

ELDERY CARE IN PORTUGAL AND POLAND

BEST PRACTICES GUIDE

FUNDAÇÃO
EUGÉNIO
DE ALMEIDA

ELDERLY CARE IN PORTUGAL AND POLAND

BEST PRACTICES GUIDE

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OPENING NOTE

Europe's population is aging rapidly.... About 20,3% of its population is aged 65 and over and, the population aged 80 and over, whose percentage is actually 5,8%, is expected to increase up to two and a half times between 2019 and 2100.

With relatively low birth rates and the increase of the average life expectancy, the social and health care systems will be under a huge stress and pressure, while they still maintain the same traditional social responses that no longer meet the current needs of their users.

At the same time as the proportion of elderly people is increasing, the number of active people is decreasing, especially in rural areas, which are also undergoing over an accelerated process of depopulation, posing serious difficulties to find the people, qualified or not, to work on the provision of health care services.

Within the scope of the Project Caring Services for the Elderly in Rural Areas, a set of activities were developed with the aim of identifying successful practices in elderly care, namely in rural areas, selecting a vast set and systematizing some supporting information that may be useful for those who are in the field, on a daily basis, to counteract this overwhelming movement.

For many years, the Eugenio de Almeida Foundation has been concerned with the need of increasing the qualification of the third sector organizations leaders, as well as to contribute to promoting initiatives that may generate innovative responses for their publics, supported by more sustainable processes in their different dimensions.

This Guide of Best Practices, resulting from the rich process of inter-institutional cooperation, discussion and identification of so many successful cases, constitutes a concrete output of this European project, increasing its impact in the long term.

Eugenio de Almeida Foundation, as coordinator of this handbook, believes that this compilation may result in more innovative, efficiently and qualified practices and, above of all, more humanized services provided to our elderly people in rural areas.

Henrique Sim-Sim

Coordinator of the Social and Development Area

INTRODUCTION

The Elderly Care in Portugal and Poland Best Practices Guide was created as a result of the project “Caring services for the elderly in rural areas” implemented by the OPUS Center with partners from Portugal IR RADIARE and Eugénio de Almeida Foundation.

“Caring services for the elderly in rural areas” is a project for international cooperation, inspiration and transfer of knowledge and practices and of their adaptation according to the local specificity of the area and its resources in rural areas.

In the course of the project it was planned to carry out cross-country visits to learn about best practices, however, due to the COVID-19 pandemic, all working meetings, study visits, webinars and consultations were online.

For the preparation and presentation of best practices, the partners tried to get to know the innovative organisations and services for the elderly in their territory in order to build a good basis for achieving the main objective of the project. There was a research to get to know the best practices for creating new models of care, support and support for the elderly, especially in rural areas, that were universal enough to be duplicated in other countries, and that showed a varied approach to care services for the elderly, to better care for the elderly.

Instead of presence study visits to Portugal, two online webinars were held with the partners from Portugal on the 9th and 22nd of October 2020.

More than 30 people participated in the two webinars, including about 10 people from the Polish side (representatives of the Social Economy Support Centre at the OPUS Centre, external experts, representatives of GOPS in Ładzice) and about 20 people from the Portuguese side (partners, including organisers, speakers and representatives of friendly organisations interested in the topic).

During both meetings, several good practices, examples of care and/or activation services for the elderly were discussed, including very innovative examples with the use of new technologies, artificial intelligence, and social support for the elderly, allowing the elderly to remain independent for as long as possible, and to stay in their own apartment for as long as possible - surrounded by relatives - family and neighbors.

After study visits to Portuguese and Spanish partners, on December 10, 2020, a visit to partners in Poland took place. Over 20 people participated in the visit, including about 10 people from the Polish side (representatives of the Social Economy Support Center at the OPUS Center, speakers = external experts presenting good practices, representatives of GOPS in Ładzice) and about 10 people from the Portuguese side (partners and representatives of their befriended organizations interested in the topic of the webinar and the project).

During the meeting, good practices and examples of care services were discussed, including a very innovative part, awarded in the forum of European institutions, and the preliminary results of the work of the Polish working group were presented.

Some of the good practices presented were services addressed directly to the elderly, disabled (e.g. sheltered housing, Support circles) allowing them to be independent for as long as possible (understood as independent living), and some of them are addressed to caregivers of the elderly, disabled (e.g. Good support, Support circles), which allows them to better care for the elderly, and thus postpone or completely exclude the need to use an institutionalized collective form of care, such as a Nursing Home.

The examples described above value neighborly help, creating support circles around the person using the support, regardless of whether it is a service using new technologies (eg Good support) or provided in a coordinated manner without the use of an online or GSM tool (eg Support circles).

All the described forms of support are based on a humanistic approach that puts the elderly, disabled and their needs in the center, combined with the desire to deinstitutionalise the services provided, allowing the elderly to remain independent for as long as possible, and to stay in their own apartment for as long as possible - surrounded by relatives - family and neighbors.

The presented good practices showed a varied approach to care services for the elderly. This publication consists of three parts, where selected good practices from the 3 partner countries are shared. We believe that sharing good practices is inspiring for all and we believe it will help public and private sector organisations, professionals and civil society to develop innovative support services for older people.

More information about the partner organisations is provided at the end of the guide. As the guide is the result of a project funded by the European Commission, this publication reflects the views of the author/partners and the Commission cannot be held responsible for any use that may be made of the guide and the information contained therein.

POLACH BEST PRACTICES

METHODOLOGY

GOOD PRACTICE SELECTION CRITERIA

The ageing of society is a phenomenon, a multidimensional process requiring a new innovative approach from us. In selecting good practices in the field of care services, or more broadly services provided to the elderly, especially in rural areas, we were guided by the following criteria:

1. Services provided by social economy entities, e.g. by:

- a. Associations and foundations conducting business or paid public benefit activities;
- b. Social cooperatives;
- c. Social companies (non-profit companies);

We consider the engagement of social economy entities in this area as innovative and representing socially responsible attitude. By definition, PES combine activities for profit with pro publico bono activities, with social solidarity manifested in responsibility for their staff, local community, target group.

2. Use of new technologies - another criterion was to look for good practices that will allow to partially provide services to the elderly remotely or in a coordinated manner through platforms, online applications. This allows to better plan, implement, account and control the provision of services.

3. Deinstitutionalisation - the process of transition from institutional care to community-based services (local community), based on the “European Guidelines for the Transition from Institutional to Community-Based Care”, and involving, on the one hand, the development of community-based services and, on the other hand, the gradual reduction of institutional care. An integral part of deinstitutionalisation of services is prevention aimed at avoiding the placement of people in institutional care.

4. Inclusive support network - a criterion assuming that one of the elements of providing services to the elderly should be creating around them a support environment consisting of not only family members, but also neighbours, friends, representatives of support institutions, who formally and / or informally assist beneficiaries by providing them with certain services or help / support in using services available institutionally.

5. A humanistic conception that puts the human being, the employee, at the centre - this criterion assumes an approach to service provision based on partnership with the target group as well as with the service providers, taking into account a “bottom-up” approach in the management and operation of the business, ultimately a humanistic management towards the service provider.

10 BEST PRACTICES

01 PROTECTED HOUSING

ORGANIZATION Municipal Social Welfare Center in Kutno

PUBLIC/BENEFICIARIES The elderly, mentally ill, disabled people, etc.

BRIEF PRESENTATION OF PROJECT/PRACTICE It is a form of social assistance that prepares people staying there, under the care of specialists, to lead an independent life or substitutes a stay in a facility that provides 24-hour care. A protected apartment provides conditions for independent functioning in the environment, in integration with the local community. The Municipal Social Welfare Center in Kutno offers 32 apartments. Support in a protected apartment may be granted after conducting a community interview.

Type of service in a protected supported apartment:

1. Assistance in performing activities necessary in everyday life, concerning:

- a) moving, b) maintaining personal hygiene, c) dressing, d) cleaning,
- e) shopping and preparing meals, f) handling personal matters

2. Implementation of social contacts by enabling the person to:

- a) maintain family ties, b) participate in the life of the local community

3. Other types of support:

- a) Interpersonal training - individual conversations, shaping positive relationships of the supported person with relatives, cooperation with the family, shaping appropriate attitudes towards a sick or disabled person; b) Group therapeutic classes, including: training in the skills of conducting conversations, solving problems, using the services of various institutions; c) Self-service skills and life independence training - hygienic, budget, culinary, practical skills of running a household; d) Social skills training - providing assistance in dealing with various matters, including shopping, fees, providing assistance in dealing with official matters and filling in documents; e) Medication training: - monitoring the intake of medications and observation of possible side effects, - agreeing and monitoring medical appointments and diagnostic tests, assistance in reaching health care facilities, assistance in buying and ordering drugs in a pharmacy; f) Training in organizing and spending free time with the use of services available in the local environment; g) Therapeutic classes in the common room (art, manual, etc.); h) Social work; i) Psychological therapy; j) Other.

INNOVATION ASPECT	Comprehensive support: housing, interpersonal training, social skills training, etc.
MAIN RESULTS ACHIEVED/IMPACT	32 apartments, between 32 and 64 people.
POSSIBLE TO REPLY	Easy to duplicate and customize.
COUNTRY	Poland, Łódź Region, Kutno
CONTACTS ENTREPRENEUR/ RESPONSIBLE	Bożena Budnik – dyrektor b.budnik@mops.kutno.pl +48 24 253 74 80, 24 254 95 68, extension 100
WEBSITE	www.mops.kutno.pl www.mops.kutno.pl/index.php?go=news&id=124

02 SUPPORT CIRCLES - "SAFE FUTURE OF PEOPLE WITH INTELLECTUAL DISABILITIES"

ORGANIZATION	Central/ Main partners: <ul style="list-style-type: none">- Polish Association for People with Intellectual Disability PSONI - leader;- BORIS Social Initiative Movement Service Association (Stowarzyszenie Biuro Obsługi Ruchu Inicjatyw Społecznych BORIS);- Tęcza Association of Parents and Friends of Blind and Visually Impaired Children;- University of Warsaw;
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Regional partners: 9 institutions (8 local government units: gmina, powiat and 1 NGO).

