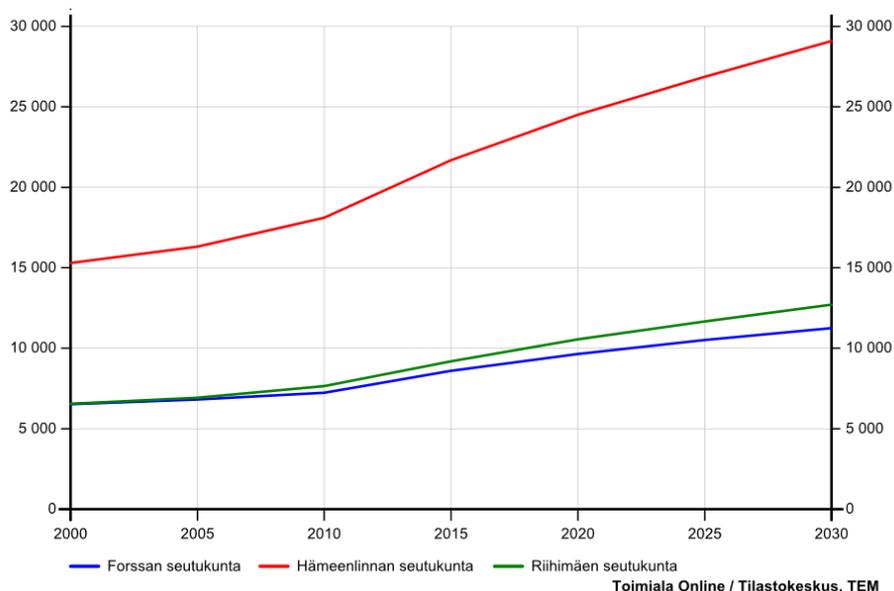
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1. Introduction

1.1 Aging population structure in Kanta-Häme

The number of people over 65 years is expected to increase dramatically during the next few decades in Finland and even at a faster pace in Kanta-Häme. The percentage of over 65 year olds currently in Finland is about 17% (with about 940 000 inhabitants), where as in 2030 it's expected to have increased up to 26% (with about 1 500 000 inhabitants). The respective numbers in Kanta-Häme are about 17% in 2010 (with about 30 000 inhabitants) to about 28% in 2030 (with about 53 000 inhabitants).

Population 2000-2030 by municipality in Kanta-Häme
(over 65 year olds)



This change in the population structure is a well-known fact in the principality of Kanta-Häme as well as in the municipalities. All are addressing the issue and trying to find new solutions. The matter becomes even more challenging as the number of caring personnel is decreasing at the same time with the need for services increasing. The overall focus is to support the elderly's independent living; to many this means enabling longer living at home. Another key change is to move from reactive to proactive measures in elderly care. On both, greater utilization of wellbeing technologies provides new opportunities.

1.2 Roles and responsibilities in elderly care in Finland

In Finland, the Ministry of Social Affairs and Health incorporates Finland's national ageing policy in its strategy, implementing it with the help of legislation, quality guidelines, programmes and projects. The ageing policy is carried out by municipalities, which arrange the social and health services that older people require. The overall aim of the ageing policy in Finland is to further older people's: functional capacity, independent living and active involvement in society (source: Ministry of Social Affairs and Health).

2. Regional strategies and policies supporting needs of the elderly

1. Name of Strategy	2.1 Wellbeing Häme: Kanta-Häme wellbeing strategy 2015
2. Location	Kanta-Häme
3. Description	17, 18
4. Relevant pages	Sets the strategic principles and guidelines for the development and promotion of wellbeing in Kanta-Häme.
5. Text	<p>“Maintaining wellbeing requires that the effectiveness of public services is increased... New modes of operation and new technologies should be utilized in the production of wellbeing services”.</p> <p>“In addition to services, the elderly’s living at home can be supported in many ways through the use of IT and wellbeing technology”.</p>

1. Name of Strategy	2.2 Hämeenlinna service and procurement strategy
2. Location	Hämeenlinna area, Hämeenlinna
3. Description	Sets the basis for the whole service structure in Hämeenlinna and boundaries for policy work in committees.
4. Relevant pages	8
5. Text	<p>“The development of technology will change ways of working and offer possibilities to increase customer focus and productivity... With the help of new information and communications technologies, the municipality is able to provide equal opportunities for its citizens to reach public services”.</p> <p>“Customers are more and more often served through other media than face-to-face contact and therefore the role of email, phone and social media in customer service will increase”.</p>

