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Project LLI-1 **Joint competence center for smart elderly care social services development**,
Joint smart social services

REPORT

on needs and feasibility study on social services and infrastructure

Further, this report includes results of analysis of Social care partners' institutional capacities of social care providers will be mentioned as part of the Project initiative. Science and education community members from LP contributed to the preparation of standardised investment guidelines for infrastructure (equipment purchases have been made by Klaipeda City Care home). This guidelines proposed to invest Project resources to care quality assurance technologies that also make senior citizens feel more free and mobile. Such an improvement of quality of social services will also be part of the improvement of the entire care operation in both partnering regions. To sustain this achievement, surveys will be performed by the personnel, to know the level of importance of these incoming innovations. Initial surveys have been made (surveys questionnaires for both care homes presented below).

The aim of this project is to develop a cross-sectoral (science, care providers, services providers) cooperation network for healthcare for elderly people in need and to sufficiently provide enough quality services to make both regions attractive to new opportunities in area of elderly care not only in care homes but also in private homes. The development of such health networks will eventually emerge as an efficient new way to provide comprehensive, coordinated and personalised care that is particularly well suited to the needs of the elderly. In order to make the first step toward this vision, a questionnaire survey is developed for elderly people in care homes (in LT and LV). This survey will give feedback and improve the lines of communication between doctors, patients, administrators, medical suppliers, and more. Gather essential information from your customer base and make informed healthcare decisions even faster and more reliable.

Surveys along with long terms knowledge acquisition will be used by LP to developed further guidelines and perform social services providers training. It is an essential part of the LLI-1 Project to stimulate dissemination of knowledge among the personnel working in this field and to study new opportunities to make assisted living more accessible and friendly to the general population of both Latvia and Lithuania cooperating regions. LP will lead partners to the improvement of the accessibility of new and improved services by utilizing the potential at hand and provoke new trends attraction to the problems of care homes and home care by means of information and communication technologies integration for eldercare to develop strengthened and efficient and strengthened public elderly care common social services in LT and LV.



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Initial survey from LV partner: Results of statistics and the questionnaire identify the current situation in social services and infrastructure. At the moment there are not enough care services outside the care house and elderly people or people with invalidity, who are single (don't have adult children or relatives, who can help) are the most vulnerable ones. It's impossible for them to stay in their house and have a quality life, without the help, support and care of others. Care House "Selga" has a wide range of different services according to people's needs, but with their financial resources they are not able to work with every single person and support them 24/7, monitoring their state of health, physical conditions and analysing them. Opportunities of modern technology, involving communication between medical workers, carers etc., would be great help to create new methods and care service and the staff would be more available to spend quality time with elderly people – social activities inside and outside the care house. It would reduce the social exclusion problem and also improve their wellbeing.

The aim of this project is to develop a cross-sectoral (science, care providers, services providers) cooperation network for healthcare for elderly people in need and to sufficiently provide enough quality services to make both regions attractive to new opportunities in area of elderly care not only in care homes but also in private homes. The development of such health networks will eventually emerge as an efficient new way to provide comprehensive, coordinated and personalised care that is particularly well suited to the needs of the elderly. In order to make the first step toward this vision, a questionnaire survey is developed for elderly people in care homes (Klaipeda City Care Home, Local Authority Ventspils City social services).

Remark: the family is one of the most important providers for the elderly. In fact, the majority of caregivers for the elderly are often members of their own family, most often a daughter or a granddaughter. Family and friends can provide a home (i.e. have elderly relatives live with them), help with money and meet social needs by visiting, taking them out on trips, etc.

ANALYSIS OF STATISTICAL DATA AND QUESTIONNAIRE

For elderly people and people with disabilities Ventspils City Social Services provides the opportunity to receive long and short term social care and rehabilitation in Ventspils Social Care House "Selga". Currently there are 141 residents in the care house, receiving short and long term care in the Social Care House "Selga" and 37 professionals, providing the service (17 of them are carers). The stay in the Care House is financed either by municipality and state or paid by the members of family or residents.