PUBLIC/BENEFICIARIES	People with intellectual disabilities.
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BRIEF PRESENTATION OF PROJECT/PRACTICE	This is a comprehensive concept of community support for people with intellectual disabilities (people with ID) in the local community - a place of residence where people with ID will be able to live with dignity. It responds directly to the need to create local support systems in Poland, resulting from the provisions of the United Nations Convention on the Rights of Persons with Disabilities.
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The Safe Future model aims to develop solutions regarding the situation of legal, financial and social security of a person with intellectual disability at a time when, for natural

reasons, they lose support in the family. This goal can be achieved by preparing a person with a disability and the environment in a way that enables them to function safely in their local community based on the concept of supportive circles. The only way to build a permanent system of "coming out of isolation" of people with intellectual disabilities and their relatives is to rely on networks of connections - people and institutions, on their real commitment and on developing mechanisms supporting the empowerment of people with disabilities - in terms of life, physical and financial means.

INNOVATION ASPECT

Comprehensive support for an ID person beyond the closest family.

MAIN RESULTS ACHIEVED/IMPACT

Support circles in 8 communities, in each community 10 circles around 10 ID people.

POSSIBLE TO COPY

Easy to duplicate. Can be easily adapted to the needs of the elderly.

COUNTRY

Poland

Gmina and Town of Goleniów, Gdańsk, Elbląg, Gmina Nidzica, Gmina Suwałki, Powiat Olsztyński, Jarosławski and Ostródzki.

CONTACTS ENTREPRENEUR/ RESPONSIBLE

Polish Association for People with Intellectual Disability PSONI:

+48 22 6460314

Ewa Zajczkowska

Project coordinator

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Stowarzyszenie Biuro Obsługi Ruchu Inicjatyw Społecznych BORIS:

Paweł Jordan

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Coordinator

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+48 22 620 31 92

WEBSITE

www.kregiwsparcia.pl

Website of the Canadian organization that was the originator of the model:

www.plan.ca

03 GOOD SUPPORT PROGRAM

ORGANIZATION Science for the Environment Foundation in partnership with the Regional Center for Social Policy, Caritas of the Archdiocese of Szczecin-Kamie and Caritas of the Koszalin-Kołobrzeg Diocese.

PUBLIC/BENEFICIARIES The elderly or disable people.

BRIEF PRESENTATION OF PROJECT/PRACTICE The program has a form of a functional and transparent calendar, which includes a schedule of employed caregivers, taking into account their potential and availability. They are able to see all the tasks for the selected period on their phone panel. It shows securely stored data of the client, along with his needs, exact location and directions. The Good Support allows you to supervise care-givers' work and react immediately to changes, such as finding a replacement in care. The program enables fast communication on the line: municipality – guardian – family. The client and their family can report the need, choose a specific guardian, verify their work and order the necessary rehabilitation equipment.

The Good Support allows you to take additional professional activity, e.g. for those who want to help their neighbour in their daily needs. The program also provides each resident of the community with secure and free access to the SOS application. The Good Support project is the winner of the prestigious European Commission competition REGIO STARS 2019.

INNOVATION ASPECT Good support can be compared to Uber offering a neighborhood care system. The Program can be used on a computer through a portal that is integrated with the mobile application. The system is autonomous, it connects local users (municipalities, social welfare centers, care companies, families) without the need to use an expensive call center.

MAIN RESULTS ACHIEVED/IMPACT Lack of exact data. Potentially thousands of people.

POSSIBLE TO COPY The program can be downloaded and used all over Europe.

COUNTRY Poland, Pomerania Region

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WEBSITE www.goodsupport.eu

04 ACTIVE SENIOR CENTRE

ORGANIZATION Association for Supporting Activities of Seniors "AS"

PUBLIC/BENEFICIARIES Older persons, 55+.

BRIEF PRESENTATION OF PROJECT/PRACTICE It is a space for the realization of passions and talents, as well as a home where many Seniors find the meaning of their lives. It is a place where every day from Monday to Friday those who need the presence of another human being meet.

Activities in the Active Senior Centre for members of the Association - Seniors - are free of charge, and each participant receives a free meal served by the Gary Babci Krysi (Grandma Krysia's Pots) Restaurant, which is part of the Association's business.

At the Active Senior Centre, classes are conducted in:

- Senior Sewing Room, where the family of the Helpik Gnome is created (the mascot is sold in a store run by the organization, the proceeds support the Centre's operations);
- Handicraft Workshop, where Seniors are engaged in making occasional works of art, e.g. for Christmas or Easter;
- Culinary Workshop, where every day delicious dishes are made;
- Variety Corner, where Seniors are involved in various activities and simply spend time together.

The business activity, the income from which is in 100% allocated to the AS Association's statutory activity, includes the restaurants run under the brand name „Gary Babci Krysi” ("Grandma Krysia's Pots") and „Salonik Babci Krysi” ("Grandma Krysia's Little Lounge"). Currently there are three restaurants: one in Mława and two in Płock. In addition, by introducing another brand, „Spi arnia Babci Krysi” ("Granny Chrissi's Pantry"), which will be available in the Lounge, the organization pursues the mission of solidarity-based economy. All products of this line are made with products from local producers and growers. These products are also used for the preparation of dishes in all the restaurants.

INNOVATION ASPECT The Association, since 30 April 2017, has been functioning as a Social Economy Enterprise. Acting as a Social Economy Entity/Social Enterprise, i.e. based on its own developed funds, it not only increases the guarantee of continuity of the tasks it carries out for people over 55 years old, but also can implement further innovative projects, activities that allow seniors to participate as fully as possible in social life. In addition, in the areas of its business activity, the association creates workplaces with a focus on employing people who are in the most difficult life situation, at risk of social exclusion, long-term unemployed, disabled. By employing people of different age it contributes to the implementation of intergenerational integration.

MAIN RESULTS ACHIEVED/IMPACT Every day at the Active Senior Centre, about 40-50 people find a place to realize their passions, dreams. The association's activities have been recognized by receiving the Mazovian Social Economy Brand mark three times (most recently in 2019) and was honored in 2019 in the Jacek Kuro Social Economy Competition for the Best Social Enterprise. The contest board awarded the prize in the category "Idea for Development".

POSSIBLE TO COPY Model easy to replicate.

COUNTRY Poland

CONTACTS ENTREPRENEUR/ RESPONSIBLE ul. Chrobrego 7 (2nd floor)
06-500 Mława
Open from 9:00 am - 6:00 pm;
0048 791 187 238
kontakt@aktywnysenior.org.pl

WEBSITE www.aktywnysenior.org.pl

05 CARE SERVICES

ORGANIZATION Social Cooperative "Together to Success"

PUBLIC/BENEFICIARIES Elderly, ill people, including those with mental disorders or intellectual disabilities.

BRIEF PRESENTATION OF PROJECT/PRACTICE The Social Cooperative "Together to Success" was established in 2011. It is formed by two legal entities: Kramsk Commune and Association for Development of Kramsk Commune. It cares for the sick and those who need daily support and assistance due to their age. Properly trained and experienced carers look after the health and basic living needs of the people under their care. They care for them, clean the apartment, cook and do the shopping. The scope of a home carer's work depends on the health condition

of a person under care and his/her family situation, but the basic activities include: washing, bathing and dressing a sick person, changing his/her personal underwear and bedclothes, prevention of bedsores and sore thrombosis, assistance in dealing with physiological needs or (after a previous instruction) care procedures ordered by a doctor. The homecare worker does the shopping, prepares the meals and, if necessary, also feeds the patient. She can also fire up the stove, bring water from the well, order a doctor's appointment, go for a walk with the patient or read a book. The cooperative also takes care of people with mental disorders. Specialized care services are provided to persons with mental disorders, who have a disability certificate, persons with intellectual disabilities, or persons with other mental disorders, which - according to the state of medical knowledge - are classified as mental disorders. These services are provided at the patient's place of residence by qualified staff (the law specifies what qualifications the staff need to have), including a psychologist, teacher, speech therapist, social worker, occupational therapist, assistant for the disabled person, nurse, who have experience in working with people with mental disorders or intellectual disabilities.

INNOVATION ASPECT	Activity conducted in the form of a social cooperative. The cooperative employs long-term unemployed persons, etc. Both types of care services are provided on behalf of the Communal Social Welfare Centre.
MAIN RESULTS ACHIEVED/IMPACT	The cooperative employs 18 experienced carers, who have under their care 51 persons under basic care services and 7 persons under specialist services. Persons under care live on the territory of the whole Kramsk commune and the carers commute to them even for a dozen or so kilometers.
POSSIBLE TO COPY	Easy to replicate.
COUNTRY	Poland
CONTACTS ENTREPRENEUR/ RESPONSIBLE	Social Cooperative "Together to Success" ul. Konińska 20, 62-511 Kramsk spoldzielciasocjalna_kramsk@interia.pl tel.0048 518 598 709, tel. 0048 504 934 039, tel. 0048 632 204 766
WEBSITE	www.kramsk.spoldzielnie.org

06 NEARBY THE RELATIVES PROGRAM, AND INFORMATION AND SUPPORT POINT FOR CARERS OF THE ELDERLY

ORGANIZATION Syntonia Association for Psychological Support

PUBLIC/BENEFICIARIES Carers of the close elderly with dementia, Alzheimer's disease.

