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# HELPS

# Newsletter

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## Editorial

Dear Reader,

The HELPS project is now on its final run. Thus we would like to provide you with a brief summary of the activities that have been done during the last months.

HELPS has foreseen a series of pilot actions disseminated over eight different countries: Italy, Germany, Hungary, Slovenia, Slovakia, Czech Republic, Poland and Austria. Each Pilot Action is different, and addresses the issue of social inclusion from a different point of view.

HELPS has launched this pilot activities in the Central and Eastern European Countries in order to test new approaches in care, ICT, communication, urban development and service provision.

Within this newsletter the first successful pilot activities will be presented at a glance. The further pilot activities will be subject of the next newsletter. We will keep you updated!

Enjoy reading!

### HELPS at a glance...

HELPS project promotes **innovative housing and homecare** solutions by intervening through a highly integrated approach on six crucial challenges:

- **Access to information** on available services supporting active and independent home living for elderly, people with disabilities and their families
- **Accessibility of daily life spaces and urban areas** through innovative planning encouraging autonomy and facilitating social integration
- **Empowerment of human resources** dedicated to healthcare and/or employed in professional fields challenged by emerging needs
- **Building up of social linkages** at neighbourhood level based on reciprocity and solidarity for both inclusion and assistance purposes
- **Adoption of ICT solutions** strengthening self-sufficiency
- **Sustainability and efficiency** of care systems

### Partnership:



## Project Newsflash

### HELPS project meeting in Leipzig (Germany)

#### How to establish and support local networks? - HELPS partners receive examples from Leipzig



Without doubt, for the implementation of integrated neighbourhood approaches aiming at providing elderly and disabled people an age-friendly urban environment, requires more than merely to focus on the built environment of the housing and infrastructure sector. Hence, the integration of the service and social dimension necessitates the further involvement of different actors and stakeholder that not necessarily have a tradition of cross-sector cooperation.

Therefore it is very important to support the establishment of local networks - first to increase the visibility and secondly to generate potential synergies among various actors and partners.

During the last Project Meeting in Leipzig (October 2013), the HELPS partnership got an impression on the current strategy that the city of Leipzig is following to foster the local network activities to strengthen the neighbourhood environment for elderly people. Within its HELPS pilot project, the municipality of Leipzig focusses on its role as intermediate body between professional and non-professional (voluntary) stakeholder and therefore support a local senior contact office.

Furthermore, Mrs Henrike Baldauf, from GeriNet Leipzig, and Mrs Jenny Richter, from the Social Service Department of Leipzig, offered interesting examples on how institutions and associations dialogue on a local basis to offer counselling, encounter and network activities. GeriNet for example is a network dedicated to the group of geriatric patients. In order to connect the different stakeholder of the local geriatric care, the network was established in 2011 by the Saxonian Ministry for Social Affairs and Consumer Protection as pilot project. The objective of the network is also to ensure an increase of care quality (more information at [www.gerinet.de](http://www.gerinet.de)).



Additionally, Jonas Scholze, from the German Association for Housing, Urban and Spatial Development introduced a German wide national support programme called "contact point for elderly". This funding programme supports the built-up and further development of networks of organised help and support in the district by the elaboration of demand-orientated and coordinated concepts. Further information you can get through: [Contact Points](#)

The support of network activities by taking the role of a mediator, not necessarily requires initiative of the municipality but also NGO's, association or service provider can take this role. The basis for a successful network however is to develop common goals and visions of the different cooperation

partners for the future neighbourhood development. Only a common identification and communication strategy allows a long lasting stability of a network and to convince partners of its own accord to get in touch with new approaches and solutions.

For further information please contact [www.helps-project.eu](http://www.helps-project.eu).

### Preparing the last steps – HELPS produces local development plans and policy papers

The last project meeting in Leipzig marked the beginning of the last steps of the working plan within the HELPS project. Therefore HELPS operates with influences from the URBACT programme approach. This means that the partners are about to build so called local action groups. These are interdisciplinary local working groups that commonly produce a policy strategy for local development. Due to the variety of the partnership each partner therefore dedicates to a different thematic focus. This ranges from ICT based components (Austria), national recommendations for integrated neighbourhood development (Germany), recommendations on the spatial housing policy (Czech Republic) or the strengthening of the visibility of alternative housing options (Slovenia). One crucial goal is to use HELPS as vehicle to influence the policy making process. The process is now ongoing. In the further newsletter editions we will report about first interesting outcomes.