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Care House financing	Number of residents in the Care House "Selga"
1. From Municipality budget	99
2. From the state budget (seniors placed in the centre until 1998)	5
3. From other Municipalities	5
4. Fully paid by members of family (adult children, relatives etc.)	20
5. Partly paid by members of family (adult children etc.)	3
6. Fully paid by the client	3

Social Care House "Selga" within the scope of its competence and financial framework are providing professional care and services:

- Providing residential area and all necessary household items;
- Clothing and footwear;
- Catering, based on the client's state of health;
- A complex of medical social rehabilitation and integration measures according to the physical condition of each client;
- Medical care and medical therapy, physical rehabilitation;
- Special events at the Centre and outside;
- Mental care, according to the person's beliefs;

The teams of specialists are regularly working with seniors to improve their wellbeing:

- Looking after their physical health (sports, therapeutic exercises);
- Providing rehabilitation after illness;
- Motivate them to have active and healthy lifestyle;
- Providing therapeutic massage.

The main aim of the Care House is to support and motivate elderly people to look after their health and to be able to maintain independence as much as possible. According to the information above there are 141 seniors and 17 caregivers, who are looking after elderly people in the Care House. Based on people needs they are providing professional care and support, but they can't be with each person 24/7. One of the solutions could be to introduce modern technology - daily tasks of care givers would decrease and they could spend more quality time with residents of the care house. Today's information and communication technologies could not only improve quality of the service, but also help to create new methods and types of service. Statistics shows, that majority of elderly people (99) in the care house "Selga" been financed by the municipality of Ventspils, which means that they don't have a support person to look after them (they are either single, widowed, divorced and don't have children). When they are getting older and need daily support and care, the only option



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is the care house. Improving the care services would be very important to pay attention to single pensioners, to help them stay in their own homes as long as possible and also reduce the social exclusion. It's very visible that at the moment would be very important to improve care services not only in the care house, but also for elderly people living at home, paying a lot of attention to single pensioners.

In June 2017 in the Social Care House "Selga" anonymous survey was conducted, among 30 people (15 women and 15 men), between the age of 63 and 91. People involved in the survey were chosen by random sampling method, taking in account their ability (able to listen, understand questions and respond) and consent to take part in the survey. The purpose of the survey was to discover the current situation in the care house, to understand what improvements would be required and which would be the most effective way and methods to achieve the best result possible.

	Questions	Answers			
		Men	Women		
	Gender				
		15	15		
	Age	-60	60-70	70-80	80+
		3	3	16	8
	Civil status	Single	Married	Widowed	Divorced
		2	3	10	15

		Yes	No	Difficult to say
1.	Have you ever used any home care services (to lengthen the time at home / help stay at home) for yourself or for someone else (senior or disabled member of your family, etc.)?	6	12	12
CONCLUSION	Most of the elderly people questioned, haven't had the opportunity to use health and care services in order to stay longer in their homes and stay independent. At the moment, there is no care service available for elderly people, which they could choose. Mostly it is voluntary work or help of relatives or friends.			
POSSIBLE SOLUTION	Necessary to improve home care services for elderly people at home, who would need the support and care			



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		Yes	No	Difficult to say
2.	Do you think you would consider using some home care services (to lengthen the time at home / help stay at home) for yourself or for someone else (senior or disabled member of your family, etc.) in the next 5 years?	15	12	3
CONCLUSION	Elderly people would prefer to stay independent and as long as possible stay in their home environment, where they are feeling most comfortable. For them would be very important to receive the necessary care and support at home.			
POSSIBLE SOLUTION	To provide care service according to the needs of elderly people.			

		With help of friends and relatives	With help of Social worker (Social service)	Other
3.	How did you/would you find your elderly care service provider?	12	18	0
CONCLUSION	Mainly people receive the information about care service/care house with help of social workers (Ventspils City Social Services), less support comes from friends and relatives. The result of the question does confirm, that elderly people, who are single (don't have anybody, who can help) are the most vulnerable and can rely only on the services provided by the municipality or other care organizations.			
POSSIBLE SOLUTION	To provide the care service according to the needs of elderly people, especially for the ones, who are single (don't have adult children or relatives, who can help).			

		Yes	No	Difficult to say
4.	Are you satisfied with current care services provided?	20	3	7



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CONCLUSION	Most of the people are satisfied with the quality of offered care services in in the care house. Could be that, the fact, that they are choosing care house services is mainly, because there are hardly any options to receive care and support at home. Although care house services are wide enough, more attention should be paid to prevention. Carers are not able to pay attention to every single person 24/7, analysing their state of health and physical abilities.
POSSIBLE SOLUTION	Would be necessary pay more attention to prevention, to use more individual approach to provide services to each person individually, which could be possible with the help of modern technology.