BRIEF PRESENTATION OF PROJECT/PRACTICE Nearby the Relatives is a program aimed at families and relatives who care for dependent elderly people. The aim of the program is to strengthen the psychological condition, psychosocial skills and caring competencies of informal (family) caregivers of the elderly. The program is implemented through support and educational activities:

- psycho-educational workshops;
- psycho-educational support groups;
- lectures and seminars;
- educational meetings;
- individual consultations;

At the Information and Support Point for Carers of the Elderly you can:

1. learn about:

- What aging is related to and what may be the reasons for a particular behavior of a person under care;
- What to do if your loved one has dementia, Alzheimer's disease or depression;
- What to do if care suddenly falls on the caregiver.

2. benefit from:

- training on how to properly perform nursing and care activities and how to react in emergencies, e.g. stroke, epilepsy;
- support from a psychologist/psychotherapist;
- information useful in the care process.

The centre is staffed by specialists: information consultants, a psychologist and psychotherapist, a gerontologist (a specialist in issues of old age and ageing), a nurse and a medical rescuer (training).

INNOVATION ASPECT Preparing caregivers of dependent/older persons to care for them independently.

MAIN RESULTS ACHIEVED/IMPACT Support and preparation for the role of a caregiver for the elderly relatives, who often feel psychologically exhausted, lonely, sometimes helpless, experience increasing difficulties

in communicating with the person under care, do not understand the behavior of the elderly, have no knowledge about the aging process and its accompanying diseases, do not know how to involve other family members in the care, do not have the opportunity to talk to people in a similar situation.

POSSIBLE TO REPLY

Easy to replicate.

COUNTRY

Poland

**CONTACTS
ENTREPRENEUR/
RESPONSIBLE****Syntonia Association for Psychological Support:**

ul. Zielna 39; 00-108 Warsaw

Ewa Drop - 0048 792 765 779, ewa.drop@syntonia.org.pl

Izabela Cymer - 0048 792 765 603, izabela.cymer@syntonia.org.pl

e-mail: syntonia@syntonia.org.pl

WEBSITE

www.syntonia.jimdo.com

07 CARE SERVICES FOR THE ELDERLY AND THE DISABLED

ORGANIZATION

Social Cooperative "Escape the Dysforia"

PUBLIC/BENEFICIARIES

The elderly, disabled, traumatized.

**BRIEF PRESENTATION
OF PROJECT/PRACTICE**

Care services at home of a person under care to meet the daily needs of the elderly, disabled, traumatized people.

The caregiver performs the following nursing and housekeeping activities:

- buying basic food and other necessary items;
- washing clothes/underwear (provided they have a washing machine);
- cleaning tableware and other household equipment;
- cooking and preparing meals;
- cleaning of the rooms and sanitary equipment used by a person under care;
- administering prescriptions;
- assisting with appointments with doctors and therapists, arranging medical appointments, and contacting the doctor;
- patting, rubbing, compresses (different parts of the body);
- help with dressing and undressing;
- taking care of the patient in bed, changing bed linen and personal clothes;

- nursing and hygienic procedures (washing, assistance in satisfying physiological needs);
- keeping records of expenses and accounting for the money spent;
- settling official matters;
- paying bills, maintaining individual interests, shared conversations, games and reading;
- organising walks, maintaining contact with the community.

INNOVATION ASPECT Running a business in the form of a social cooperative - social enterprise, care for the elderly combined with socio-vocational activation of people excluded from the labour market.

MAIN RESULTS ACHIEVED/IMPACT Enabling caregivers of the elderly and the disabled to retain their jobs and fulfill their social roles while providing proper care for their loved ones who need it.

POSSIBLE TO COPY Easy to replicate.

COUNTRY Poland

CONTACTS/ RESPONSIBLE **Social Cooperative "Escape the Dysforia"**
 Ul.Droga Leśna 60, 64-600 Oborniki
 0048 518 795 366
 uciecdysforii@wp.pl

WEBSITE www.uciecdysforii.pl

08 “NEIGHBOURHOOD SERVICES” PROJECT

ORGANIZATION Social cooperative "A corner of assistance"

PUBLIC/BENEFICIARIES The elderly, mentally ill, residents of social welfare institutions.

BRIEF PRESENTATION OF PROJECT/PRACTICE The social cooperative "A corner of assistance" was established on 1.09.2017. The founding bodies are the Piekary Śląskie Commune and the Świerklaniec Commune. The project "Neighborhood services" consists in the development of the support system for elderly and disabled people in the city of Bytom, which will enable to meet specific needs of elderly and disabled people, especially those with limited independence. The aim of the project is also development of services improving and enabling maintenance of independence for as long as possible by using solutions in the form of care services provided in the form of neighborhood services and at the same time specialized support

in the form of specialized services, including rehabilitation, nursing and therapeutic treatments.

Actions:

- implementation of neighborhood care services,
- activities of the specialist consultation team,
- implementation of specialist rehabilitation and nursing services, with access to specialists.

INNOVATION ASPECT

Provision of care services at the place of residence in the form of actions combining neighbourhood care services and specialist team providing rehabilitation, nursing and treatment services.

Providing the services by a social cooperative aimed at professional activation of excluded, unemployed people.

**MAIN RESULTS
ACHIEVED/IMPACT**

Providing care for 20 elderly and disabled people (15 women and 5 men).

POSSIBLE TO COPY

Easy to replicate.

COUNTRY

Poland

**CONTACTS
RESPONSIBLE**

Project Office “Neighbourhood Services In Bytom”:
ul. Orzegowska 52 a, room 115, 41-902 Bytom
tel: 0048 506080246 – project coordinator
e-mail: zakatek.pomocy@gmail.com

WEBSITE

www.zakatekpomocy.eu

09 RELIEF CARE

ORGANIZATION

SOMEBODY Foundation

PUBLIC/BENEFICIARIES

Carers of dependent, disabled people requiring permanent assistance. Around the clock, 7 days a week.

**BRIEF PRESENTATION
OF PROJECT/PRACTICE**

SOMEBODY organises the so-called relief care - for a few hours a day, free of charge, it relieves the caregivers in caring for the sick, giving them a break from everyday duties. It is their (often only) chance to: leave home, rest, eat a warm meal in peace or get uninterrupted sleep. The Foundation also provides free help from a psychologist and psychotherapist.

In addition, the organisation runs a charity shop and a training and counselling business, the profits from which are allocated to its statutory objectives - support for carers of dependent persons.

INNOVATION ASPECT Support for carers of dependent persons, temporary relief, substitution in care of a person requiring 24-hour care.

**MAIN RESULTS
ACHIEVED/IMPACT** Support for 58 carers of dependent persons.

POSSIBLE TO COPY Easy to replicate.

COUNTRY Poland

**CONTACTS/
RESPONSIBLE** al. Śmigłego-Rydza 70 93-280 Łódź
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10 NOTIFICATION SYSTEM - HELP REMOTE CONTROL

ORGANIZATION St Maximilian Kolbe Association for the Support of Families - One to the Other

PUBLIC/BENEFICIARIES Elderly people living alone.

**BRIEF PRESENTATION
OF PROJECT/PRACTICE** The creators of the notification system are students of the Complex of Electronic Schools in Zduńska Wola, who have constructed a help remote control which, in the event of danger, by pressing a button on the remote control, will notify those taking care of the elderly of the danger.

The notification system is based on a control panel with a built-in GSM modem. After inserting a SIM card and configuring the control panel, you receive sms notifications immediately after the event (up to 3 phone numbers can be programmed).

Such notification can be triggered by pressing a button on the remote control, which should be hung around the neck. The remote control has a range of up to 100 m from the control panel. The whole set has been closed in a casing in which we can additionally place a battery and a power supply unit. Thanks to this solution the set will operate independently of a power supply failure.

Additionally, we can install an optical or optical-acoustic signalling device above the entrance door to the flat, which would be a message to the neighbour that the elderly person is in need. The battery in the set is selected so that the whole system works stably and continuously for about 36 hours in case of power failure.

Through the notification system, not only safety and quality of life are improved, but also, by creating structures involving senior citizens, e.g. living in the neighbourhood, in mutual assistance, a local support network is created to meet the needs specific for persons with reduced independence.

In addition, the person using the association's help remote control service is visited once a week by a volunteer who performs small services for the person under care or spends time with him/her on a purely social basis.

INNOVATION ASPECT

This allows the elderly to remain independent, to live independently in their own home for longer, and to have the help of family members or other people (neighbours) notified in the event of an emergency.

MAIN RESULTS ACHIEVED/IMPACT

Currently 25 families are taking advantage, in the period from 2014 - 50 families.

POSSIBLE TO COPY

It requires the consent of/contact with the constructors of the remote control from the Complex of Electronic Schools in Zduńska Wola.

COUNTRY

Poland

CONTACTS/ RESPONSIBLE

ul. Osmolińska 30, 98-220 Zduńska Wola
+48 501 565 370
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CONCLUSIONS

The good practices presented here represent a varied approach to care services for older people. Most of them are examples of the so-called solidarity economy, social economy, i.e. provision of services for the local community combined with the social responsibility of the conducted business, manifested, inter alia, by integration and social and professional activation of its employees, a significant part of whom are people excluded from the labour market due to long-term unemployment, disability, etc. Most examples include entities that are social enterprises / social economy entities, in the form of a non-governmental organisation or social cooperative.

Part of good practices are services addressed directly to elderly, disabled people (e.g. Notification System - Help Remote Control), allowing them to live independently for as long as possible (understood as independent living), and part is aimed at carers of elderly, disabled people (e.g. Programme of Nearby Relatives, and Information and Support Point for Carers of Elderly People; Relief Care), which allows them to better prepare for caring for the elderly, and thus postpone or completely exclude the need to use an institutionalised collective form of care, such as a Social Welfare Home.

Most of the examples described value the neighbourhood support, the creation of support circles around the person receiving support, regardless of whether this is a service using new technology (e.g. help remote control, good support) or provided in a coordinated way without the use of online or gsm tools (e.g. support circles).