1. Name of Strategy	2.3 Hämeenlinna Service orderer policy 2010-2013 by aged people committee
2. Location	Hämeenlinna area, Hämeenlinna
3. Description	Defines the service structure, procurement and investments & development plans regarding aged people services in Hämeenlinna.
4. Relevant pages	9, 18, 20
5. Text	<p>“Future objectives: 3. aged people can live at home safely longer... 5. utilization of technology...”</p> <p>“At the same time when the number aged people cared in facilities decreases, the services provided for elderly at home increases: ... 5. The technical opportunities supporting longer and safer living at home will be utilized.”</p> <p>“During the current services planning season, the orderer will follow the development of new technology and will pilot the most promising technologies on need basis. The aim is to bring these technologies as a part of the day-to-day living of aged people and day-to-day work of the care personnel. In the beginning of the planning season, the orderer will study possibilities in the interactive wellbeing-TV for home care customers”.</p>

1. Name of Strategy	2.4 Service orderer policy 2010-2013 by the welfare and health committee
2. Location	Hämeenlinna area, Hämeenlinna
3. Description	Defines the service structure, procurement and investments & development plans regarding welfare and health services in Hämeenlinna.
4. Relevant pages	12, 13, 16
5. Text	<p>“The aging of population will increasingly affect the demand of health care services from 2015 onwards”.</p> <p>“During 2010, the basic health care unit will start the deployment of Chronic Care Model... in the Chronic Care Model... new IT-services targeted to the patients are deployed.... Most of the contacts made by the citizens could be solved either through phone or remote IT contacts. At the moment the use of IT systems remotely is not secure. During this planning season the security of remote IT-usage will be enhanced to enable increased benefits for the patients”.</p> <p>“The increase in the number of aged people and the variable of services demanded by them will increase the need for geriatric services. It makes sense to offer some of these</p>

	health services through the home service unit”.
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1.Name of Strategy	2.5 Janakkala municipality elderly care service plan 2008-2016
2. Location	Hämeenlinna area, Janakkala
3. Description	Sets the service structure, strategic objectives and development plans for elderly care in Janakkala.
4. Relevant pages	31, 34
5. Text	<p>“Strategic objectives: 2. Living: Living at home is a priority for the elderly... Means of achieving the objective: use of technology in home care services”.</p> <p>“Strategic objectives: Efficient service processes and ways of working... utilization of information technology broadly... Critical success factors: continuance of customer care... Means of achieving the objectives: development of the content of digital customer information systems”.</p>

1.Name of Strategy	2.6 Wellbeing cluster strategy Forssa area 2008-2013
2. Location	Forssa area
3. Description	Sets the vision, mission, strategy, objectives and critical success factors with measurement for the wellbeing cluster in Forssa Area
4. Relevant pages	21, 22, 23, 24
5. Text	<p>“The strategy of Forssa Area Wellbeing cluster is to enhance the wellbeing of its citizens and the environment through versatile, good quality and affordable wellbeing services through improving its operations, supporting technologies and process”.</p> <p>“Objectives:...</p> <p>2. The development, deployment and distribution of innovations (e.g. wellbeing technology, information and communication technology...)</p> <p>Critical success factors: introduction, maintenance and testing of new wellbeing technologies, information and communication technologies, e.g. model homes at Heikanrinne service center.</p> <p>Measurement: development, deployment and distribution of new wellbeing technology,</p>

	<p>information and communication technology (number of new products/services).</p> <p>4. Competence development, critical success factor:... increasing of competence regarding wellbeing technologies.</p> <p>6. Increasing customer rights and possibilities for choice, critical success factors: ... enhancing utilization of wellbeing and geron technologies”.</p>
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1.Name of Strategy	2.7 Elderly care policy in Forssa area
2. Location	Forssa area
3. Description	Serves as a basis for municipalities elderly care planning and focuses especially on topics that are common to all municipalities.
4. Relevant pages	21, 27
5. Text	<p>“Development areas in the elderly care services: ... 5. Wellbeing technologies, actions: to develop, test and innovate on new equipment and methodologies, measurement and evaluation: new equipment and methodologies’ measurement and evaluation, responsible: municipalities, FSTKY, InnoForss”.</p> <p>“Development of IT-systems... The aim is to harmonize the patient information system... Possibilities for the deployment of remote workstations and medical reports should be studied in the elderly care home services”.</p>

1.Name of Strategy	2.8 Together in Ypäjä: Elderly care strategy and service structure development until 2015
2. Location	Forssa area, Ypäjä
3. Description	The objective of the document is to guide local Elderly care development and support decision making and planning.
4. Relevant pages	12
5. Text	“Residency, development objective: utilization of wellbeing technology, actions: taking into account wellbeing technology in construction projects”.