### Upcoming HELPS meeting in Bratislava with public conference



**From the 19th to 21st of March 2014** HELPS partners will meet in Bratislava.

It was also decided to dedicate the last day of the meeting (the 21<sup>st</sup> of March 2014) to a public event to which there will be invited representatives of the European Commission, European networks and EIPAHAs. In a short time more information as well as registration details will be available on [HELPS Website](http://HELPS Website).

## Partner Section

### The HELPS pilot projects

Within HELPS each Partner is implementing pilot activities to test new approaches for ICT solutions, management or communication tools. Following articles provide four pilot activities from Poland, Italy, Germany and Austria at a glance:

#### Designing a platform for innovative AAL solutions with direct participation of elderly and disabled in Poland



The Poznan Supercomputing and Networking Centre (PSNC) is developing new AAL solutions by applying a participatory research method. In fact, these innovative and needs-oriented solutions are being designed with extensive and direct participation of the end users – elderly and disabled – who undertake the role of expert designers, helping to improve fruition and functionality standards in accordance with the needs of the target group. The aim of the pilot action is to develop and adapt selected ICT technologies to enable an open platform for the design, implementation and verification of innovative AAL solutions in a bottom-up approach. The pilot action creates synergies between local stakeholders from the research, public, NGO and business sectors in order to bring up a ‘living laboratory’ in which needs of the elderly and disabled persons can be met by innovative technological solutions complementing and immersed within the housing and social welfare systems. To achieve this goal the pilot involves the creation of several example AAL applications acting as model cases on the one hand, and real solutions introduced and evaluated in real-life scenarios through cooperation with local partnering organizations on the other. Among the AAL applications created by the teams of expert users, ICT developers and care professionals are the shared e-Health prevention station and the application for the self-management of work day by cognitively impaired employees.



The shared e-Health prevention station allows an elderly person to control essential health indicators such as blood pressure, blood oxygen saturation, lung capacity or weight over time, and receive recommendations, including those concerning physical activity. At the same time the use of a range of medical devices is facilitated with innovative human-computer interaction approach. A pilot installation of the station has been realized at one of public elderly day care centres in the city of Poznań.

A simplified user interface based on a touch-screen computer is also the base for successfully supporting cognitively impaired employees in managing their time and tasks at work. An innovative application which increases the independence of disabled workers while helping to monitor the quality of their work has been developed for pilot use by Stowarzyszenie Na Tak. This pioneer approach creates a ground for an extended group of disabled persons to increase their chances on the

labour market.

The experience from the pilot action creates the base for drawing up a Local Action Plan for PSNC and its partners. This plan is aimed at designing a framework for long-term R+D+I cooperation with direct participation of multidisciplinary research teams and non-governmental organizations whose role in the social welfare system in Poland is ever rising.

### Testing an innovative ICT environment for elderly in Austria

**Samaritan Burgenland** is the largest provider of nursing homes in the country of Burgenland and member of the umbrella organization Samaritan Austria. Samaritan Burgenland is testing an innovative ICT environment for the elderly residing in its integrated supervised flats in Weppersdorf/Austria. After an analysis of needs, AAL solutions (hard- and software) were purchased and installed which includes tablets with video call and memory function as well as a picture gallery. In the bathrooms sensors are installed which produce an alarm in the case the person is not moving for a certain time in the room anymore.

There are also sensors at the entrance door of the flats and at the windows. If the inhabitant forgets to close the door or the window at leaving the flat, a notice appears on the Tablet-PC and reminds the person to close it. The persons in the supervised flats got a blood pressure meter, scales and for those in need a blood glucose meter as well. The data can be sent wireless to an internet platform. Thus the inhabitant can get a printed overview from the staff to hand it over to the doctor or can ask the staff to have a look on the data.



An elderly woman using an installed tablet

Additional services like interactive application for weekly meal delivery or games for memory training and to exercise the skills can easily be integrated in the future. The provided services aim at increasing the satisfaction and security of residents as well as care, active living and family participation. The quality of life of the elderly living in the integrated flats will be enhanced by using and developing new services thanks to an ICT-supported environment. The innovative technological solutions and services resulting from the pilot action will help the elderly to remain active as well as staying socially connected but also independent for a longer period.