All the forms of support described are based on a humanistic approach which places the older person, the disabled person and their needs at the centre, combined with a desire to de-institutionalise the services provided so that older people can remain independent for as long as possible, remaining in their own dwellings, surrounded by their loved ones - family and neighbours.

PORTUGUESE BEST PRACTICES

METHODOLOGY

Our aging population represents a great achievement of today's society by demonstrating its development. However, it also brings a great challenge. That of ensuring health and quality of life in advanced adulthood.

It is therefore essential to implement the appropriate responses. In addition to access to the necessary care, well-being and healthcare, these responses should take into account the rights of older people to full citizenship, social inclusion, equal opportunities and their active participation in society.

In preparation for this Guide of Best Practices in the care of older people in rural areas, a survey was conducted through a set of initiatives at national level, developed by different institutions working with or providing support to older people in rural areas that promote responses to promote active and healthy ageing.

Best practice is understood as an action or actions, resulting from the identification of a need, which is systematic, effective, efficient, sustainable, flexible and thought and carried out by an organisation whose objective is to satisfy the needs and expectations of the population to which it dedicates itself. Best practices must therefore demonstrate a clear improvement in the service or support provided and should be documented to serve as a reference for other organisations so that they can improve their services and approaches.

The research carried out, and the survey of good practices, on the one hand allowed us to know what is done in the work with the elderly in our country and in rural areas, but more so, they allowed us to understand that the institutions are attentive to the demographic challenges presented. They demonstrated their ability to reinvent themselves, with innovative practices and initiatives, in the field of quality of life and active and healthy ageing.

The collection and selection of best practices were selected through a detailed analysis of various and varying initiatives, with projects and activities carried out with the elderly, based on specific criteria considered essential, such as:

Innovative Aspect: Projects or activities that are less common or less observed in institutions working with older people were highlighted. Practices that stood out for their new ideas, approaches or methodologies in comparison with other organisations in the same sector and that with these differences generated external changes and improvement in the context where they are located.

Main Results/Impact: A particularly significant factor when selecting best practices was the impact of the initiative, since it is through the results achieved with the initiative and their benefits, both direct and indirect, that we can understand the effectiveness and positive effects of the intervention or activity. The practice must have an effective social impact and contribute to the solution of a certain problem in accordance with the defined objectives, thus showing that it has made a difference to the quality of life of the target population.

Potential for Replicability: One of the objectives of this document is to present cases that are easily replicated

by other entities, since the practice must have the potential to be replicated in another context, by another organisation, which means not being excessively dependent on the context where it was developed. It should be clear and transparent and not so complex as to become inaccessible and difficult to replicate.

In order to prepare this guide and after this assessment, twenty best practices developed and implemented by various institutions at national level were collected. They stood out for their innovative character, rigour and consistency, ability to be easily replicated, adaptability to other entities, regions or contexts, use of few resources, and for their benefits to the senior population.

From the 20 best practices selected based on the criteria above, the following 10 were selected as the best identified practices, considered to be outstanding for their quality and the effectiveness and success of their approach and implementation.

For each of the best practices nominated we identify the promoting entity, the place where the practice is promoted, what the practice consists of, the person responsible for the project or activity, and also, considering the selection criteria, how the practice fits into what we were looking for.

10 BEST PRACTICES

01 CAFÉ MEMÓRIA

ORGANIZATION

Association Alzheimer Portugal and Sonae Sierra Company

PUBLIC/BENEFICIARIES

People with memory problems or dementia, as well as their relatives, friends and carers.

BRIEF PRESENTATION OF PROJECT/PRACTICE

Café Memória is a psychosocial intervention based on the "Alzheimer's Café" model first implemented in the Netherlands in 1997. Widely spread, this community support service consists of monthly meetings for people with memory problems or dementia and their relatives, friends and carers and is held in an informal, community setting. The meetings take place in structured, non-clinical sessions in an informal and protected space, contributing to improved quality of life and reduced social isolation. "Café Memória" promotes interaction between people with similar experiences and the participation of users in fun and stimulating activities, in a private and safe environment where emotional support and useful information is offered.

This project thus promotes social inclusion, prevents isolation and improves the social and emotional well-being of participants. This intervention also contributes to reducing stigma and promotes dementia-friendly communities.

INNOVATION ASPECT

The innovative aspect of this project is related to the fact that the sessions can be attended by the person with dementia, their carer, a family member or a friend, but also the fact that this intervention is carried out in restaurants, cafes, libraries, schools and other places in the community, which makes its approach more informal, unlike what is usually done in these cases, where the approach is more clinical and carried out in a more formal environment.

MAIN RESULTS ACHIEVED/IMPACT

April 2013 - December 2019:

- 20 Café Memória units in operation;
- 904 meetings held;
- 4,192 participants and 15,936 attendances;
- 1,392 guests;
- 642 volunteers trained and 25,905 volunteer hours;
- 77 partnerships at national and local level;

Memory Café provides information about dementia. For carers, it improves their caring skills, increases their self-confidence and self-esteem and improves their relationship with the person with dementia. Volunteers value the impact of their involvement in the Memory Café Project, highlighting personal, learning and social changes in their lives.

POTENTIAL FOR REPLICABILITY

The replication of this concept has already been tested in several countries. In Portugal, the project started in 2013 with 2 pilot units and there are now 20 units in various parts of the country.

COUNTRY

Portugal

Region: Lisbon (4 units) | Porto | Braga | Viana do Castelo | Esposende | Barcelos | Guimarães | Mirandela | Viseu | Sesimbra | Barreiro | Almada | Oeiras | Sintra | Cascais | Évora | Madeira

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02 PROJETO DE VOLUNTARIADO DE PROXIMIDADE

ORGANIZATION Fundação Eugénio de Almeida

PUBLIC/BENEFICIARIES Elderly, disabled or isolated peoples, their families, and others.

BRIEF PRESENTATION OF PROJECT/PRACTICE The project (Projeto de Voluntariado de Proximidade) has been developed since 2006 by the Eugénio de Almeida Foundation (Fundação Eugénio de Almeida), in collaboration with a set of 37 public and private non-profit entities in the municipality of Évora.

This project is based on the practice of volunteering in a territorial perspective, based on relations of proximity, trust and neighbourhood, in order to provide support to individuals, families or institutions, seeking to provide home and/or institutional responses to problems that do not require a specific technical and/or professional response.

This response is based on collaboration between different entities with headquarters or direct action in a parish (called by the promoting entity to be active partners in this project), supported by the mediation of counsellors (volunteers suggested and elected by the partner entities) who drive the work of the centre, directing volunteers according to the support requested.

The target group, or beneficiaries of the voluntary action in this project are people or families with personal and family problems that have no response from informal solidarity networks (family, friends...) or from service providing organisations. These include: elderly people in isolation; families with dependent elderly people; single-parent families; families with disabled people; ex-convicts with integration difficulties; families with victims of domestic violence; illiterate adults; families with patients in palliative care; young people with study support needs; among others.

INNOVATION ASPECT The project challenges a reflection on the virtuosity of the community for mutual help and its connection to the rural environment. In the Proximity Volunteering Project, the tension between antagonistic logics and their differences contribute to create an intervention of proximity, in a perspective of active citizenship, as well as to increase trust between strangers, by ensuring institutional backstopping and activation of "proximity links", which is the latent history/memory of the socialization of the community. The hybrid character is the key element of Social Innovation, which can be emphasized by the importance of the link between users, professionals and volunteers, through sharing networks that favor dialogue, generating "public spaces of proximity", where private issues of companies can become an object of joint approach.

**MAIN RESULTS
ACHIEVED/IMPACT**

More than 500 people supported.

**POTENTIAL FOR
REPLICABILITY**

The Eugénio de Almeida Foundation developed the Volunteering Office Box, with all the concepts and tools for its implementation (Portuguese version only). In fact, in Portugal more than 200 organizations have requested the kit, in order to implement the project in their territories.

COUNTRY

Portugal
Region: Evora, Alentejo, Portugal

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03 BONS VELHOS TEMPOS

ORGANIZATION

Mangualde City Hall

PUBLIC/BENEFICIARIES

Senior Population of Mangualde.

**BRIEF PRESENTATION
OF PROJECT/PRACTICE**

This project seeks to complement the services provided by day centers and homes for the elderly, offering recreational, cultural and artistic activities to the elderly, as well as developing skills and valuing their life experiences.

This is an itinerant senior animation project, which aims to improve the quality of life, coexistence and participation of the elderly, promoting active aging.

Basically, this project has brought a new spirit to the elderly institutions, offering them a free quality service and, above all, to the elderly themselves, who have begun to see their daily lives from a new perspective, with a look of hope and less apathy.

This project thus intends to combat loneliness and isolation; develop personal and social skills; promote social integration; strengthen the autonomy of institutionalized people; stimulate physical, mental and social well-being throughout life.

INNOVATION ASPECT

This is a differentiating project, since it proposes an intervention through the arts, combined with the fact that it is itinerant, thus presenting itself as an added value to the

services already provided by institutions for the elderly. The project is also innovative in that it has been able to adapt to the characteristics and specificities of the population covered, in a holistic view of the elderly.

MAIN RESULTS ACHIEVED/IMPACT

This project has been running since 2011 and initially the work was carried out in only 3 institutions in the municipality where there was no cultural animator and now works with more than 10 institutions and homes in the municipality, increasing over time the number of activities with inter-institutional and inter-generational intervention.

POTENTIAL FOR REPLICABILITY

Given its itinerant nature, it is possible and easy to replicate this project in other contexts and other locations.

COUNTRY

Portugal
Region: Mangualde, Beira Alta

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04 GABINETE ALZHEIMER.M@IOR

ORGANIZATION

Santa Casa da Misericórdia de Campo Maior

PUBLIC/BENEFICIARIES

Elderly people with dementia and their carers.