1. Name of Strategy	2.9 Forssa FSTKY (Forssa Area Joint Municipal Health Care) strategy 2004-2010 – an update until 2015
2. Location	Forssa area
3. Description	Defines the vision, values, strategy, critical success factors and operations for health care services at Forssa Area
4. Relevant pages	12
5. Text	“The competence, renewal and wellbeing of the personnel... wellbeing technology will be utilized”.

1. Name of Strategy	2.10 Riihimäki area elderly care strategy until 2015
2. Location	Riihimäki area
3. Description	Sets the target stage for 2015 in Elderly care at Riihimäki Area
4. Relevant pages	2, 12, 13
5. Text	<p>“Strategic objectives... Technologies and aids that support independence are developed and deployed.</p> <p>Information systems and utilization of technology... Customer based electronic document systems are functioning and well utilized in the region.</p> <p>Action plan for the deployment of the strategy in 2008-2012... development of new digital service concepts for customer service, communications and feedback gathering”.</p>

1. Name of Strategy	2.11 Riihimäki area strategy for dementia care 2008-2015
2. Location	Riihimäki area
3. Description	Sets the basis for dementia care in Riihimäki area including vision, critical success factors, strategic development objectives, competence development, etc.
4. Relevant pages	21
5. Text	“Critical success factors.... supporting living at home... new technologies and aids should be utilized in the development of home care services.

	Resources and finance... good quality and cost effective services... Technology enables 24h (e.g. carpets with an alarm, door alarms, etc.) monitoring”.
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1. Name of Strategy	2.12 Riihimäki municipality’s service strategy 2006-2015
2. Location	Riihimäki area, Riihimäki
3. Description	Defines how service structure is organized by the municipality.
4. Relevant pages	3
5. Text	“Megatrends... 1. Change in the population age structure 2. Development of technology that improves service production”.

1. Name of Strategy	2.13 Loppi elderly care strategy 2010-2020
2. Location	Riihimäki Area, Loppi
3. Description	Defines how Elderly care services are organized in the municipality.
4. Relevant pages	4
5. Text	“Strategic objectives: Allocation of resources, Actions: Utilization of new technology, Measurement: One deployment of new technology per year”.

3. Good practices

3.1 ICT-based products and services for the support of elderly

1. Title/name of practice	3.1.1 Safety phone solutions
2. Location	Hämeenlinna area, Forssa area, Riihimäki area
3. Type of elderly utilizing solution	Especially for disabled elderly or elderly with memory disorders
4. Provider(s) of solutions and/or service	Multiple solution providers
5. Size of targeted population	Total number of elderly in need of this service in the municipalities
6. State of the practice	Production
7. Project pillars	Health safety
8. Cost	Depends of the municipality (e.g. in Hämeenlinna area around 30 € monthly with a city provided safety phone, around 15 € if the customer purchases an own device).
9. Pros and cons	<p>Pros:</p> <ul style="list-style-type: none"> - ease of use - increases the feeling of safety <p>Cons:</p> <ul style="list-style-type: none"> - wireless wrist bands are not well received by the elderly. They are perceived as difficult to use, uncomfortable and ugly - still very basic solutions in use
10. Description	<p>A system that enables people to call for help by pushing a button (usually a wireless wrist band) that gives out an alarm (it can be programmed to whom the alarm is given).</p> <p>More sophisticated safety phone systems are planned in all areas:</p> <ul style="list-style-type: none"> - Location based safety phones with wireless safety buttons (with GPS/GSM locators): especially for disabled elderly or elderly with memory disorders. The device enables locating the person in case of e.g. gone lost. Privacy related issues may be problematic. - Wellbeing watch: especially for disabled elderly or elderly with memory disorders. In addition to the ordinary social alarm the device automatically monitors the well being of an elderly with the help of the body's physiological signals 24 hours a day.

