

## EU\_SHAFE Action Plan

Provincial Council of Bizkaia



### EU\_SHAFE

Project EU\_SHAFE started in 2019, with the goal to improve policies and practices in 7 European regions by developing a comprehensive approach to Smart Healthy Age-Friendly Environments (SHAFE).

Therefore, policy alignment, collaborative efforts and sharing of good practices are the keystones to add better quality of life, more inclusive and sustainable health and social care systems and citizen's access to the services.

Through a 'learning by sharing' methodology, the consortium built a four-helix European community to exchange experiences and practices to improve multilevel policy instruments for the growth of community-based services and "ageing at home" around Europe.

After online and physical exchange and learning, we are ready to share our regional Action Plans. Each region has a different plan, unique to their regional context and needs.

This Action Plan is applicable to Bizkaia's territorial region. It was created in collaboration with the EU SHAFE project's lead partner, the Government of Bizkaia, and regional stakeholders, as well as the Managing Authorities of the selected Policy Instruments..

## List of Actions included in the Action Plan

Number / Title Action	Description
<b>ACTION 1: Staying at home Support Service: etxeTIC</b>	This action presents a home stay support service for older and dependent people and their caretakers. It entails technology assistance that is non-invasive and tailored to the individual's requirements and ability. This action comprises integrating knowledge gained through EU SHAFE Good practices into the present etxeTIC model, thereby reinforcing and improving its current activities and procedures. Additionally, this action anticipates the establishment of four other ExteTIC centers throughout the Region in the near future.

## General Information

Project	EU_SHAFE – "Europe enabling Smart Healthy Age-Friendly Environments"
Partner organization	Provincial Council of Bizkaia
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NUTS2 region	Bizkaia
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## Action 1 – Staying at home Support Service: etxeTIC

### Policy Context

**Name of the policy instrument addressed (ACTION 1):**

*The Basque Country ERDF Regional Operational Programme*

*The European Social Fund Operational Programme*

The policy instrument that the Action Plan aims to impact is:

Investment for Growth and Jobs programme	YES / NO
European Territorial Cooperation programme	YES / NO
Other regional development policy instrument	YES / NO

### Details of the Action Envisaged

#### 1. Need addressed

Over 40,000 persons in the Bizkaia region are in a situation of recognized dependency. The rising prevalence of dependency at later ages and chronic illnesses has heightened the need for long-term care.

Dependent older people choose to remain at home, despite the fact that they require assistance

and care due to their level of dependency. However, the recent Covid-19 pandemic has demonstrated that not all current social and health care service solutions are optimal for achieving this win-win situation for dependent older adults.

More than 21,000 persons who are dependent on others receive assistance through the Economic Subsidy for Care in the Family Environment (PECEF). This benefit contributes to the development of a system of at-home care for the dependent person -direct beneficiary-, in which care is delivered by a member of their socio-family support network (main caretaker). The caregiver may perform this nursing role independently or with the assistance of others they supervise (reference caretaker).

Older people who are reliant on others have always **desired to live at home** as long as possible, delaying their institutionalization despite the need of support and care derived from their degree of dependency. The outbreak of the COVID-19 pandemic has highlighted the need to commit to a long-term care system that responds to the demographic challenge, not only in quantitative but also in qualitative terms. A system in which the person's life project, wishes and aspirations take precedence; a system that supports people who wish to remain at home, delaying or avoiding institutionalization.



This requires adapting the systems, technology, management and organisational models for the provision of services aimed at people in a situation of dependency but also the carers who carry out caretaking in these homes.

In a context of long-term care, flexibility in the implementation of services must be a fundamental characteristic of the model, orienting the focus of action towards the people, and not only towards the services to be provided.

## 2. Overview of the Policy Improvement that this Action refers to

The Basque Country ERDF Regional Operational Programme 2014-2020 aims to boost sustainable economic growth in the region by creating quality jobs – especially in activities with high added value sectors and improving the competitiveness of the regional economy through 'smart' and innovative initiatives.

The ERDF ORP is aligned with the Europe 2020 strategy and the Basque Regional Innovation Strategy (RIS3). The area of health, and especially the field of Active Ageing and Healthy living, is among the highest priorities of the region.

The programme focuses on seven main areas, of which two of them are particularly relevant for the implementation of this action:

- **Strengthening research, technological development and innovation:** under this area, an opportunity was identified for technological and sectoral convergence to exploit niche markets in ageing, health, eco-innovation, internet, etc
- **Enhancing use and access to quality information and communication technologies**

The staying home support service (etxeTIC) will support the abovementioned ROP actions and the objectives of the ESF OP, promoting greater economic and social cohesion by introducing a support day center for occasional visits, backed by an innovative service model that supports to dependent people informal carers and also directly to the dependent people to extend their stay at home, avoiding or delaying their institutionalization. The service model will implement a technological approach as a part of their support network. This approach will be tailored in consultation with the market on current technological solutions and current needs.

