

Top stories in this newsletter...



Care Group H-Hart are piloting short stays.



Update on the evaluation from CCCU

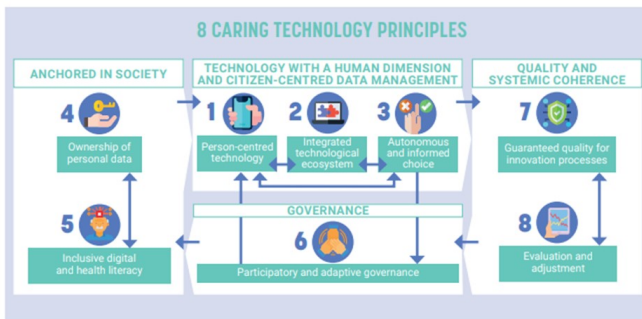


Le Département du Nord update on adapting Family Conferencing Model

Kick-off of live testing at VITO

In May 2021, the BIBOPP tool will be evaluated by a panel of end-users which mainly consists of social care workers. VITO's partner will organise live sessions and, together, they will evaluate the acceptance of technology for health promotion.

For EMPOWERCAREs' Technology Blueprint, the eight effectiveness principles of caring technology will be used. These principles provide guidance on how to use personal health data for innovation. Care technology systems need to be transparent and put citizens in control of their own data. They must put societal value first, providing opportunities for research and development, and encourage cooperation between existing platforms. Partners who develop these systems can team-up to evaluate their development and how they can adhere to the caring technology principles.



VITO are currently preparing to start recruiting BIBOPP participants. This includes meetings with local stakeholders to cooperate on the recruitment roll-out, writing press releases, preparing posters and flyers and preparing a launch on social media. They will also send out a newsletter to local peer support group and have submitted an abstract to arrange a symposium on citizen-centered approaches for personalized and preventive medicine.

If you are interested in learning more about their technology, or adding activities to the health promotion plan please email: Nathalie.lambrechts@vito

Training Digital Ambassadors in Kent

Kent County Council have begun training Digital Ambassadors to support people in the community with digital skills and help them to access technology through our technology loan scheme. 40 people have registered and will now complete the two day training session which provides them with the skills they need to teach digital skills to people over 65.

Devices are also being procured to begin the roll-out of the device loan scheme next month which will allow people over 65 in Kent to trial new technology and access the internet, with the support of the Digital Ambassadors. **To find out more email: empowercare@kent.gov.uk**



Care Group H. Hart's are piloting short stays

The pilot site of Care Group H. Hart, trialling short stays, is based on the strengths of multidisciplinary collaboration and meetings. Everyone involved in someone's care looks in a different way at the situation. Based on the continuous feedback of their care providers and the first older people to trial short stays, they noticed the necessity of expanding this view. One of the main advantages is that any issues are addressed quicker and support for older people becomes smoother and more efficient.



Involving the older person as an active partner still needs more research. First, they added the possibility of home visits to the observation phase which could potentially add beneficial input on someone's needs and the requirements of returning back home. For example, a low step at the entrance of the bathroom is something that is often forgotten in initial conversations, but quickly noted during a home visit.

Second, a model apartment will be furnished to showcase interesting tools and easy-to-learn technologies. It might help older people and their families to envision the possibilities of adapting their home.

Solidarity University & SWVO EMPOWERCARE update

For the EMPOWERCARE project, Solidarity University is active in the Dutch village of Sint-Maartensdijk. They are involved in several projects that aim to promote the living circumstances and/or social cohesion for individuals. In this update they would like to highlight their work on a newspaper for the entire village as well as a project that instigates digital adult day care activities.

Featured in the local Newspaper

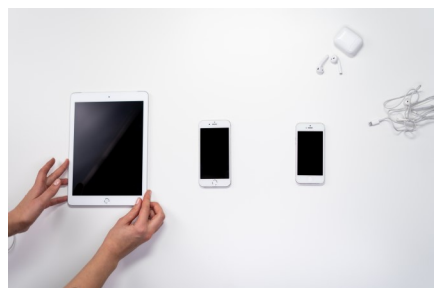
Various parties are actively involved in Sint-Maartensdijk (housing association, welfare, governmental bodies, etc). Each of these parties do a lot for the village and its inhabitants, but many inhabitants are unaware of all the initiatives they offer. They are therefore likely to miss interesting opportunities to enjoy themselves or make their lives easier. In short: getting information across could greatly improve the quality of life here.

That is why all parties active in Sint-Maartensdijk have taken the initiative to set up a quarterly newspaper which will be distributed in print to all inhabitants. In the newspaper, each of them can explain what they do in the village, what plans they have, what this means for the inhabitants and how they can participate in or profit from the plans and initiatives. Solidarity University has a facilitating and supportive role in this brand new initiative and are especially enthusiastic about the fact that so many different parties are working together to achieve it.

Digital Adult Day Care Activities

In recent months, SWVO has been working with healthcare organisations on preparations for the Digital Day Care pilot. The pilot is called: 'Digital Active Zeeland'. It offers (group) activities to clients at home through laptop or tablet. This can be in addition to or instead of a physical form of daytime activities. Clients can participate via a video call (interactive), watch via a live stream (partially interactive) or independently do activities that are ready-made (non-interactive).