	Number of service users is unknown.
11. Recommended for the site visit	No

1. Title/name of practice	3.1.2 Technologies used in nursing and assisted living homes (some of these are also in used in private homes)
2. Location	Hämeenlinna area, Forssa area, Riihimäki area
3. Type of elderly utilizing solution	Elderly living in nursing homes or in assisted living homes
4. Provider(s) of solutions and/or service	Multiple solution providers
5. Size of targeted population	
6. State of the practice	Production
7. Project pillars	Health safety
8. Cost	included in the nursing/assisted living home service costs
9. Pros and cons	<p>Pros:</p> <ul style="list-style-type: none"> - Supports the work of the nursing personnel - Increases the feeling of safety <p>Cons:</p> <ul style="list-style-type: none"> - Very basic technologies still in use - Some systems need customer consent due to privacy issues (e.g. monitoring systems)
10. Description	<p>Systems in use currently:</p> <ul style="list-style-type: none"> - Nurse-call system: A system which enables the patients to call nurses from their rooms - Safety carpets with alarms: Carpets which give an alarm if a patient leaves (e.g. from the bed, room, building, etc.) - Safety mattresses with alarms (bed sensor): Mattresses which give an alarm if a patient leaves the bed - Video monitoring: Video systems to monitor the patients movements - Access control systems: A system which controls access into/out of a building - Door alarms: Motion detectors that give out an alarm when movement is

	<p>detected</p> <p>Number of users is unknown.</p> <p>Planned systems:</p> <ul style="list-style-type: none"> - Remote care system: A system that remotely and automatically monitors wellbeing of a client. The systems sends out an alarm if some previously set parameters are not normal (the parameters are set individually and in advance)
11. Recommended for the site visit	No

1. Title/name of practice	3.1.3 Sävelsirkku, Sound vitamins
2. Location	Hämeenlinna area
3. Type of elderly utilizing solution	Elderly living at Voutila nursing home
4. Provider(s) of solutions and/or service	Audio Riders Oy (www.audioriders.fi)
5. Size of targeted population	around 200
6. State of the practice	Production
7. Project pillars	Novel communications
8. Cost	not known
9. Pros and cons	
10. Description	Sound Vitamins concept includes an archive of audio programs to generate social interaction in group sessions. Sound Vitamins includes stories, quiz games, sing-a longs, global affairs, spiritual programmes, exercises and wide variety of music to inspire participation and social contact among the elderly.
11. Recommended for the site visit	No

1. Title/name of practice	3.1.4 Technologies that support day-to-day living
2. Location	Hämeenlinna area, Forssa area, Riihimäki area
3. Type of elderly utilizing solution	Anyone needing aids/supports in daily living
4. Provider(s) of solutions and/or service	Multiple solution providers
5. Size of targeted population	Total number of elderly in need of this service in the municipalities
6. State of the practice	Production
7. Project pillars	Health safety
8. Cost	
9. Pros and cons	<p>Pros:</p> <ul style="list-style-type: none"> - Supports and prolongs living at home - Improves the feeling of safety at home <p>Cons:</p> <ul style="list-style-type: none"> - Very basic technologies still in use
10. Description	<p>Technologies in use currently:</p> <ul style="list-style-type: none"> - Water alarm: Turns out water automatically when detects water leakage - Talking calendars and clocks: Calendars and clocks that speak out the information - Safety ovens/oven alarms: A system that automatically turns off the oven and/or gives out an alarm in case of overheating - Medication dispenser w an alarm: A medication dispenser which gives out correct dosages at the correct time with an alarm to the patient - Lamps with motion detectors: Lamps that automatically turn on when movement is detected - Electricity alarm: Turns out electricity automatically when detects unordinary use/fire alarm goes off/etc. - Mobile phone with 3 buttons: An easy to use mobile phone with programmable call buttons' - Elisa home security system: A service in which you can monitor a home wirelessly/from a remote location through cameras and a set of different alarm systems (may cause privacy issues) <p>Number of users is unknown.</p>