The Provincial Council of Bizkaia has the authority to enact regulations governing the services and benefits provided within its jurisdiction and has done so for the etxeTIC home stay assistance service via a Foral Decree.

Additionally, this project's implementation will facilitate the construction of channels of communication with the Basque Government's Department of Health, which is responsible for health and medical treatment. The novelty of this cooperation will see the benefits of the etxeTIC service extrapolate to Government levels, providing assistance to the health system by reducing attendance rates in emergency services, hospital admissions, etc.

The Provincial Council of Bizkaia's participation in EU\_SHAPE has strengthened the development of etxeTIC. Shared learning in the framework of the EU\_SHAPE project, and more particularly the exchanged of Good Practices (GP), has served to reinforce the commitment to a service that promotes the use of TIC to support home care.

The following GPs have had a direct influence in the development of this Action Plan, as they reveal anticipated problem-solving resources and the implementation benefits associated with service models and activities that share common aspects with etxeTIC:

- A3. VWIQ Hamburgo: This GP evaluated the acceptance on the use of innovative AAL-technology in residential care and homes for the elderly. The outcome of their GP provides positive results of acceptance from senior citizens, which reassures the viability of the etxeTIC model service.
- A6. Gizatek. Bizkaia: Gizatek provides technical orientation action regarding support products and technological methods suitable to promote personal autonomy and contribute to social integration of citizens. This GP provides inspiration to etxeTIC in the provision of guidance and financial aid service for the use of the assistive products proposed.
- D9. DokkX Aarhus: This GP demonstrates the benefits of the inclusion of welfare technologies and digital healthcare solutions in everyday lives and to all citizens regardless of their skills and technology related knowledge. The GP also supports positively the undertaking of new technologies by older people entailed in the etxeTIC service model.
- D10. NetzWerk GesunAktuv. Hamburgo: This GP shares a very common vision with the etxeTIC model. Both acts had the common goal of enabling older people to remain in their homes for as long as feasible while receiving appropriate care and maintaining their wellness and quality of life. Demographic changing solutions, customized care plans for each individual, the availability of an assigned reference expert, and the inclusion of tablets with an established assistance-service system are just a few of the commonalities with this action plan.
- D12. HomeTAB. Slovenia: HomeTAB is a tablet-like device which allows professional care service as well as managing alarms, food orders, and other functionalities. It addressed social and health issues with a similar technological approach as the etxeTIC model.
- E5. AGQya. Hamburgo: This GP shares a common goal with etxeTIC, aiming to enable senior citizen to stay as long as possible in their living environment. Likewise, it turns to innovative services and new technologies to accomplish this goal.

### 3. The background

#### The challenge: etxeTIC service model in EXTANIZ care centre\_Pilot development and implementation

To develop an innovative preventive service of support for staying at home.

Focused on improving the quality of life:

- Of the person in a situation of dependency
- Of the carers at home.

The overall aim is to improve the wellbeing and respect for dependent people's wish to remain at home.

In this context, the Provincial Council of Bizkaia proposed the development and implementation of a pilot activity (**etxeTIC model in Etxaniz Day center**) to evaluate pioneering care formulas for people who remain in their homes despite their situation of dependency. The following objectives have been established:

- **To provide support to ensure an improvement in the objective and subjective quality of life** for people in a situation of dependency and those in charge of their care, favoring life projects in which people's wishes and preferences are oriented towards remaining at home.
- **Applying technologies** in the home that facilitate the provision of care to dependent persons and avoid overburdening carers.
- **Develop technological tools and platforms that enable interaction** with dependent persons and/or carers.
- Facilitate **rapid access to consultations** in the event of doubts arising in care, also establishing **alert systems** for possible situations of risk.
- Design **Personalised Care Plans**, with a socio-health approach, and of preventive nature.
- Encourage different forms of **relief for carers**, through stays in the day centre or new formulas, thus avoiding or supporting situations of burden.
- To be a **point of reference and proximity for information, training and capacity building**.
- To favor the **monitoring and coordination of cases**, by accompanying dependent persons and their carers in the evolution of their dependency.
- **To prevent the unwanted institutionalisation** of dependent people.

#### The etxeTIC model

The etxeTIC model has been implemented as a pilot demonstration at the Etxaniz day center facilities, as part of the pilot implementation of this new service model. The etxeTIC\_Etxaniz day center, located in the Bilbao city center, has 50 authorized placements; 25 of these provide standard day center services, while the remaining provides staying at home support for up to 751 dependent people receiving PECEF and living in centre's catchment area (within 7 minutes walk to the centre)

The etxeTIC model provides care with the assistance of new technologies that provide support in the home and enable the provision of a continuous monitoring and prevention service, as well as occasional presential assistance at the day centre.