		Yes	No	Difficult to say
5.	Do you think that the personnel, working with you and your care provision have enough experience working with people with disabilities?	22	2	6
CONCLUSION	Services in the care house are professional and most of the people are satisfied with the support and care they receive.			
POSSIBLE SOLUTION	Combining the work of professional carers and new improved services, involving the opportunities of modern technology, would be the perfect combination to achieve the best results possible.			

		Yes	No	Difficult to say
6.	Do you consider having more technology related activities (video/audio, internet) in your care home?	16	5	9
CONCLUSION	Majorities are open to new services and opportunities to take part in new technology related activities.			



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POSSIBLE SOLUTION	To introduce new services and technology related activities.
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		Yes	No	Difficult to say
7.	Do you consider having more opportunities to get involved in activities outside the care home?	17	5	8
CONCLUSION	Elderly people are interested to spend more time outside the care house, to be socially active.			
POSSIBLE SOLUTION	Introduce care services that would give more options for elderly people to socialize and be active.			

		Yes	No	Difficult to say
8.	Do you think you have been offered enough activities outside the care home?	15	6	9
CONCLUSION	About half of the people taking part in the survey are happy with activities offered.			
POSSIBLE SOLUTION	The fact that many of them are choosing the answer - difficult to say, could show, that they are more than likely not interested and the main reason could be their health problems, physical ability. That should be one the main focus points, when creating new care services – prevention (to improve their wellbeing).			

	Yes	No	Difficult to say
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9.	Do you think that improvements in your healthcare would enable you to become more involved in community activities?	21	7	2
CONCLUSION	Answers confirm, that health care is very important for elderly people.			
POSSIBLE SOLUTION	Services should include the cooperation of all different specialists - medical, social workers, carers, using opportunities of modern technology.			

		Yes	No	Difficult to say
10.	Would you consider taking part in different physical activities in order to improve your health?	17	4	9
CONCLUSION	Elderly people would be interested to get involved in activities to improve their health.			
POSSIBLE SOLUTION	Provide individual plan for each person to improve their health.			

		Yes	No	Not always	Difficult to say
11.	Is there a support person at the care house, who you can turn to with questions or problems at any time?	14	5	5	6



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CONCLUSION	Most of them are getting enough support in the care house. More support and 24/7 could only improve the services.			
POSSIBLE SOLUTION	Support and services, using new technology methods, would be great improvement.			
		Yes	No	Difficult to say
12.	Do you consider yourself a modern person, who is interested in everything new?	12	8	10
CONCLUSION	Mainly they consider themselves as modern - open to everything new.			
POSSIBLE SOLUTION	Introduction of new improved services.			

		Yes	No	Difficult to say
13.	Do you trust innovations, new methods and their applications? (in provision of care service)?	13	7	10
CONCLUSION	Summarized answers confirm again, that care house residents would be happy to use new types of services.			
POSSIBLE SOLUTION	Introduction of new care methods and types services.			



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		Yes	No	Difficult to say
14.	Do you consider yourself capable to adopt new care methods?	18	5	7
CONCLUSION	The majority of people are flexible and would be able to adjust to new types of services, that confirm the possibility to introduce new improved services.			
POSSIBLE SOLUTION	Introduction of new improved services.			
		Yes	No	Difficult to say
15.	Would you risk doing new procedures and treatments?	18	2	10
CONCLUSION	Most of people taking part in the questionnaire are not afraid and would trust new procedures and treatments, that would help with their general health , improve their physical condition and to promote the integration of people in society.			
POSSIBLE SOLUTION	To introduce new treatments and procedures according to people's needs.			

16.	When choosing the service provider, what information would be the most important for you? (several possible answers)	
	Reviews from people who have personally used the provider	13
	Code of conduct	10
	Rules and regulations	8
	Professionalism of service provider	15
	Cost of the service	26
	Types of services provided	17
	Additional services, that would be available (like for people with special needs etc.)	16
	Information about service provider - company	18
	New types of services and methods	23
	Use of modern technology in services provided	22



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CONCLUSION	The answers are showing, what the care service provider would have to take in consideration, when creating new care services for elderly people. For majority of them cost of service would be very important (affordable prices), new types of services and also use of modern technology. Very important would be also provide enough information about service provider, types of services provided, including additional services and professionalism. (Chart Nr.1)
POSSIBLE SOLUTION	Introducing new care services essential to pay attention to the needs of elderly people, so they would trust the new service.

