



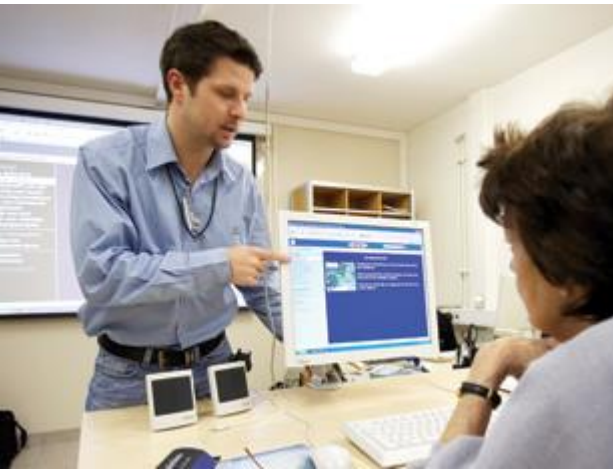
The role of Information and Communication Technology (ICT) support services to promote ageing in place – the ACTION service

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What's ACTION?

- Assisting Carers using Telematics Interventions to meet Older Persons' Needs
- A carer and self-care support service to make everyday life easier and to support 'ageing in place'
- Based on relevant empirical research, practitioner 'know how' and 'end-users' experiences and preferences



Policies driving ACTION?

- Promoting ageing in place
- Promoting social inclusion



The ACTION service - families



CARING PROGRAMS



CALL CENTRE



ACTION APPLICATION



EDUCATION & SUPPORT



Partnership working with care providers and practitioners

- **Awareness raising**
- **Education**
 - Introduction education
 - Certification programme
- **Supervision**
- **Community of practice**
 - Learning projects

Evaluation results: Quality of Life

- ***Both family carers and the older person they care for:***
 - feel less isolated
 - develop informal support networks with other families
 - consider that new technology is good to use providing it is easy to understand, use and is of direct benefit to them in their caring situation.
- ***Family carers:***
 - feel more competent and secure in their caregiving role
 - gain more control over their individual caring situation
 - increase their self confidence in their ability to care
- ***Professional carers:***
 - experience improved job satisfaction
 - see significant scope for future development in the area
- ***Care providers:***
 - Reduced care costs with an average saving of 10.300 EUR/year
(Magnusson et al, 2005; Magnusson & Hanson 2005, Hanson et al 2007a,b; Bergström et al, 2010).





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