

servei local de teleassistència

**Territorial proximity,
cooperation and technology
that better lives**

local **telecare**
service



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What is telecare?



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Source: Josep Cano/ Barcelona Provincial Council

- ✓ A technology-based personal alarm system
- ✓ A service that guarantees safety and provides company and peace of mind
- ✓ A preventive service
- ✓ Offers 24-hours communication, 365 days a year
- ✓ Not only for emergency use

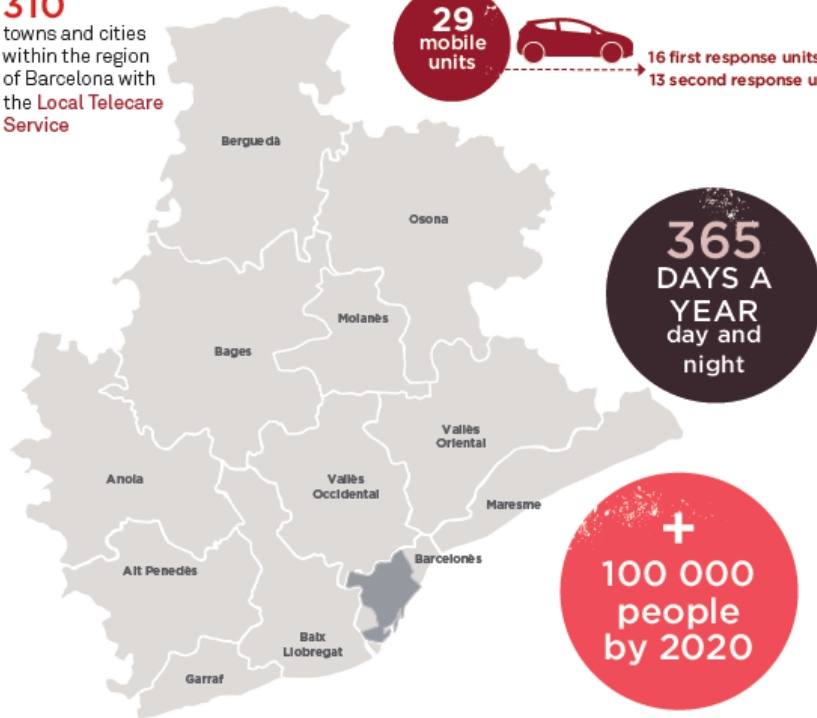
Snap of the Service



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310

towns and cities
within the region
of Barcelona with
the Local Telecare
Service



- ✓ **79,000 users**
- ✓ **Projected growth: 7,500 users/year reaching 100,000 in 2020**
- ✓ **11.60% of the population > 65 covered**
- ✓ **30.85% of the population > 80 covered**
- ✓ **More than 162,000 people since 2005**
- ✓ **8,100 alarms**
- ✓ **29 mobile units**

12 million-euro budget between municipalities and
Barcelona Provincial Council
**Financed between municipalities (53%) and the
Provincial Council (47%)**

2017-2020

Growth and the Social Smart City model



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Main features of the service provision model

- ✓ 'Efficient Telecare Response' (**RET**) model
- ✓ Use of **advanced technology**: 7,350 new alarms every year
- ✓ **Pilot tests and special needs care programmes**: abuse, suicide and disaster response
- ✓ **Increase in number of mobile units**: 16 first-response units and 13 second-response units
- ✓ **Prevention** is key

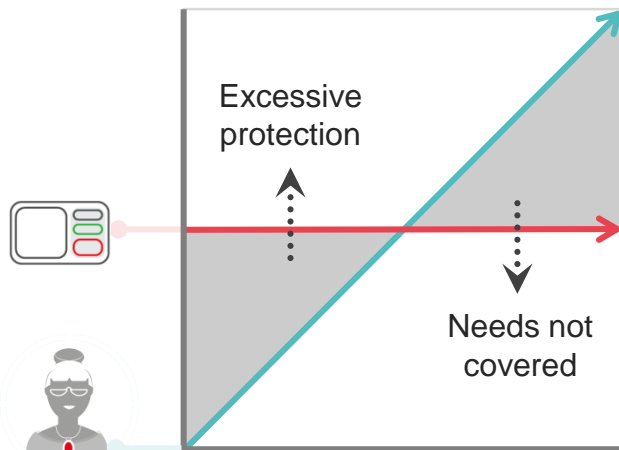
'Efficient Telecare Response' (RET) model