BRIEF PRESENTATION OF PROJECT/PRACTICE

This office is the result of a protocol between Associação Alzheimer Portugal and Santa Casa da Misericórdia de Campo Maior, which promotes services, actions and projects to support patients with dementia and their carers.

The aim of this office is to provide specific support in the area of Alzheimer's disease, not only to patients, but also to their caregivers, insofar as it is intended to carry out face-to-face meetings and provide a wide range of services to people with Dementia and all those who directly or indirectly live with them, family members, friends and professionals who provide them with care.

The objectives of this project are as follows:

- Development of a new, more individualized intervention approach aimed at the person with dementia, their primary caregiver and remaining family;

- Support people from the community in general who present memory complaints or cognitive problems;
- Contribute to a more inclusive society.

INNOVATION ASPECT

In the Alentejo region there are few entities dedicated to the specific support of the elderly with dementia. This being a constantly growing problem, this office is thus differentiating in relation to existing care in the region. Given the increase in the number of people suffering from dementia, this is an innovative and differentiated response, which seeks to create a specialized space of intervention, but without losing a character of proximity to the families of users.

**MAIN RESULTS
ACHIEVED/IMPACT**

This Office was created in 2013 and in 2019 it already had the support and follow-up of about 104 users.

**POTENTIAL FOR
REPLICABILITY**

This office has potential for replicability, since any institution working with older people with or without dementia can implement this service in their facilities, adapting the methodologies to their context.

COUNTRY

Portugal
Region: Campo Maior, Alto Alentejo

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05 PELO DIREITO AO VENTO NOS CABELOS - PEDALAR SEM IDADE CASTRO VERDE

ORGANIZATION

Associação Pedalar sem Idade Portugal

PUBLIC/BENEFICIARIES

Institutionalized or community elderly residents in the Municipality of Castro Verde.

**BRIEF PRESENTATION
OF PROJECT/PRACTICE**

The project developed by the Pedalar sem Idade Association with the support of the Municipality of Castro Verde, is inspired by the "Cycling Without Age" movement, which, with the support of volunteers, is dedicated to supporting elderly people with reduced mobility, through walks of 30 minutes or more in vehicles adapted for this purpose.

This project thus has as its main objectives:

- Provide benefits in their general well-being with positive effects at the biopsychosocial level, and increase their self-esteem and self-confidence;
- Provide the right to experience nature, visit or revisit sites of their locality/community by bicycle, giving them the opportunity to tell their story in the environment in which they lived their lives;
- Cognitively stimulate the elderly through reminiscence (revisiting and remembering the past, sharing stories, moments and knowledge);
- Intergenerationality - building bridges between generations and strengthening trust, respect and bringing generations together in our society / community;
- Facilitate access to active citizenship and create moments of happiness among users, the elderly and/or vulnerable public, offering them the opportunity to remain an active part of society and their local community.

INNOVATION ASPECT

The innovative aspect consists of the fact that it provides the elderly with physical limitations a different tour of their locality. It is thus a response of proximity, as it is the project that meets people in their parish of residence, in the natural environment of their social network.

**MAIN RESULTS
ACHIEVED/IMPACT**

This project is part of a global mission of more than 50 countries and 2200 regions in the world to combat isolation and loneliness among the elderly with all the knowledge, tools, people and impact that Pedalar Sem Idade provides. It covers the whole municipality of Castro Verde, as it is intended that the bicycles will be able to circulate through all the parishes and also stimulate associations and young volunteers in all the parishes.

**POTENTIAL FOR
REPLICABILITY**

This project has a high potential for replicability in other regions, although there is a need for external funding, because despite working with volunteers, it is always necessary to purchase the adapted vehicles.

COUNTRY

Portugal
Region: Castro Verde, Baixo Alentejo

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06 RÁDIO UNIVERSIDADE SÉNIOR DE NELAS

ORGANIZATION Universidade Sénior de Nelas – Nelas Municipality

PUBLIC/BENEFICIARIES Senior Population and respective families from the municipality of Nelas and neighbouring municipalities.

BRIEF PRESENTATION OF PROJECT/PRACTICE The Radio Universidade Sénior de Nelas, is a public Web Radio, which disseminates activities of cultural nature in an institutional way and where all its programming is made and streamlined by students of the Senior University of Nelas, thus being created by and for seniors.

This project was implemented in the form of a course at the Senior University involving the seniors as speakers and content generators, which awakened their creativity and revived happy memories of bygone days. On one hand, it trains new announcers (the students enrolled in this course), on the other hand, it brings listeners closer together in an invitation to share knowledge and experiences of today and of other times, in items as distinct as: radio soap operas, "Memories of my childhood", "Poems", "Talking about health", "Life Songs", "Programme my land", "Cooking", among others.

The Web Radio of Nelas Senior University's main goal is to contribute to the development of the environment where it is inserted, aiming at a greater sense of belonging and personal appreciation of the citizens, particularly the seniors and respective families of the Municipality of Nelas.

Loneliness and social exclusion can thus be fought in a format that is dear to them, familiar and actual at the same time, uniting generations. The opportunity to be heard on a large scale promotes a conscious and active sharing of the precious knowledge accumulated throughout the life of each student at the Senior University.

INNOVATION ASPECT The fact that it is a radio programme with online broadcasting, planned and hosted by the elderly is a very innovative aspect of this practice, thus presenting itself as a pioneering programme, since it is broadcast 24 hours a day, allowing it to be heard in all countries, regardless of their time zone.

MAIN RESULTS ACHIEVED/IMPACT Since its creation in 2016, the Web Radio of the Senior University of Nelas has experimented a growth in the number of students enrolled in recent years, but beyond that it has also reached a greater number of listeners dispersed around the world, thus being a programme broadcast on a large scale.

POTENTIAL FOR REPLICABILITY Although it needs some human and financial investment, it is possible to replicate this project successfully in other regions and institutions.

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Region: Nelas, Beira Alta

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07 “ANIMASÉNIOR” PROJECT

ORGANIZATION Câmara Municipal de Aljustrel

PUBLIC/BENEFICIARIES Elderly people, retired people and pensioners from the Municipality of Aljustrel.

BRIEF PRESENTATION OF PROJECT/PRACTICE With the aim of contributing to the physical and mental well-being of the senior population of the Municipality of Aljustrel, the Câmara Municipal of Aljustrel created the ANIMASÉNIOR Project, which includes the following actions: physical and sporting activities; Information Technology; thematic workshops (plastic, dramatic and musical/corporal expressions); literacy; etc. It essentially aims to promote activities that provide the senior population with a more active participation in the society where they live and a better quality of life.

INNOVATION ASPECT Given the increasingly ageing population, it is essential to carry out actions to promote physical and cognitive health, which is the main objective of this programme and does so in a region where this type of response is scarce.

MAIN RESULTS ACHIEVED/IMPACT The activities of the ANIMASÉNIOR Project take place in all parishes of the municipality, currently reaching over 100 beneficiaries.

POTENTIAL FOR REPLICABILITY This practice has potential for replicability in various contexts, as its methodology is easy to adapt in other organisations.

COUNTRY Portugal
Region: Aljustrel, Baixo Alentejo

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08 “MAIS VIVER MAIS APRENDER” PROJECT

ORGANIZATION Câmara Municipal de S.Brás de Alportel

PUBLIC/BENEFICIARIES Elderly residents in rural areas of the municipality of S.Brás de Alportel.

BRIEF PRESENTATION OF PROJECT/PRACTICE This project consists of holding regular information sessions in rural areas of the municipality, addressing a wide range of issues, including the promotion of health care, stimulation of cognitive functions, encouraging good nutrition and promotion of physical activity, among others.

The Project's main goal is the promotion of active aging, acting on the most diverse areas related to the autonomy and independence of this community, such as promoting physical activity, stimulating cognitive functions, encouraging good nutrition, promoting health care, among others, through monthly informative sessions directed to the elderly population residing in the highland area of the municipality.

INNOVATION ASPECT The innovative aspect of this initiative is based on the fact that it aims to promote the autonomy and independence of the elderly through the transmission of information and knowledge that elderly might not otherwise have access to.

MAIN RESULTS ACHIEVED/IMPACT Initially present in only two localities of the Municipality of S.Brás de Alportel, this project has been expanding its area of intervention to other localities in recent years. The good results achieved over the various editions and the success in achieving the defined objectives with a significant growth in participants, contributed to the expansion of the area of action of these projects, which currently cover the entire territory of the municipality. This initiative is currently a reference in the area of community intervention for the role it plays in promoting active aging and social inclusion, fundamental measures to ensure a better quality of life for the senior community of S.Brás de Alportel.

POTENTIAL FOR REPLICABILITY This practice has high replicability potential in other organisations of the same sector and in other rural areas, since its approach and organisation are easy to apply.

COUNTRY Portugal
Region: S. Brás de Alportel, Algarve

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09 SESSIONS OF COGNITIVE REHABILITATION

ORGANIZATION	Zibreira Social Centre, Torres Novas
PUBLIC/BENEFICIARIES	Users at the Zibreira Social Centre.
BRIEF PRESENTATION OF PROJECT/PRACTICE	Taking into account that dementias appear with age, Cognitive Rehabilitation intervenes in two different aspects: in the prevention with users who do not yet have dementia and in the rehabilitation of demented users, avoiding the loss of the capacities still preserved by them. Some of the techniques used are: Reading and Writing Training, Mathematical Calculation Training, Sessions with Music, Recognition Games, Multisensory Stimulation Exercises, etc.
INNOVATION ASPECT	The innovative factor of this project lies in the issue of prevention, since many of the existing cognitive stimulation programmes are only carried out in elderly people with very advanced dementia and not in elderly people who do not yet show great cognitive losses.
MAIN RESULTS ACHIEVED/IMPACT	On average, around 22 users participate in each session, with a total of 4,500 participants per year, with a total of 200 sessions held throughout the year.
POTENTIAL FOR REPLICABILITY	This type of rehabilitation or cognitive stimulation sessions can be carried out in any entity or context, as they require few resources and at the same time have several benefits for the senior population.
COUNTRY	Portugal Region: Torres Novas, Ribatejo
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10 SENIOR INTERVENTION GROUP - GIS

ORGANIZATION	S.Brás de Alportel Municipal Council
PUBLIC/BENEFICIARIES	Elderly population of the municipality at risk.
BRIEF PRESENTATION OF PROJECT/PRACTICE	The Senior Intervention Group (GIS) is made up of a group of entities that intervene with the senior population, meeting the needs of the elderly, family members, technicians

and people interested in the area, in order to protect the senior population, especially in cases of abandonment, neglect or isolation.