When choosing the service provider, what information would be the most important for you?

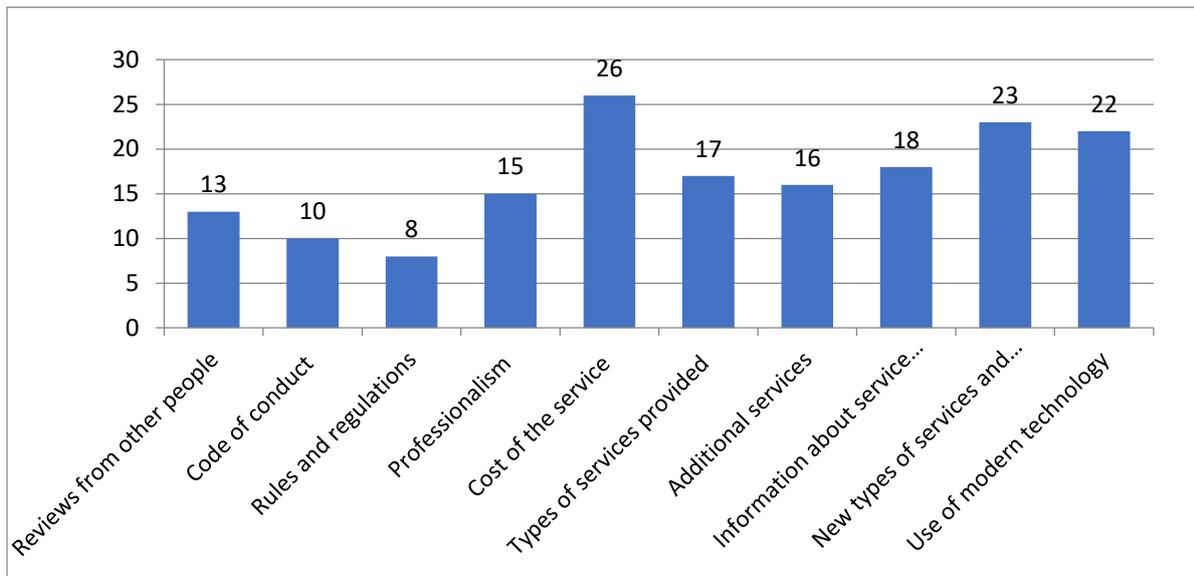


Chart Nr. 1

17.	Which of these following services have you/would you be interested in? (several possible answers)	
	Life assistance	16
	Opportunity to spend time with people, who have the same interests etc.	20
	Health care	28
	Help in personal hygiene (to have a bath, take a shower etc.)	16
	Help to prepare food	17
	Help with house work (cleaning, dusting etc.)	19
	Regular 24/7 help, care and support	22
	Help in daily tasks (to pay bills - for electricity, rent etc.)	25



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Care and support after the stay in hospital		28
CONCLUSION	Health care and support after the stay hospital are the main types of services elderly people would be interested in, also help in daily tasks, 24/7 help and opportunity to spend time with other people plays a big role.	
POSSIBLE SOLUTION	Introducing new care services, essential to pay attention to the needs of elderly people, therefor they would be able to stay independent, socialize and the quality of life would be improved. (Chart Nr.2)	

Which of these following services have you/would you be interested in?