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Previous model

A linear model that treats users as a homogeneous group that all receive the same service



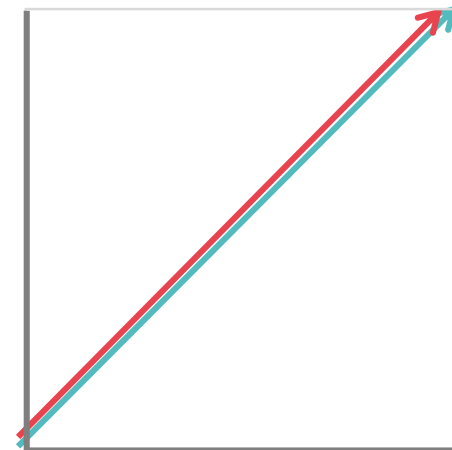
Images: Tunstall Televida

User vulnerability

New model

Comprehensive person-centred model

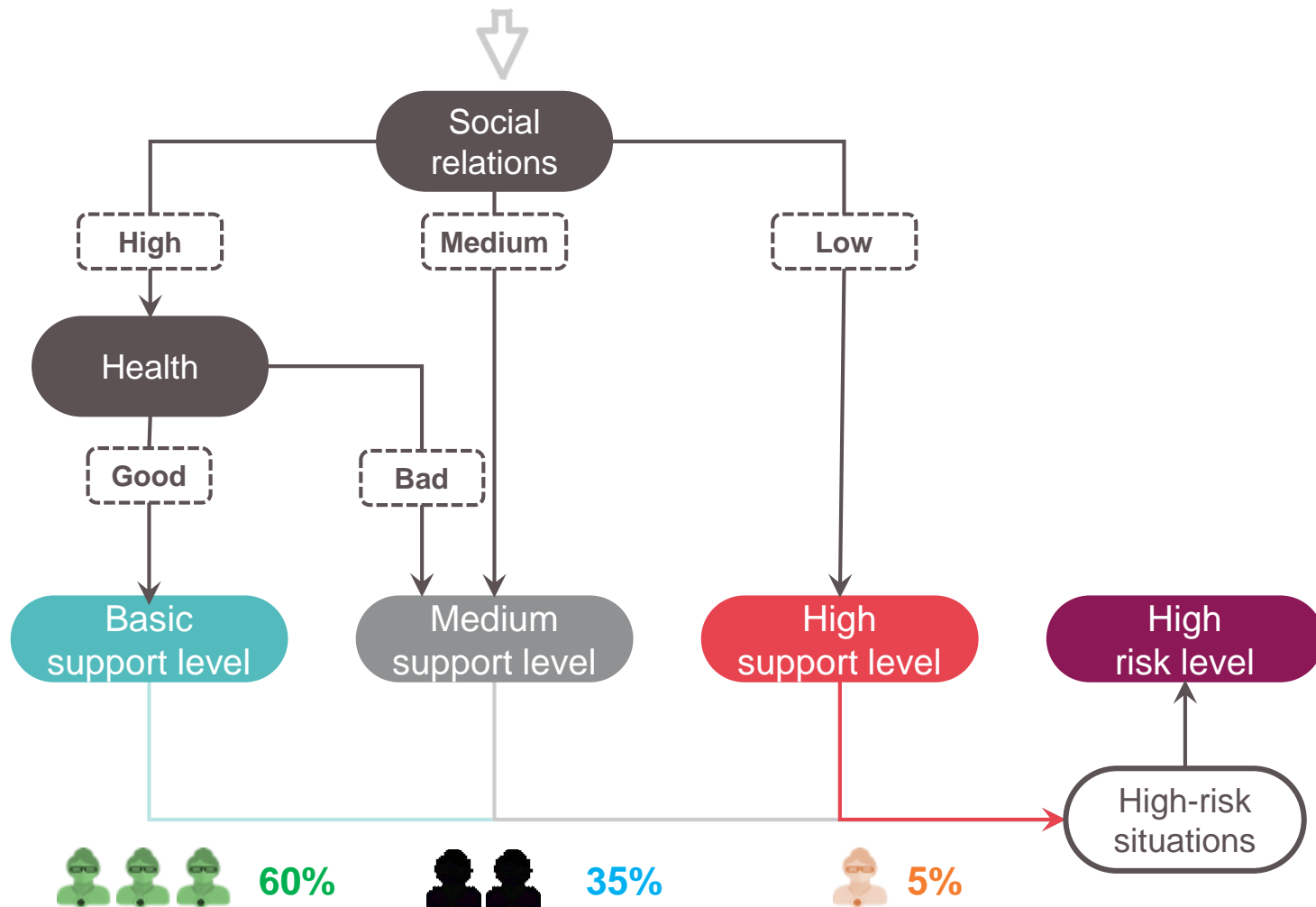
Treats users as a diverse group and intensifies care for people who are high-risk or particularly vulnerable. This prevents excessive protection that could create dependence and eschews paternalist models