11. Recommended for the site visit	No
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1. Title/name of practice	3.1.5 MenuMAT
2. Location	Forssa area
3. Type of elderly utilizing solution	Anyone needing support in the preparation of daily meals
4. Provider(s) of solutions and/or service	MenuMAT
5. Size of targeted population	Number of elderly in need of this service in Forssa Area
6. State of the practice	Production
7. Project pillars	Health safety
8. Cost	around 290€ for one person a week (including 7 meals & 4 desserts)
9. Pros and cons	<p>Pros:</p> <ul style="list-style-type: none"> - Easy and safe to use <p>Cons:</p> <ul style="list-style-type: none"> - The costs are relatively high
10. Description	A service that includes a freezer, an oven and delivered frozen foods. The system is automated so that for example the oven recognizes which food is being prepared.
11. Recommended for the site visit	No

1. Title/name of practice	3.1.6 Interactive caring TV - pilot project
2. Location	Riihimäki area
3. Type of elderly utilizing solution	Front veterans
4. Provider(s) of solutions and/or service	not known
5. Size of targeted	Piloted at 3 homes in the pilot phase

population	
6. State of the practice	An ongoing Pilot
7. Project pillars	Novel communication
8. Cost	not known
9. Pros and cons	<p>Pros:</p> <ul style="list-style-type: none"> - One pilot participant has very much liked the interactive caring TV <p>Cons:</p> <ul style="list-style-type: none"> - One pilot participant did not at all like to use the interactive caring TV - Too small a group for decision-making and conclusions
10. Description	3 interactive caring TVs in use for piloting purposes.
11. Recommended for the site visit	No

1. Title/name of practice	3.1.7 DEMO –pilot project
2. Location	Forssa area
3. Type of elderly utilizing solution	Elderly with dementia
4. Provider(s) of solutions and/or service	Technology providers: Suomen Ensiapupalvelu Oy, TDC Song Oy, ArctiCare Technologies Oy
5. Size of targeted population	not defined
6. State of the practice	Pilot (1.8.2006-22.8.2008)
7. Project pillars	Novel communication
8. Cost	not known
9. Pros and cons	<p>Pros:</p> <ul style="list-style-type: none"> - Technology related competence increased among the caring personnel - Piloted remote care technology increased safety of the elderly with dementia - Interactive Caring TV received mostly positive feedback from the elderly and the caring personnel <p>Cons:</p>

	<ul style="list-style-type: none"> - Some technologies were still in such early stages that some pilots were very difficult carry out, e.g. remote care system piloting - Deployment of technologies was very time and resources consuming
10. Description	The project piloted the following technologies: Arcticare Remote Care System, Interactive Caring TV, Safety phones and Benefon Twing location based mobile phones.
11. Recommended for the site visit	No

1. Title/name of practice	3.1.8 eSantra –pilot project
2. Location	Hämeenlinna and Riihimäki areas
3. Type of elderly utilizing solution	Elderly with dementia
4. Provider(s) of solutions and/or service	Application development by HAMK University of Applied Sciences
5. Size of targeted population	10 pilot locations
6. State of the practice	Pilot (1.8.2006-22.8.2008)
7. Project pillars	Novel communication
8. Cost	not knowm
9. Pros and cons	<p>Pros:</p> <ul style="list-style-type: none"> - Especially keeping in touch with ones friends and family was appreciated by the elderly <p>Cons:</p> <ul style="list-style-type: none"> - The technology was still in such early stage that it caused some problems. Also the needed broadband connection proved to be difficult to maintain, especially in some rural areas.
10. Description	eSocial communications pilot including development of a webtouch application (the technical set up included a touch screen computer with broadband internet connection). The application enabled web calls to ones relatives, nursing home personnel and municipality dementia unit personnel. Piloted in 10 different locations.
11. Recommended for the site visit	No

1. Title/name of practice	3.1.9 Mobile support for nurses
2. Location	Hämeenlinna, Riihimäki and Forssa areas
3. Type of elderly utilizing solution	
4. Provider(s) of solutions and/or service	Multiple service/solution providers
5. Size of targeted population	Utilized by the nurses at elderly home care
6. State of the practice	Production
7. Project pillars	Novel communication
8. Cost	not knowm
9. Pros and cons	Pros: - enables easy access for information
10. Description	Allows mobile access to the patient's information (e.g. address, who has visited the elderly the last, etc.) Some systems also allow the nurse to access and input new medical information into the patient information system. New more advanced systems are in planning.
11. Recommended for the site visit	No