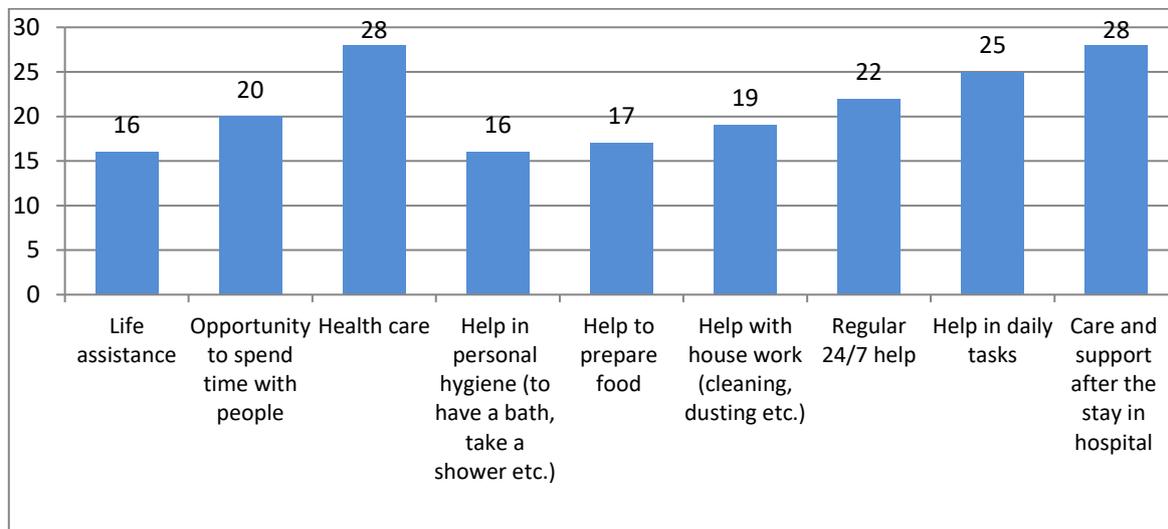


Chart Nr. 2

Same questions were given to the residents of Klaipeda City Care Home. The following survey was made by Klaipeda City Care Home and the following results followed.

	Questions	Answers			



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	Gender	Men	Women		
		9	21		
	Age	-60	60-70	70-80	80+
		6	1	17	6
	Civil status	Single	Married	Widowed	Divorced
		2	3	17	8

		Yes	No	Difficult to say
1.	Have you ever used any home care services (to lengthen the time at home / help stay at home) for yourself or for someone else (senior or disabled member of your family, etc.)?	3	27	
CONCLUSION	Most respondents 90% did not use home care / care services.			
POSSIBLE SOLUTION	Organize an information campaign for home-based services. Extending to the needs of people, home-based services.			

		With help of friends and relatives	With help of Social worker (Social service)	Other
2.	How did you/would you find your elderly care service provider?	16	8	1. I read the newspaper. 2. Through a disabled society. 3. A neighbor told me and I



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				went to see myself. 4. Doctor recommended. 5. I do not remember. 6. By oneself.
CONCLUSION	Most of the respondents, with the help of friends and relatives, have found a social care / service provider.			
POSSIBLE SOLUTION	A more active publicity campaign (through various forms and methods of publicity) about social care / service providers, types of services, access to services, use of the media, broader media coverage, and organization of TV broadcasts on home services and access to them must be organized.			

		Yes	No	Difficult to say
3.	Are you satisfied with current care services provided?	27		3
CONCLUSION	Of the responses received, 90% of respondents are satisfied with the services provided.			
POSSIBLE SOLUTION	Having analyzed the need to expand the range of provision services, improve the quality of services provided.			

		Yes	No	Difficult to say
4.	Do you think that the personnel, working with you and your care provision have enough experience working with people with disabilities?	25	1	1. Not all employees know. 2. Not all employees have enough experience.



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				3. 2 residents answered It's hard to say.
CONCLUSION	Of the respondents who participated in the survey, 83% rated staff competence.			
POSSIBLE SOLUTION	Improve the qualification of the staff by organizing theoretical and practical training, promoting employee motivation and creativity, expanding the ability to work individually with clients.			

		Yes	No	Difficult to say
5.	Do you consider having more technology related activities (video/audio, internet) in your care home?	21	4	5
CONCLUSION	At home 70% of respondents noted that there are many activities related to technology.			
POSSIBLE SOLUTION	To expand the acquisition of new technologies at nursing homes, improving and expanding the quantity and types of services.			



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		Yes	No	Difficult to say
6.	Do you consider having more opportunities to get involved in activities outside the care home?	10	16	1. It is difficult to get involved with the state of health. 2. Health does not allow. 3. 2 residents answered It's hard to say.
CONCLUSION	It is difficult / difficult to involve residents in activities of care homes after receiving answers from respondents and assessing their state of health.			
POSSIBLE SOLUTION	Find activities available to residential care homes outside residential care homes and encourage people to take part in residential care activities.			

		Yes	No	Difficult to say
7.	Do you think you have been offered enough activities outside the care home?	22	6	2
CONCLUSION	Summarizing the results shows that there are enough activities outside the institution.			
POSSIBLE SOLUTION	Finding new opportunities and / or partially modifying activities is more adapted to the elderly and disabled people.			



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		Yes	No	Difficult to say
8.	Do you think that improvements in your healthcare would enable you to become more involved in community activities?	20	8	2
CONCLUSION	Yes, 67% of respondents said that only by improving the services provided by health care they would become healthier, more active and able to become involved in community activities.			
POSSIBLE SOLUTION	Improve and expand the availability of healthcare services.			