Digital daytime activities have many advantages. They offer clients structure and a daily rhythm, it is meeting and relaxation in one, it helps clients to get moving or train their memory, it trains the 'digital skills', it helps with personal development and meaning, can support more clients at the same time and it can contribute to relieve informal caregivers. They will try out digital daytime activities on a small scale with various healthcare providers and with different target groups. Paying attention to the functionalities and the technical platform, as well as the skills to use a digital platform. Both for the clients and for the employees.

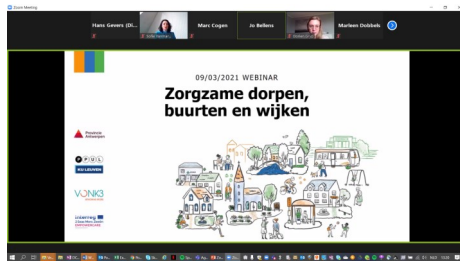


Over the next few months, they will focus on filling the digital platform with activities, looking for volunteers and informal carers, inviting clients specifically and developing our own logo and corporate identity. **The 'kick-off' of 'Digital Active Zeeland' will take place on May 19th. Weekly activities are offered until October 2021.** Each healthcare partner can organise the programme according to the wishes of the participants.

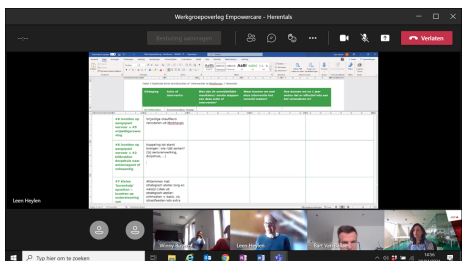
Update from Province of Antwerp

- ⇒ **Webinar on 9th of March:** The Caring Villages model, created in collaboration with Thomas More University of Applied sciences and KU Leuven University, provides a support package for towns, municipalities and villages to create a caring neighbourhood analysis. On the 9th of March, they hosted together an online event ‘Do you want to contribute to a caring village, a caring community or a caring neighbourhood?’ This also included a presentation about the EMPOWERCARE project and how Caring Villages will link with the empowerment strategy.

The event was attended by 200+ from local authorities/municipalities, local and Flemish policy makers, health and social care organisations and professionals, senior associations, volunteer organisations and EMPOWERCARE project partners.



- ⇒ **Lille and Herentals pilot sites for the Empowerment strategy:** Two enthusiastic municipalities in the Provinces Herentals and Lille are participating as pilot sites to trial the empowerment strategy. They will also use the expertise of the Caring Villages project and test this out further in the EMPOWERCARE project. In collaboration with Thomas More University of applied sciences, they will examine how the two local authorities are working with the action plan they formulated through the Caring Villages model. As well as how the actions and interventions that focus on more caring villages in practice lead to the empowerment of people over 65 and people over 50 with a chronic care need. In addition they will also learn from the other EMPOWERCARE partners and their expertise.



- ⇒ **New collaboration with the UCLL (University Leuven – Limburg of applied sciences) for the workforce transformation** What does it mean to work from the perspective of caring villages and the empowerment strategy? Which competences does this require of care professionals, informal care givers, organisations, ...? Which (local) stakeholders are involved? What support and training do they need?

In collaboration with the UCLL, University Leuven – Limburg of applied sciences, they are developing a support and training package for the broad workforce. Which will be testing in the skills lab Quarter Z and other possible pilot sites.

For more information please contact:

Sofie Vanmarcke: Sofie.vanmarcke@provincieantwerpen.be

Le Département du Nord's work on adapting family conferences to the elderly continues!

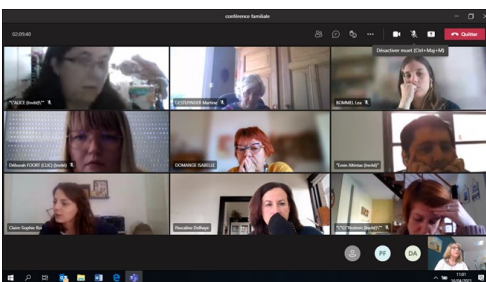
Training day

The Family Conferencing Adaptation Project Team received a day of child welfare family conferencing awareness training. This training, provided by a professional specialized in childhood family conferencing, enabled them to better understand the initial model inspiring the action of Le Département du Nord. It was also an opportunity for the team to identify the differences between the childhood family conference model and the method built within the framework of the EMPOWERCARE project.



Presentation of the interim research report

The team of researchers from the Regional Institute of Social Work (IRTS) which collaborates with Le Département du Nord presented its interim report. This report presents the initial diagnosis and the scope of the research, identifying the specificities of the approach to elderly people with loss of autonomy: *"this diagnosis constitutes a first deliverable, an intermediate, shared document, it is at the same time a collection of data and avenues for work and improvement, a way to prioritize the next stages of the project, to orient and improve the experiments in progress. It also makes it possible to formalize the knowledge produced since the start of the experiments, to take a "step aside" in the research dynamic and to guarantee its rigorous conduct."*



Continuation of work and launch of the second phase of action research

The action research in cooperation with the IRTS is continuing with the launch of the second phase of action research: a phase of testing family conferences adapted to elderly people with loss of autonomy.