This Group's mission is to help the municipality's elderly population who are in a vulnerable situation and whose needs are not fully safeguarded. It is thus an informal structure, coordinated by the Social Services of the Municipality of S.Brás de Alportel, which is based on working in partnership, relying on the close collaboration of a number of entities: Parish Councils, GNR, Social Security and the Community Care Unit of the Health Centre. Faced with each new situation, technicians from the different entities unite in an integrated, rapid and efficient intervention, with excellent results. Proximity is the secret of this work, for the protection and promotion of the well-being and quality of life of the senior population.

INNOVATION ASPECT

The innovative factor present in this intervention group is related to the issue of its approach, as it is based on a work of proximity and cooperation with other entities, in order to defend and protect the elderly at risk.

MAIN RESULTS ACHIEVED/IMPACT

Since its creation in 2014, the Senior Intervention Group (GIS) has accompanied more than 20 elderly people in situations of vulnerability, isolation, abandonment, neglect, and in some cases, profound risk. The work developed in a network and partnership, based on a high sense of duty, responsibility, demand and dedication by the professionals that make up this team, has contributed decisively to the success and resolution of the most diverse problems and needs of the municipality's elderly population.

POTENTIAL FOR REPLICABILITY

Although it is necessary to adapt its approach to the context where it is inserted, this activity can be easily replicated in other locations.

COUNTRY

Portugal
Region: S. Brás de Alportel, Algarve

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CONCLUSIONS

The expectation of a long life associated with high levels of health and quality of life is the focus of issues related to active aging, in order to meet the challenges posed by the growing aging population. In this sense, it becomes fundamental to make measures available that promote a more positive ageing, but which also promote the social inclusion of the elderly, a group that is quite vulnerable in several situations, which may be at risk or in a situation of isolation and with many physical and economic fragilities.

Therefore, this document meets this new reality by trying to investigate and find good practices on the part of institutions working to support the elderly in rural areas, and by trying to find out what impact they have on the lives of the senior population.

After analysing the results obtained, we can conclude that our initial objectives were achieved, since we identified, through the in-depth research carried out, several cases of success in working with elderly people living in rural areas, where most of the time the answers are scarce and where the institutions have few financial, material and human resources.

By observing the best practices identified, we can verify that all of them have one thing in common: the fact that they intend to and contribute towards increasing the autonomy of the elderly and improving their quality of life.

The development of accessible, pleasant and dynamic activities that respond to the expectations and needs of the elderly population, was a constant and common objective and concern that we had the opportunity to observe in the different activities/initiatives carried out in the identified institutions. In a more general way, the approach of the various projects we know, has as a goal to potentiate the physical and cognitive capacities of the beneficiaries, which as a whole produce benefits in their quality of life and in the normal functioning of their daily lives, thus also allowing them to achieve greater autonomy.

We consider that all these projects have an impact on the lives of their beneficiaries and contribute to a more inclusive society that knows, respects and gives a voice to older people, ensuring an improvement not only in their quality of life, but also of their relatives and health professionals who accompany them.

We can thus affirm that many regional and national organisations have demonstrated a good capacity to adapt to demographic evolution and also a more dynamic and innovative position in the face of this issue, through the development and implementation of projects and initiatives more oriented towards the needs of the elderly and the promotion of their quality of life and physical and mental well-being.

This initiative, apart from allowing the knowledge and visibility of some of the best practices developed in our country, not only shows what is done well, promoting their replication in other places, but also stimulating innovation in the most diverse areas of ageing.

ELDERLY CARE IN EU

ELDERLY CARE HOUSE IN EUROPE

As Europe ages, it is increasingly vital to know how the demand for long-term care services is going to be met – and paid for. According to the latest Ageing in Europe report, public expenditure in long-term care will increase by 2060 to a greater extent than expenditure on pensions or healthcare.

The question of whether health and social services are delivered by public or private providers is one of the most sensitive topics in politics, frequently becoming a focus of election campaigns. Given the disparate and often conflicting views that this subject elicits, independent and robust evidence that can be used to guide policy makers documenting the differences between public and private providers is vital.

In absolute terms, recorded rolling investment volumes are now over €6.5 billion per annum compared to levels below €3 billion prior to 2015. Furthermore, the typically smaller size of many deals in the care home sector means that many transactions go unrecorded and real volumes are likely to be even higher. As a share of all commercial property transactions, care home and senior living investment has also jumped up to 2.5% in recent years. This remains a small measure of the circa €285 billion invested annually across all commercial sectors, but there is clearly growing appetite for elderly care property assets. Supporting the numbers, a range of global investors are exploring the market and are openly confirming that healthcare is part of their future investment strategy.

The Report is the most comprehensive effort to date to bring together data from national statistical offices and studies disaggregated by ownership type. The data in it shows that in the last ten years there has been an increase in the number of private care homes in all countries for which there is data available (with the exception of Malta, Cyprus and Spain, where the number of public care homes has increased more). In Romania, Slovakia and Slovenia, the number of private care homes has doubled during this period (albeit from a very low starting point). Similarly, the number of places in private care homes has increased to a greater extent than in public care homes in all countries for which there is data, with the exception of Spain. As a result, currently around 90% of the total number of service users are in private care homes in Greece, the Netherlands, Germany (where most users are in not-for-profit care homes) and the UK (where they are mainly for profit).

The share of service users is more or less evenly split in Cyprus, France, Lithuania, Romania, Finland and Hungary. Public care homes accommodate more than 70% of the total number of service users in Croatia, Slovakia, Sweden and Poland. The data also shows that in some countries there are marked differences in size between public and private care homes. For example, in Malta and Slovenia, public care homes have more than twice the number of places than private ones on average. The average size of private care homes in the Czech Republic, Malta, Lithuania and Spain has increased considerably over the last decade, whereas the size of public care homes has decreased or remained stable.

UN DECADE OF HEALTHY AGEING

The United Nations Decade of Healthy Ageing (2021-2030) is a global collaboration, aligned with the last ten years of the Sustainable Development Goals, that brings together governments, civil society, international agencies, professionals, academia, the media, and the private sector to improve the lives of older people, their families, and the communities in which they live.

The COVID-19 pandemic has highlighted the seriousness of existing gaps in policies, systems and services. A decade of concerted global action on Healthy Ageing is urgently needed to ensure that older people can fulfil their potential in dignity and equality and in a healthy environment.

DECADE ACTION AREAS

1) Age-friendly Environments: Physical, social and economic environments are important determinants of healthy ageing and powerful influences on the experience of ageing and the opportunities that ageing offers. They are created by removing physical and social barriers and implementing policies, systems, services, products and technologies that address the social determinants of healthy ageing and enable people, even when they lose capacity, to continue to do the things they value.

2) Combatting Ageism: Ageism affects how we think, feel and act towards others and ourselves based on age. It imposes powerful barriers to the development of good policies and programmes for older and younger people, and has profound negative consequences on older adults' health and well-being. The Campaign aims to change the narrative around age and ageing and help create a world for all ages.

3) Integrated Care: Older people require non-discriminatory access to good-quality essential health services that include prevention; promotion; curative, rehabilitative, palliative and end-of-life care; safe, affordable, effective, good-quality essential medicines and vaccines; dental care and health and assistive technologies, while ensuring that use of these services does not cause the user financial hardship.

4) Long- Term Care: Significant declines in physical and mental capacity can limit older people's ability to care for themselves and to participate in society. Access to good-quality long-term care is essential for such people to maintain their functional ability, enjoy basic human rights and live with dignity.

DECADE ENABLERS

The Decade of Healthy Ageing requires a whole-of-government and whole-of-society response. A Platform is being established to connect and convene the stakeholders who promote the four action areas at country level and to support those seeking to find and share knowledge that can improve the lives of older people their families and communities.

1) Voice and Engagement: Their voices must be heard, their inherent dignity and individual autonomy respected and their human right to participate fully in their societies promoted and protected.

2) Leadership and Capacity Building: Capacity building can support different stakeholders to develop the relevant competences and ensure that older people experience health and well-being and enjoy their human rights.

3) Connecting stakeholders: The more stakeholders are connected across sectors and disciplines, the greater the possibility they have for leveraging resources, sharing learning and experience, supporting diffusion of policy and concrete action.

4) Strengthening research, data, and innovation: Older people are not a homogeneous group, and data must be disaggregated to better understand issues affecting their health and wellbeing.

UE FRAMEWORK / POLITICS / INSTRUMENTS/OTHERS

POLICY

The fall in mortality rates among older people themselves, has increased the demand for health and social care. Population ageing is posing a challenge to policy makers in Member States because retirement or old age pensions are already the largest item in their social security budgets. This is particularly the case for those countries that have previously instituted major reforms to public pensions are now facing the twin financial implications of population ageing and pension system maturation. Moreover at a time of economic recession concerns about the financial stability of pensions and wider social security systems inevitably become more urgent. The main issue is the extent to which the rapid changes in the age structure of populations can be managed in ways that maintain the relatively high levels of intergenerational solidarity in EU countries and which also ensure the continuance of social integration among older people and their families.