3.2 Practices promoting ICT within elderly communities

1. Title/name of practice	3.2.1. Free of charge computer trainings
2. Location	Hämeenlinna Area
3. Type of elderly utilizing solution	Elderly living in Myllymäki area in Hämeenlinna
4. Provider(s) of solutions and/or service	Myllymäki Campus and RECO project
5. Size of targeted population	not known

6. State of the practice	Initiating during fall 2011
7. Project pillars	Novel communication
8. Cost	free of charge
9. Pros and cons	<p>Pros:</p> <ul style="list-style-type: none"> - free of charge - educational programme adjusted to the needs of the target group - brings together the elderly and the young
10. Description	Free of charge computer trainings
11. Recommended for the site visit	No

1. Title/name of practice	3.2.2. Payable computer trainings
2. Location	Elderly living in Hämeenlinna area
3. Type of elderly utilizing solution	All
4. Provider(s) of solutions and/or service	E.g. Vanajaveden Opisto
5. Size of targeted population	Total elderly population in the province)
6. State of the practice	Production
7. Project pillars	Novel communication
8. Cost	around 90€/half a year (30h)
9. Pros and cons	<p>Pros:</p> <ul style="list-style-type: none"> - different levels (one for beginners and one for more advanced) - educational programme adjusted to the need of the target group - low cost
10. Description	Payable computer trainings

11. Recommended for the site visit	No
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1. Title/name of practice	3.2.2. Payable computer trainings
2. Location	Elderly living in Hämeenlinna area
3. Type of elderly utilizing solution	All
4. Provider(s) of solutions and/or service	E.g. Vanajaveden Opisto
5. Size of targeted population	Total elderly population in the province)
6. State of the practice	Production
7. Project pillars	Novel communication
8. Cost	around 90€/half a year (30h)
9. Pros and cons	Pros: <ul style="list-style-type: none"> - different levels (one for beginners and one for more advanced) - educational programme adjusted to the need of the target group - low cost
10. Description	Payable computer trainings
11. Recommended for the site visit	No

1. Title/name of practice	3.2.3 Public Internet Access Points
2. Location	Hämeenlinna area, Forssa area, Riihimäki area
3. Type of elderly utilizing solution	all
4. Provider(s) of solutions and/or service	Municipalities

5. Size of targeted population	Total number of elderly
6. State of the practice	Production
7. Project pillars	Novel communication
8. Cost	No cost
9. Pros and cons	Pros: <ul style="list-style-type: none">- Free access to the Internet- Located in places frequented by the elderly (e.g. libraries)
10. Description	Free public internet access
11. Recommended for the site visit	No

4. Summary

This report contains a summary review of the public strategies towards supporting the elderly population in Kanta-Häme. It also contains a list of practices aimed at delivering services and tools based on ICT technologies for the support of the elderly and at promoting ICT usage by the elderly, identified in Kanta-Häme, in Hämeenlinna, Riihimäki and Forssa Areas to be more specific.

In Kanta-Häme, there are several strategy and policy documents addressing the topic of care services for the elderly. All these documents mention the use of new technology, some to greater detail, some briefly. There is one overall document setting the wellbeing strategy for the whole of Kanta-Häme province. Then there are regional strategies and policies set by the joint municipalities (Hämeenlinna area, Forssa area and Riihimäki area) as well as municipality specific documents. In some municipalities and regions there are also specific documents addressing speciality needs groups (e.g. "Riihimäki area strategy for dementia care" -document). All documents draw from the national strategy for elderly care and national guidelines. However, it is the responsibility of municipalities to set local objectives, measures and actions for the elderly care. The use of wellbeing technology is usually mentioned as one objective but what it actually means is often quite abstract. This has led to a situation where the utilization of technology in practice varies a lot.

There are quite a few ICT based solutions and services utilized for the support of the elderly in Kanta-Häme. Some are offered by the municipality, some can be purchased by the elderly. However, the solutions and services offered are still rather basic presenting solutions mainly to health and safety issues. There are some more advanced solutions planned but not yet in the production phase. Some more advanced solutions and services have been piloted but have not taken off after the pilots mainly due to technical problems with the piloted services and solutions. There is still quite a lot of room for improvement for the utilization of wellbeing technologies in elderly care in Kanta-Häme.