		Yes	No	Difficult to say
9.	Would you consider taking part in different physical activities in order to improve your health?	17	11	2
CONCLUSION	Only 57% of the respondents answered positively and would like to participate in physical activity. Another 37% of the respondents responded negatively to the question, although the answers given above indicated that they wanted to improve their health.			



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POSSIBLE SOLUTION	Exercise explanatory work on health improvement issues in order to motivate people to become more involved in physical activity.
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		Yes	No	Not always	Difficult to say
10.	Is there a support person at the care house, who you can turn to with questions or problems at any time?	26	1	2	1
CONCLUSION	The vast majority of respondents answered positively 87%. This indicates that there are enough professionals in the institution that can help the population to solve the problems.				
POSSIBLE SOLUTION	Promote professional social communication competencies to ensure that all residents have a person / worker who can apply in case of problems.				

		Yes	No	Difficult to say (
11.	Do you consider yourself a modern person, who is interested in everything new?	11	9	10



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CONCLUSION	The results show that 37% of respondents attribute themselves to modern ones and 63% do not think that they are. Modern people are answering the "no" and / or "difficult to say" questions. Such results may indicate that the population does not consider itself to be a progressive personality due to low self-esteem or can not call it advanced due to the current state of health.
POSSIBLE SOLUTION	Encourage people to be interested in innovations, organizing discussions, hobby activities, brain activity and other activities.

		Yes	No	Difficult to say
12.	Do you trust innovations, new methods and their applications? (in provision of care service)?	15	2	13
CONCLUSION	50% of respondents trust innovations and innovations, while others 43% chose a more comfortable answer, 'Difficult to say'.			
POSSIBLE SOLUTION	To carry out a long-term explanatory work on the benefits to the person and his health of the adaptation of innovations and new methods.			

		Yes	No	Difficult to say
13.	Do you consider yourself capable to adopt new care methods?	17		13
CONCLUSION	Most of the respondents are 57% ready to innovate, adopt new methods of care, and health care.			



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POSSIBLE SOLUTION	Try to install new methods and models of care and health care at the Care home.
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		Yes	No	Difficult to say
14.	Would you risk doing new procedures and treatments?	19	4	7
CONCLUSION	Most respondents choose a positive response of 63% and would like to try new procedures and treatments.			
POSSIBLE SOLUTION	Inform the population about opportunities to participate in new procedures and treatments.			

15.	When choosing the service provider, what information would be the most important for you? (several possible answers)	
	Reviews from people who have personally used the provider	24
	Code of conduct	
	Rules and regulations	5
	Professionalism of service provider	12
	Cost of the service	7
	Types of services provided	7
	Additional services, that would be available (like for people with special needs etc.)	12
	Information about service provider - company	4
	New types of services and methods	4
	Use of modern technology in services provided	1



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CONCLUSION	80% of respondents agree with the "Responses from people who use the services of providers", 40% agree with the answer "Professionalism of the service provider" and 40% agree with the answer "Additional services that are available", which shows that the majority of people trust verbally information from the services and procedures already experienced by those who have tried them and it is important for them that the services are of high quality and accessible to people with disabilities or health disorders.
POSSIBLE SOLUTION	To promote positive information about the institution, quality care provided in the home and its diversity, emphasizing the qualification and professionalism of the personnel, introducing innovations, investigating their impact and influencing the health of the individual and quality of life.

16.	Which of these following services have you/would you be interested in? (several possible answers)	
	Life assistance	3
	Opportunity to spend time with people, who have the same interests etc.	9
	Health care	21
	Help in personal hygiene (to have a bath, take a shower etc.)	6
	Help to prepare food	7
	Help with house work (cleaning, dusting etc.)	6
	Help in daily tasks (to pay bills - for electricity, rent etc.)	10
	Care and support after the stay in hospital	
CONCLUSION	After examining the answers received, it can be concluded that 70% of the respondents mentioned that health care is the most important thing for the residents of residential care homes. It is also important to receive personal assistance services and to have the opportunity to spend time with the same people with the same interests, respectively, by 33% and 30% of respondents positively responded.	
POSSIBLE SOLUTION	To improve and expand the health care services provided at the Care home in order to improve the physical and mental health of the population and to provide satisfaction to the quality of their life.	

Project coordinator _____ 2017-09-29 _____ Prof.Arūnas Andziulis _____