INSTRUMENTS

The European Commission considers that its essential role is as catalyst, facilitator and communicator in promoting exchange of knowledge and experience in the field of ageing. Rather than leading, the Commission essentially responds to and supports initiatives from partners at all levels throughout the EU. This support can be in terms of information, derived from studies, contact identification for potential partners in other Member States, and financial assistance for activities which meet established criteria.

OTHERS

Digital technology can help older people to stay healthy, independent and active at work or in their community for longer and it helps to improve our quality of life. As part of its Digital Single Market strategy, the European Commission has proposed political measures for ageing well in the Communication on Health and Care. The European Commission also funds research and innovation under the Horizon 2020 programme.

Because we can accomplish more by working together, the European Commission participates with the EU Member States in the Active and Assisted Living Programme (AAL). And in 2011 the Commission started the European Innovation Partnership on Active and Healthy Ageing (EIP on AHA). The partnership has currently 79 members all over Europe and brings together government, care professionals, industry and users across borders to scale up and bridge the gap between seller and buyer, producer and user.

www.ec.europa.eu/digital-single-market/en/ageing-well

AAL Active and Assisted Living Programme is a funding programme that aims to create better quality of life for older people and to strengthen industrial opportunities in the field of healthy ageing technology and innovation. Our projects address a number of issues, including management of chronic conditions, social inclusion, access to online services, mobility, management of daily activities, and support from informal carers.

The specific aims of the AAL Programme are to:

- Foster the emergence of innovative ICT-based products, services and systems for ageing well at home, in the community, and at work.
- Create a critical mass of research, development and innovation at EU level in technologies and services for ageing well, including the establishment of a favourable environment for participation of SMEs.
- Help create the market conditions for the industrial exploitation of healthy ageing products by providing a European framework that supports the development of standardised solutions and facilitates their adaptation to local, regional and national levels to account for varying social preferences and regulatory requirements.

AAL is co-financed by the European Commission (through Horizon 2020) and 17 countries until 2020 for an approximate budget of €700 million.

KEY-ORGANIZATIONS IN ELDERLY CARE

GOVERNMENT SECTOR

Policy makers responsible for creating the necessary conditions for the application of the European Framework of Quality to develop equitable, sustainable and long-term care and service systems efficient, identify good practices and

systematically consult other stakeholders, such as senior citizen organizations and caregiver organizations. Taking care of common wealth they provide the following payments and support either specifically to the aged community or through mainstream programs that the aged can access:

- age pensions;
- rent assistance and disability payments;
- residential services (for example, the funding of residential aged facilities and veterans residential facilities);
- medical and pharmaceutical benefits;
- public housing;
- acute care;
- disability services;
- hospital and home and community care support;

European programmes: EU programmes such as EaSI and the ESF have funded projects to develop and apply comprehensive active ageing strategies.

NON-GOVERNMENT SECTOR

As well as government support there is a large range of services and support provided to the elderly by the non-government sector. Many residential aged care facilities, support organisations and aged care programs are directly run by the community and charitable sector.

- Service providers (the private for profit sector and the private not-for-profit sector, nursing homes, home care and services community programs for the elderly, etc.);
- Professional caregivers;
- Caregiver organizations;

AGE Platform Europe is a European network of non-profit organisations of and for people aged 50+, which aims to voice and promote the interests of the 200 million citizens aged 50+ in the European Union (Eurostat, 2018) and to raise awareness on the issues that concern them most.

www.age-platform.eu/about-age

EUROPEAN FUNDING OPPORTUNITIES

The European Structural and Investment Funds (ESIF) can support a large number of measures in line with the requirements of the poverty reduction regulatory framework (thematic objective 9) to prevent institutionalization and support transition reforms. The construction or renovation of long-stay residential institutions is excluded from the ESIF Funds. The proposed measures are part of the strategic vision on how to apply the transition from institutional care

to community-based care, according to the criteria in the framework of the ex-ante conditionality proposed for active inclusion.

www.ec.europa.eu/regional_policy/es/policy/themes/social-inclusion/desinsti/

In following table represent the outline of the main EU funding instruments which can be used to fund projects to promote active ageing and intergenerational solidarity.

Fund	Programmes
European structural and cohesion funds	<p>The Structural and Cohesion Funds are focused on making regions more competitive, fostering economic growth and creating new jobs. They have three specific objectives:</p> <p>convergence - closing the gap in income, wealth and opportunities for the poorest EU regions;</p> <p>competitiveness of the EU's more prosperous regions;</p> <p>co-operation between regions to identify common solutions and good practice.</p>
European rural development funds	<p>This is the single financial instrument for supporting rural development. Member States and regions are obliged to spend their EAFRD money across three European objectives.</p>
European research, innovation and ICT funds	<p>The European Research Area is the policy of generating coordination in research at European level to avoid duplication, combine expertise and compete on a global scale. It is supported by a number of scientific research programmes, which can make significant contributions to learning and developments in fields important to older people and demographic change.</p>
European education and culture funds	<ul style="list-style-type: none"> - Lifelong Learning Programme - Youth in Action programme - Europe for Citizens programme
Other European funds	<ul style="list-style-type: none"> - PROGRESS - Health Programme - Daphne III

EUROPEAN BEST PRACTICE

TUCUVI, TU CUIDADOR VIRTUAL - ARTIFICIAL INTELLIGENCE TOOL FOR HEALTHCARE

ORGANIZATION	Tucuvi Care S.L.
PUBLIC/BENEFICIARIES	Elderly people living alone.
BRIEF PRESENTATION OF PROJECT/PRACTICE	<p>Tucuvi is an intelligent virtual care provider that closes the gaps in care for the elderly. Tucuvi is based on artificial intelligence, such as automatic speech recognition and natural language processing, and offers people continuous care via personalized telephone calls. Tucuvi shares analysed information from telephone conversations with caregivers, thus leading to the paradigm shift from current reactive care to preventive and proactive care, helping to maintain a healthy life in their own home. With regard to the type of calls made, there are requests for: follow-up, reminder, cognitive stimulation, satisfaction survey and good habits. There are no connection barriers and the target population is the elderly.</p>
INNOVATION ASPECT	<p>a) Security and privacy - All data complies with all necessary security measures. Tucuvi is certified as compliant with the GDPR;</p> <p>b) Easy to use - works through phone calls, landline or mobile, being very easy to use for anyone;</p> <p>c. Do not need any installation, device, App download, fiber internet or Wi-Fi;</p> <p>d) Each call from each user is 100% personalized;</p> <p>e) Tucuvi is available both to receive and to make calls 24/7, whenever needed.</p>
MAIN RESULTS ACHIEVED/IMPACT	<p>Tucuvi has proven to be special helpful in giving support in cases of loneliness, besides the practical results of getting the medicine done on time or call help whenever recognizes negative answers (ex. not answering the telephone more than once).</p>
POTENTIAL FOR REPLY	Replication can be cross border since there is telephone installation.
COUNTRY	Spain
CONTACTS/ RESPONSIBLE	maria@tucuvi.com
WEBSITE	www.tucuvi.com

HOW DID IT WORK EARLIER (STANDARD VERSION) AND HOW HAS IT WORKED SINCE MARCH 2020 (COVID -19)?

STANDARD VERSION

Eliminating the care gaps in the elderly and chronic patients allowing continuous and proactive care at home through phone calls made by a virtual assistant.

Asociación de Parkinson de Villarrobledo - the association adopted a pioneering remote monitoring system at home through a virtual voice assistant, which helps to improve the continuity of care at home.
- it improves adherence to treatment, promotes cognitive stimulation exercises, and tracks symptoms so that they are recorded.

Open Value Foundation - Tucuvi together with Adoptagrandpa were celebrating Grandfather's Day and vindicating the role of older people and the power of intergenerational exchange.

COVID-19

OLDER Well-being at home

Tucuvi provided suggestions for free wellness apps at home in these days of social isolation. Such as MINDFULNESS APP, TIENES SAL?, WOEBOT: Your Self Care Bot, Headspace, Tide, Sleepo.

Covid patients

The Torrejón University Hospital (Hospital Universitario de Torrejón) has begun to apply artificial intelligence and voice technology as a virtual caregiver, in a pilot project with acute Covid patients, cared for by the Home Hospitalization Unit (UHD), and those diagnosed with obstructive pulmonary disease chronic disease (COPD) and treated by the Pulmonology Service.

The objective of this pilot program is to involve and monitor patients more frequently than usual, improving the quality of their care and recording data in an automated way.

The Internal Medicine service of La Princesa University Hospital is using Tucuvi to do home monitoring of Covid-19 patients. They adapted this protocol to monitor post-hospital discharge patients for Covid-19 from hospital, in which they were monitoring 100 patients in their homes to detect any new symptoms or worsening of current symptoms in time. This project has the support of the Innovation Support Unit (UAI) of the IISPrincesa, node of the ITEMAS Platform.

Facilitates decision-making in the face of Covid-19 The application of artificial intelligence to the follow-up of patients with chronic diseases or those with an acute Covid-19 affectionation that can be complicated in a few hours represents a great advance and facilitates prevention and decision-making for professionals, before they are causes a worsening in the patient's health status”.

COVID-19 (Continuation)

says Soledad Alonso, head of the Pneumology service. A system of indicators has been defined. Once detected by Tucuvi information is immediately transferred to the team of specialists, so that the professionals can act preventively and avoid the deterioration of the patient.

Avoid potentially risky situations

The CEO and co-founder of Tucuvi, María González, assures that "on average, in 20 percent of the calls some indicator is identified, and its immediate transfer to the healthcare professional allows to act proactively to avoid situations of potential risk".