The social workers of the project team built the first tools to launch the experiment of conferences, in co-construction with the IRTS and citizens during technical committees. These tools aim to collect the words of the elderly and offer them to participate in the experiment to improve their well-being. It is about identifying with them what they want and the people around them who could help them achieve their desires/needs.

Several two-person teams made up of professionals from Le Département du Nord, professional partners of the pilot site and expert citizens of use have been formed to carry out the first interventions with the elderly.

Canterbury Christ Church are preparing to get the evaluation underway

Canterbury Christ Church University (CCCU) has seen some students, staff and business essential visitors return to campus in a safe and coordinated way as the COVID-19 restrictions have eased in the UK. The CCCU EMPOWERCARE evaluation team however, have continued to work remotely, but there has been plenty of activity and work undertaken. As the project moves into the exciting and much anticipated phase of piloting its Strategy, Workforce Transformation and associate technologies, the evaluation team have been working behind the scenes going through all the various processes and preparing all the necessary documentation needed to get the first stages of the evaluation data collection underway.

The evaluation team regularly consult with a team of Expert Advisors. These are academics with experiences and expertise in research relating to older people. Their knowledge means they are able to offer advice on specific areas where the evaluation team may need additional guidance. Like the evaluation team, our Expert Advisors have also been working hard and below are some of the results of their research in areas related to the EMPOWERCARE project such as dementia, ethics of care, international partnerships and critical approach to academic work:

- ⇒ [Dr Pat Chung](#) , Senior Lecturer at the University with expertise in occupational therapy, person centred dementia care, ageing and mental health, has been working with colleagues to contribute a book chapter in [Priorities for Health Promotion and Public Health: Explaining the Evidence for Disease Prevention and Health Promotion](#) published by Routledge. Back in 2019, Dr Chung published a very relevant academic paper on ‘Experiences of older people with dementia: [‘Experiences of older people with dementia: Homecare enablement to support transitions in daily life at home’](#)’ in the British Journal of Occupational Therapy. You can access all Dr Chung’s work by following this [link](#) .

- ⇒ [Dr Ann Price](#), Principal Lecturer at CCCU with specialism in critical care nursing, spirituality and caring/person centred practice, recently wrote an editorial on [Ethics in Critical Care research: scratching the surface](#), and along with a colleague wrote a reflective piece [Reflections on international research collaborations: Decolonising our research approach](#). You can access all Dr Price’s work by following this [link](#).

As the UK cautiously moves towards the lifting of all COVID-19 restrictions by the end of June 2021, the evaluation team look forward to the summertime and to working with the evaluation data that emerges from across the four EMPOWERCARE partnership countries.

Please stay in contact with the CCCU evaluation team on social media and by: Twitter: @CCCUEmpowerCare Email: EmpowerCare@canterbury.ac.uk



FamilyHelp investigates Customer Relation Management

Since the start of the EMPOWERCARE project FamilyHelp has been investigating = **Customer Relation Management** in the operational environment and how this can change aspects of the core business as a welfare organisation for people who live at home.

Still now, there is mainly a one way interaction in the support process at home focused on daily life activities and selfcare. FamilyHelp is modelling the support and individuals will receive information about what they can expect. FamilyHelp wants to give more power to the client and therefore investigates contemporary Customer Relation Management. At this moment, different actions are planned to consult the people who will be supported (clients/patients), to integrate their needs in the processes with our care professionals and to upgrade the support to a two-dimensional interaction made possible by adapted technology. There is a lot of interest in existing and new digital technology and the results of pilots in Empowercare. This also results in changing the mindset and culture of the workforce. This pilot will provide useful input in creating valuable interaction with the clients.

In Flanders, Familiehulp participates in regional workshops about innovation as a part of the Interreg project ACSELL. Project partners are organisations in **Flanders, Timis & Scotland** (Flanders Innovation & Entrepreneurship + Licalab, Technology Enabled Care in Scotland, Timis in Romania). Donaat Van Eynde has followed the workshops on 12th February, 18th March and 29th April (online meetings). Presenting EMPOWERCARE as a good practice on the 18th March. ACSELL gives input to the EMPOWERCARE approach as one of ACSELL objectives is to integrate the user early in the innovation processes such as triggered by EMPOWERCARE actions.



Upcoming Events:

EMPOWERCARE will be presented at DigiLeadersWeek (14-19 June), come along to our session 'EMPOWERCARE Project: Supporting innovation during a pandemic' taking place on the **16th June 10.30— 11.30**. See more on the event [here](#).

Kent County Council will also be promoting the project at:

- **[SEHTA 2021 International MedTech Expo & Conference on the 8th October](#)**, more details about the event can be found [here](#).
- King Fund's Fund 'Digital innovations in health and care: looking ahead' Conference, and will be exhibiting virtually. See more details [here](#).