### A new web tool and extended permanent exhibition for the city of Leipzig



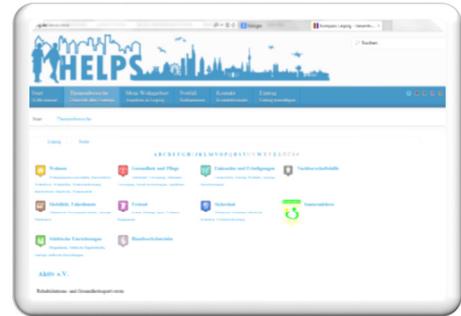
The Municipality of Leipzig is an intermediary between different networks and service providers in the health care sector. During the project, two pilot actions were implemented in the City of Leipzig. A permanent exhibition on assistive solutions for elderly and vulnerable people, which includes a great variety of helpful furniture or things for everyday life at home: from the bathroom settings to a fully equipped kitchen, has been extended as one pilot action. The local staff offer counselling to families on how to improve their own homes accessibility standards; moreover, they offer precious assistance about budgeting and

affordability of the costs. HELPS investments regard particularly part of a living room and of a sleeping room, a special suitcase with little helpers for daily living, special night table, bath tub and an elderly friendly redesign of the exhibition's kitchen.

A city mapping of appropriate homes, home care services and service providers for elderly people and persons with disabilities has been implemented by the City of Leipzig as a second pilot action.

The homepage [www.kompass-leipzig.de](http://www.kompass-leipzig.de) should be an intermediary between elderly or disabled people and special services.

The homepage offers on the one hand the opportunity to search in a special radius around the home of a person. As a result all interesting services in that radius are shown as symbols categorised by different topics. On the other hand it is possible to search for a special service individual or to search in the different topics.



## New Management Solutions in Trieste



The Pilot Action taking place in Trieste regards innovative management solutions in housing and home-care services applied to two different residential settlements and two different institutional subjects respectively, the "ASP ITIS" and the Municipality of Trieste. ASP ITIS (Public Social service Institution) undertook the complete refurbishment of a period building, providing the local community with an innovative co-housing solution: 17 apartments, thoroughly accessible, destined to elderly, people with disability, students. The building will also include common spaces, to enhance mutual support and sociality.

The informal care will be promoted as a key element of innovation and the project foresees that beneficiaries sign a formal Commitment for Solidarity: this will lead into the foundation of a true "Condominio Solidale", a co-housing experience based on mutual solidarity. On the other hand, the existing Montebello Residential Complex is testing advanced home-care services through the development of a stronger community-oriented network, thanks the commitment of cultural mediators and local associations (this pilot is managed by the Municipality of Trieste, together with the Local Health Authority, the Regional Agency for Housing and the NGO "Fondazione Luchetta").

The innovation introduced by the pilot action is of identifying methods of managing different cohousing experiences, by taking into account the specificities of the target group and by trying to involve all citizens in the promotion and management of informal services. Both the above-mentioned experiences require the integration of practices and actions - within the administration

system and in the provision of services - concerning a wide series of different aspects: architectural, legal, social, healthcare and relational, ranging from good neighbourly relations to de-institutionalization processes for the inclusion of vulnerable people in the social fabric to which they belong.

Moreover, the pilot action focused on the application of innovative tools within different (urban) contexts of use, promoting and enhancing the partnership between the public and private sectors, to be considered an essential key aspect, in the management of such complex processes.

## Miscellaneous

### Funding possibilities for age appropriate living conditions through EU structural funds



HELPS project focusses on the challenges of the demographic change and its impact on the housing and care policy. With the reveal of the EU2020 strategy the EU committed itself on the overall goal of inclusive growth which includes also particular fields of a better age policy. In the end of 2013 the EU Institutions agreed on the future EU household and the specific EU regulations for the Structural Funds Period 2014-2020. Finally all regulations are published online on the website of the Official Journal of the European Union. Several potential fields of EU fund might provide support for the challenges HELPS puts a focus on – such as the support of age appropriate living conditions and the development of urban districts. In practice the financial support of projects depends on the country-specific operational programmes. Consequently national or regional ministries and contact points have to be faced regarding funding possibilities in practice. Following there are some potential funding priorities mentioned within the EU legislative packages especially within the European Regional Development Fund (ERDF) and the European Social Fund (ESF), that could be of interest to support further projects dedicated to age-appropriate living:

**Funding possibilities based on the ERDF regulation:** Support in the areas of social Innovation, better access to broadband, ICT services and measures for the better urban environment and urban mobility; support for local structures that provide neighbourly helps projects as well as support of investments in the health and social infrastructure, capacity building and live long learning.

**Funding possibilities based on the ESF regulation:** Support of innovative projects for human resources development in the healthcare sector and social economy; the supply of education for citizens, especially for severely disadvantaged people within the engagements in urban districts; the support of voluntary work; the usage of local social capital and the support of employment for elderly as well as the setup of solidarity models in the field of care.

The final Regulations can be downloaded in all official EU languages under the following [LINK](#).