WHAT SOCIAL IMPACT HAS THE APPLICATION OF TUCUVI HAD IN THE COVID-19 CRISIS?

Faced with the situation of confinement due to Covid-19, in which a rapid and intensive monitoring of the most vulnerable elderly people was needed, we developed in less than two weeks a use case for monitoring Covid-19 symptoms and detection of needs basic uncovered. Hand in hand with telecare and home help companies, we assisted more than 10,000 elderly people and detected more than 2,000 situations that required attention, which otherwise would not have been detected or would have taken much longer, and now more than ever the speed it's key.

Cultural reception (age, rural areas) - do the elderly people accept this? Do they trust?, etc.

Tucuvi is offering a solution to the challenge “Value rural Spain” as an initiative that helps improve access to healthcare in rural areas.

How about safety of personal data?

All data complies with all necessary security measures. Tucuvi is certified as GDPR compliant.

Who pays for it?

Tucuvi have managed to close an investment round through **La Bolsa Social**.

“We are very grateful for all the investors who trusted us, thanks to them we managed to close the round in 36 hours. I think the key is to keep everything very well worked and clear, so that communication with investors is much more agile and efficient. If you are able to communicate clearly and in a justified way what you are doing and what you want to achieve, you make it very easy for them. This allows them to decide if it fits their investment criteria or not, and move on.” CEO María González

Minimum requirements of companies to get help through La Bolsa Social:

- Provide a product or service that represents a viable, sustainable and scalable solution to the challenges related to the impact of COVID-19.
- Be an innovative solution, preferably with a technological component.
- Have a technical and commercial validation of your proposal, with demonstrable billing.
- Have a good team and a scalable business model.
- Need an investment between 50,000 and 500,000 euros.
- Be a SL with address in Spain.

How the organizers communicate with target group, what kind of language do they use? Language of needs, advantages?

Tucuvi has different specialized call use cases, depending on the needs of the user and client. Each call from each user is 100% personalized in natural language.

Description of the service (a short description of the needs the service meets and why it is important)

Tucuvi is an intelligent virtual care provider that closes the gaps in care for the elderly. Tucuvi is based on artificial intelligence, such as automatic speech recognition and natural language processing, and offers people continuous care via personalized telephone calls. Tucuvi shares analysed information from telephone conversations with caregivers, thus leading to the paradigm shift from current reactive care to preventive and proactive care, helping to maintain a healthy life in their own home. With regard to the type of calls made, there are requests for: follow-up, reminder, cognitive stimulation, satisfaction survey and good habits. There are no connection barriers and the target population is the elderly.

TUCUVI technology is based on Artificial Intelligence and Voice Technology. Consists of offering continuous monitoring at home of the elderly and chronic patients through automatic and personalized phone calls made by virtual assistant.

The method of providing the service (the standard of service, specifying e.g. the number of hours and forms of implementation)

Tucuvi is a virtual caregiver with artificial intelligence and voice technology, capable of making more than 100,000 calls a day to schedule a follow-up of assigned patients. Tucuvi is available both to receive and to make calls 24/7, whenever needed.

Conditions for the provision of the service (formal and substantive, including competences of the persons conducting)**Virtual assistant and health workers:**

Tucuvi's virtual assistant will make the recognition of the patient by telephone ensuring that patient is well, otherwise, he would contact the health professional to act.

FOR PROVIDERS:	Voice and PLN:	A virtual assistant has a natural language telephone conversation with users.
	Artificial intelligence:	Analyze user conversations to extract relevant information
	Big data:	Adding other data sources to the analysis, such as social determinants, obtains population trends in health

FOR USERS: Communication by phone, no advanced technology is required. No new devices, no installations, no Apps, no need for WiFi. Just picking up the phone and talking.

MAIN CONCLUSIONS

The knowledge of best practices developed in these countries shows what is good and innovative, promoting their replication in other places, but also stimulating innovation in the areas of knowledge, healthcare care and social support to older people.

This sharing of best practices guide is important because it will help public and private sector organisations, professionals and civil society in to the development of innovative support services for older people and, consequently, face one of the biggest challenges of our society, the aging of the population and the quality of life in older age.

The most of the best practices presented focus on some important values as the maintenance of independence, the satisfaction of their needs as much as possible, the recognizing of their dignity and respect for them, and as a result improving and maintaining of their psychophysical well-being and aging in place.

These are some values and guidelines for action that we want to recommend, to all the ones that want to contribute to an active and healthy ageing, to support older people.

Services of care (e.g. nursing, rehabilitation, assistantship, respite care) and support (e.g. prevention and education), pro-health, animation of free time and participation in social life, assistance services and neighbourhood network, are essentials in response to keep elderly persons in their place of residence as long as possible in order to give them the best quality of live. Also, services for complementary inclusion of new technologies and uses, and digital experiences from the time of the COVID-19 pandemic (telemedicine, telecare, online consultation).

This compilation can contribute to active and healthy ageing, which becomes more and more a reality and that it inspires others to know and develop more and better solutions, especially for the elderly who deserve all our care and respect.

PARTNER ORGANIZATIONS

FUNDAÇÃO EUGÉNIO DE ALMEIDA

The Eugénio de Almeida Foundation (EAF) is a private institution of public interest, based in Évora, Portugal. Vasco Maria Eugénio de Almeida, a remarkable patron and philanthropist, established it in 1963 and the humanist and personalist spirit of the Founder guides indelibly its mission, through the development of the Évora region, where it creates cultural, educational and social opportunities for everybody.

Through a proactive strategy of sustainable development, the Foundation is guided by a sense of community service, promoting projects and products recognized by their quality, excellence, innovation, and by their potential to bring positive impacts in the society.

The Foundation shares means and resources with several national and international partners, promoting the economic development and a greater social equilibrium of the community, helping to reduce the consequences of isolation and regional disparities.

The assets of the Eugénio de Almeida Foundation include, among others, a set of rural properties in the municipality of Évora, and a group of buildings of great historical and cultural value located in Évora and Lisboa. In 2013, the Foundation, by the occasion of its 50th anniversary, was awarded by the President of the Portuguese Republic with the Ordem do Infante D. Henrique for services rendered to Portuguese Culture.

With a staff of about 200 people, FEA is an example of social, cultural and economic sustainability. Its main core activities have focus on the promotion of contemporary art; knowledge; reflection and debate; preservation and enhancement of heritage; training of social organizations and players; social innovation and entrepreneurship; active citizenship and action-research projects, particularly on volunteering.

The promotion of social scholarships to promote education in the poorest families and partnerships with Caritas to support people and families in poverty and with social needs are another core activity of FEA. As the owner of some important historic buildings in Évora and Lisbon, the work of conservation and valorization of heritage is very important and an axis of permanent action.

Besides that, FEA works on Social and Development through social welfare and aid. It is responsible for a Volunteer Local Centre, has its own volunteer projects, cultural and social on which promotes the inclusion of Évora locals on their own community.

The training of coordinators and leaders from social organizations, on volunteering and management of non-profits, and others, is also a work axis of FEA.

Recently created a Center for Social Innovation, space of creativity and work for social entrepreneurs, social organizations, sharing of good practices and training.

www.fea.pt

IRRADIARE SCIENCE FOR EVOLUTION

IrrADIARE Science for Evolution is an innovation bureau that provides support, advice, services, platforms, systems and smart solutions for cities, regions and associations. IrrADIARE operates European-wide from Brussels and Lisbon within an outreach active network of 1200 entities in a significant number of European regions. Climate, society, sustainability, integration, procurement, investment, data are domains on which IrrADIARE provides innovation. European relations, affairs and networks are transversal to whole IrrADIARE's activity areas namely to support our beneficiary cities and regions in interacting with Horizon 2020, INTERREG programme, LIFE, COSME or ERASMUS+ programmes following-up more than 200 projects it has been involved in.

For Social care institutions IrrADIARE launched in 2010 EnerSocial.

EnerSocial program responds to the priority of reducing the energy bill of associative and public utility entities, as well as facilitating the efficient response to other needs of the institutions, namely the reconversion, remodelling or expansion of spaces and the acquisition of equipment and vehicles.

The significant energy consumption resulting from the activity of associative and public utility entities constitutes an economic burden that limits their development and the provision of services to citizens. Renewable generation technologies offer opportunities to replace energy bills and therefore reduce operating costs.

Investment in new equipment and modernisation of the institutions' infrastructures also provides their users with a better quality of life, and their employees, with a safe and efficient working environment.

Through its EnerSocial program, IrrADIARE supported the installation of energy efficient solutions and also the rehabilitation of infrastructures and equipment acquisition.

www.irradiare.com

THE OPUS CENTRE

The OPUS Centre is an association established in 1999 with the aim of making it easier for people to act for the benefit of others. Nothing makes us happier as much as work with people that want to change something for the better in the world around us. We act to make their work easier.

Our target groups are non-governmental organizations, informal groups, entities of the social economy, individual inhabitants, local leaders, activists, all people who want to introduce a social change.

Lodz Voivodeship/ Region is our area of the activity. The OPUS Centre employs around 27 people. We're members of The SPLOT Network - network of NGOs support centres.

Every year, our training and consulting services are used by several hundred social activists, whom we help to implement projects for the benefit of local communities. We present issues in the field of law, accounting and fundraising. We help in registering organizations, we support activists from informal groups, we explain the applicable procedures and advise where to meet partners and allies for planned activities.

We award grants for local neighborly activities; we finance development of non- governmental organizations among other by granting subsidies for job creation in the social economy sector. Each year several hundred people receive the opportunity to implement their dreamed up project, thanks to funds passed by the OPUS Center.

We cooperate with business, local governments and non-governmental organizations, building mutual trust and faith in cooperation between all these worlds. We believe that in each sector there can be found people that want together with others create positive change.

www.opus.org.pl

FICHA TÉCNICA

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BEST PRACTICES GUIDE

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