



[www.silhouette-project.eu](http://www.silhouette-project.eu)

# SILHOUETTE

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



**POZNAŃ SUPERCOMPUTING AND NETWORKING CENTER**

ul. Noskowskiego 10, 61-704 Poznań, Poland

phone: (+48 61) 858-20-01, fax: (+48 61) 852-59-54

e-mail: [office@man.poznan.pl](mailto:office@man.poznan.pl), www: <http://www.man.poznan.pl/>

## PROJECT COORDINATOR



## PARTNERS



Copyright © 2012 Valle Sabbia Solidale

June 2011 - January 2012

Version 1.1



# SILHOUETTE

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

---

[www.silhouette-project.eu](http://www.silhouette-project.eu)

## Practices for elderly people care in Valle Sabbia Solidale territory

Authors: Silvia Arengi, Lorella Angelini (VSS project team) and Laura Pucci (project technical assistance)

## Table of contents

<b>1. INTRODUCTION</b>	<b>5</b>
<b>2. REGIONAL STRATEGIES AND POLICIES SUPPORTING THE ELDERLY</b>	<b>7</b>
<b>3. GOOD PRACTICES</b>	<b>9</b>
3.1 ICT – BASED PRODUCTS AND SERVICES FOR THE SUPPORT OF THE ELDERLY	
3.2 NON ICT – BASED SERVICES FOR SUPPORT OF THE ELDERLY	
3.3 PRACTICES PROMOTING ICT WITHIN ELDERLY COMMUNITIES	
<b>4. SUMMARY</b>	<b>12</b>

## 1. Introduction

The territory of Valle Sabbia Solidale is experiencing a growth in the percentage of elderly people on the total population, like that occurring in the region in which is located (Regione Lombardia) and in several other European countries.

Such phenomenon, following the general improvement in the quality of life and increase in life expectation (combined in Italy with a low rate of birth), has shaped so far and will keep shaping the welfare system, the design and delivering of social services.

According to *PRS XI*<sup>1</sup>, the principles guiding welfare planning in Regione Lombardia can be summarized as follows:

1. Key role of the family to avoid the duplication of services;
2. Particular focus on chronic and degenerative diseases and their impact on people autonomy;
3. Integration between welfare and health system to respond in an effective and efficient way to changing and growing needs;
4. Integration with self, neighbourhood and voluntary help;
5. Education on prevention and safer life styles to promote growth and protect people health, with special attention to young and elderly people physical activities;
6. Promotion of non profit organisations role in planning and delivering of social and health services with simplification and improvement of the connection among Third sector and public administration (especially at the municipality level) to facilitate innovation, the development of new services and the creation of local networks - between public, profit and non profit enterprises– with strategic functions.

The Plan aims to implement welfare policies that:

- are demand focused;
- diversify services and make them better tailored to meet social needs;
- avoid the separation from different care sectors so that users' case management can be global across social and health services;
- simplify services access procedures;
- evaluate results.

---

<sup>1</sup> “*PRS IX Legislatura*” - Regional Development Plan IX Mandate, October 2010.

Unfortunately so far Regione Lombardia has not approved specific policy guidelines to develop the implementation of ICT technologies in the welfare system, neither for elderly people nor for other target groups.

Besides, in spite of a growing diffusion of such technologies (internet connections, mobile phones with multiple functions, portable computers and I-Pads) among the population and a consequent growing use for both work and leisure, ICT practices applied to welfare and care services appears to be scarce.

We could identify only one practices, an SOS home based system offered by a profit company, which is made available on the market in all the country and thus it is not specific of VSS territory but

As a consequence the report presents only not ICT practices found in VSS territory as a possible “milieu” in which to experiment and implement ICT practices found in partners’ regions.

## 2. Regional<sup>2</sup> strategies, policies and practices supporting needs of the elderly

In Regione Lombardia there is no specific legislation regarding social policies and services for elderly people: the welfare framework is common to all target groups (elderly, families, disabled people..), it is shaped mainly by national legislation and guided by the principles summarized in the Introduction.

The main field regulated at the Regional level is that of residential care services (rest houses), whose framework is presented in the first of the following boxes.

Second relevant field for regional regulation is that of home care services, which are not only for elderly people but whose target users are also disabled or ill/severely impaired people of any age. Region Lombardia has recently reformed this service with *DGR<sup>3</sup> n° IX/1746 of 18th May 2011 („Determinazione in ordine alla qualificazione della rete dell’assistenza domiciliare in attuazione del PSSR 2010-2014” – „Determination regarding the qualification of the network of home care assistance in accordance with Social and Health Regional Plan 2010 – 2014”)*. The aim of regulation is to completely reform home care services along the following lines:

- increase and improve integrated home care services and semi – residential services:
- a wider response to people needs, especially the most complex ones (like those that are both medical and social );
- a qualification of professional services in terms of quality, quantity and flexibility.

To realize the reform, three areas of research and experimentation and five pilot actions have been defined.

Areas of research and experimentation:

- information on practices available in the territory and on procedures to access them;
- multidimensional assesment of needs to choose the most adequate services;
- counselling and support for users in the choice of which service to request.

Pilot actions:

- a) sperimentation of criteria for the accreditation of integrated home care services providers;
- b) sperimentation of evalutation tools, professional profiles and of the new model of case management;
- c) sperimentation of a new role of chemists as information and access points;
- d) Training for staff involved in pilot actions;

---

<sup>2</sup> By Region we mean here the territorial and administrative entity that lays between the national government and the local level of municipalities. Valle Sabbia Solidale is located in Regione Lombardia which includes the provinces of Como, Bergamo, Cremona, Mantova, Milano, Varese and Brescia, partner in the Creator Programme.