User vulnerability

RET model

Support level assignation



RET model Care plan



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Prevention

Intervention

Basic level

Medium level

High level

High risk level

☎ Every 60 days

☎ Every 30 days

☎ Every 10 days

☎ * See protocols



Yearly



* See protocols

Phone and in-person follow-up

Adapted telecare: Carechat

Alarms

Mobile telecare (TAM)

Associated technology

Phone: care centre

Written and virtual: leaflets, guides and website

In-person: sessions and workshops

Active ageing campaigns

Special care programmes

Suicide prevention

Abuse prevention

Disaster care

Use of advanced technology



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From 5,500 devices to 20,300 in 2018

- Risk situation detection
- Emergency alerts
- Increased safety
- Fosters autonomy

Alarms

Personal risks

- Falls
- Inactivity
- Doors opening

Risks in the home

- Fire/smoke
- Gas
- CO

✓ Pilot test of **smart water meters** to identify risk of social isolation, psychological problems and loneliness

Risks outside the home

- Mobile telecare

Devices for special groups

Difficulty communicating

- Carechat

Reduced mobility/strength

- Remote Control Unit (UCR) adapters

Special needs pilot care programmes and tests



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- ✓ **Pilot test of smart water meters** to identify risk of social isolation, psychological problems and loneliness
- ✓ Consolidation of the **detection and intervention protocol in cases of abuse** of elderly people
- ✓ Suicide **detection and prevention programme**
- ✓ **Disaster intervention programme**



Increase in number of mobile units: 16 first-response units and 13 second-response units



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First-response units

These mostly deal with emergencies and contingencies. They also undertake programmed activities according to the needs of the service, although their task is principally reactive; i.e. they act in cases requiring a rapid response.

Second-response units

These carry out programmed activities and, occasionally, attend to contingencies. Their task is mainly proactive, but they may be reprogrammed to take on reactive tasks in case of necessity, depending on the needs of the service.

Prevention is key



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We're talking about...

70,000 calls in 2016



Phone Care centre

Information, recommendations
and advice over the phone.

Written and virtual Leaflets, guides and website

Reinforces information with
explanations of leaflets and
guides via Web access.

In-person Workshops and sessions

Informative and training
sessions for those needing
more help.

Challenges for the future



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- **Extend the collaboration network with community agents: safety, health and emergencies**
- **Reinforce the strategic alliance with the municipalities:** improve communication and links with the Service's future development plan
- Establish optimal, desirable cover in the medium and long term: **scenario for people with dependence level I**
- **Social and healthcare coordination** as part of the development of the Inter-ministerial Plan for Health and Social Care and Interaction of Catalonia



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