<sup>3</sup> Dgr means „deliberation of the Regional Government”, it is an administrative act and in the legislative hierarchy it comes after national and regional laws. It can determine only requirements, operative details and criteria that are consistent with what has been established by legislation.

e) experimentation by associated municipalities of the help line service delivered by Auser Lombardia (see box n. 4).

Funding has been granted to local health offices for the realization of the activities foreseen by the regulation.


The following boxes contain a brief presentation of regional activities regarding elderly people.


1.Name of Strategy	Regulatory framework of rest houses
2. Location	All over the Region
3. Description	<p>The Region issued the regulatory and administrative acts ruling residential (rest houses) and home care services for elderly people, the main acts being the ones that follow:</p> <p>Dgr7435 - 14 December 2001 [Criteria for authorization and accreditation of rest houses]</p> <p>Dgr 12618 del 7 aprile 2003 [Standard for staff and first criteria for public funding]</p> <p>Dgr 12622 del 7 aprile 2003 [costs for users, Alzheimer treatment]</p> <p>Dgr 12904 del 9 maggio 2003 [criteria for public funding]</p> <p>Dgr. n. 17617 - 21.5.2004 [Extra funding for quality criteria].</p>
4. Relevant pages	--
5. Text	--

1.Name of Strategy	Rest houses
2. Location	Web site
3. Description	The Region makes available the list of rest houses of the Region and the costs for users
4. Relevant pages	--
5. Text	--



1.Name of Strategy	Economic support
2. Location	All over the Region
3. Description	The Region makes available to elderly people and their care givers different types of “voucher” to buy social or socio – sanitary services
4. Relevant pages	--
5. Text	--

1.Name of Practice	 <p>Help line for elderly people</p>
2. Location	All over the Region
3. Description	It is a dedicate free telephone line where elderly people and families with social problems can ask information and different kind of support (for instance for shopping or delivering drugs). The service is funded by the Region and managed by a no profit organisation.
4. Relevant pages	--
5. Text	--

1. Name of Practice	 <p>Contest “Angeli Custodi” (Guardian Angels)</p>
2. Location	All over the Region
3. Description	It is a drawing and writing contest for primary school children dedicated to the role of grandparents.
4. Relevant pages	--
5. Text	--

### 3. Good practices

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

None of such practices could be found in the territory of Valle Sabbia Solidale.

#### 3.2 Non-ICT-based services for the support of elderly

Nowadays Regione Lombardia policy guidelines for elderly people care regards home care as high priority. Rest houses and different types of residential services have been present in Valle Sabbia Solidale territory since a long time, the analysis<sup>4</sup> focuses on services whose history is more recent, though all can be regarded as mainstream.

1. Name of practice	<b>ADI</b>
2. Location	All 27 municipalities
3. Target	50+
4. Providers	VSS and staff from rest houses
5. Size of target population	Around 35.000
6. State of the practice	mainstream
7. Cost	Free for the users

---

<sup>4</sup> The practices are presented in a scheme which is slightly different from that used by other partners for ICT practices because these practices are not going to be included in the project pilot tests.

8. Description	<p>The service may include, depending on the needs:</p> <ul style="list-style-type: none"> <li>- home nursing, psychological and physiotherapy care plus if necessary drugs and medications delivery (through regional vouchers)</li> <li>- home health and medical care plus if necessary drugs and medications delivery (through a system of credits)</li> <li>- home visits of NHS doctors</li> <li>- provision of specific medical supports (special food including artificial one, oxygen therapy...)</li> <li>- intervention of specific therapists like blood test, nurses, physiotherapy...</li> <li>- high intensity home care for elderly people affected by chronic and degenerative diseases.</li> </ul> <p>239 beneficiaries (year 2010)</p>
----------------	---

1. Name of practice	<b>SAD</b>
2. Location	All 27 municipalities
3. Target	60+
4. Providers	VSS and staff from social enterprises (so called "ASA ausiliario socio assistenziale")
5. Size of target population	Around 35.000
6. State of the practice	mainstream
7. Cost	Free for users
9. Description	<ul style="list-style-type: none"> <li>- Help for personal hygiene and care</li> <li>- housekeeping (including laundry and ironing)</li> <li>- cooking and serving meals</li> <li>- company</li> <li>- external chores (including contacts with public offices)</li> </ul> <p>30 (year 2010)</p>

1. Name of practice	<b>Recreation and cultural activities</b>
2. Location	All 27 municipalities
3. Target	50+
4. Providers	VSS and staff from social enterprises

5. Size of target population	Around 35.000
6. State of the practice	mainstream
7. Cost	Free for users
9. Description	Activities like games playing, reading, music listening and hobbies to support the maintenance of logical, expressive and manual abilities and social relations of elderly people  The services are offered in rest houses and in social centres.

1. Name of practice	<b>Employment agency</b>
2. Location	All 27 municipalities
3. Target	All citizens of working age
4. Providers	VSS
5. Size of target population	Around 50.000
6. State of the practice	Innovative, started in 2008
7. Cost	Free for the users
8. Description	Interviews, information, professional training, coaching and mentoring, matching for people in search of a job (unemployed, people wanting to change job, young people...)  It addresses also people over 50 who are losing their job due to the economic crisis.

### 3.3 Practices promoting ICT within elderly communities

None of such practices could be found in the territory of Valle Sabbia Solidale.

## 4. Summary

No ICT based services or products for the support of the elderly could be founded in Valle Sabbia Solidale territory, further more local and regional authorities have not adopted so far specific strategies to support the development and diffusion of ICT solutions for elderly people support.

There appears to be a gap between the diffusion of ICT devices – for work and leisure – among the population and possible applications to social services.

VSS could thus greatly benefit from Silhouette actions and results by experimenting ICT services and possibly helping start the process locally and regionally.