It will provide continues monitoring, prevention and detection of risks for dependent people and their carers, embracing three areas of innovation: innovation in management, innovation in care and technological innovation.

#### The Process

A preliminary market consultation has been carried out as a prior step before undertaking an innovative public procurement process. This entailed a technical dialogue between a potential bidder and economic operators, prior to a future tender, in order to adequately prepare subsequent

tendering processes.

The aim of this process is to collect innovative proposals from the companies that participate in the process and to assess the market potential to respond to the challenge of this new service as well as an evaluation of current options already available in the market.

#### Support service for stay-at-home care

It is aimed at people in a situation of dependency, who live in the vicinity of the centre, and are beneficiaries of the Economic Benefit for Care in the Family Environment (PECEF), but also and equally important, in extension to their caretakers. It is an additional service to the benefit itself for households in the vicinity of the centre.

The service provided includes:

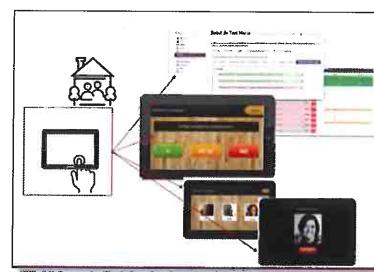
- Based on a comprehensive assessment of capacities and support needs.
  - ✓ Design of an agreed and personalised Home Care Plan.
  - ✓ Assignment of a socio-health professional such as gerocultors, social workers and psychologists, supported by a committee of care experts.
- Non-invasive technological devices in the home to support care, prevention and risk detection.
- Occasional on-site assistance and care at the day centre.

People in a situation of dependency will be able to participate in functional, health, neuropsychology and social related programmes whilst caretakers will have access to training programmes, information and counselling, self-care activities, emotional support and relief programmes

#### Technology support

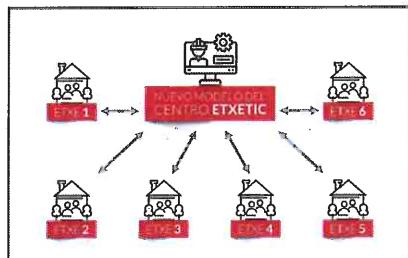
The home stay support service in the etxeTIC model centres will be provided with technology support in a non-invasive, gradual way and adapted to the needs and capacities of each person, depending on digital maturity or digital competences:

- Tablet or 4G tablet as the main technological element in the home.
  - At the user's disposal, the following will be carried out via Tablet:
    - Cognitive stimulation and evolutionary analysis
    - Interventions
    - Video calls between the home and professionals.
    - Communication and messages
    - Reminders and monitoring of the Care Plan
    - Multimedia; photos, videos, music therapy
    - Health management; evolution and alerts of key parameters
    - Activity monitoring; connection to wristband or other devices
  - In addition, depending on the needs:
    - Sensors at home.
    - Activity bracelets.
- Technology, also in the centre itself.



The etxeTIC model to be developed in the Etxaniz centre was proposed as a pilot initiative in which to test pioneering formulas for supporting people in a situation of dependency to stay at home. The participation of the provincial council of Bizkaia in the EU\_SHAFE has provided a broader vision on

related activities, processes and advanced technology to be taken on board in the etxeTIC care system. Moreover, the Provincial Council of Bizkaia is committed to the deployment of the etxeTIC model by forecasting the opening of 4 etxeTIC model day centres in as many municipalities of the Historical Territory.



#### 4. Specific Activities and Timeframe

Activity Number	Activity Description	Timeframe
1	Etxaniz etxeTIC centre providing service.	
2	Start-up of the etxeTIC – Etxebarri model day centre.	June- December 2022
3	Formalisation of commitments with the town councils of Mungia, Zalla and Basauri for the implementation in their municipalities of etxeTIC model day centres.	
4	Etxaniz and Etxebarri etxeTIC centres providing service.	January – June 2023
5	Adaptation and equipping of Zalla, Mungia and Basauri etxeTIC centres.	

#### 5. Players involved

Name of Organization	Role in Action Plan
Provincial Council Of Bizcaya	Regional Authority
IMQ Igurco	Provision of social and health related services in the region of Bizkaia
Everis	Technological Consultancy Company
Ideable	Software development company

#### 6. Costs and Funding Sources

Costs	Funding sources
Pilot (2021) 3.550.000 Euros	The etxeTIC Home Stay Support Service project will be implemented with European Next Generation funds (recovery plan to repair the economic and social damage caused by the COVID-19 pandemic).
Regional Model deployment (2022) 6.700.000 Euros	

## 7. Monitoring

The monitoring of the action plan will be guaranteed given the following:

- Ongoing communication between the direct service providers and the Provincial Council of Bizkaia (PCB), as the authority responsible for the Service.
- Inclusion of a reference person in the PCB's organization, ensuring that the PCB is fully aware of and monitoring the cases.
- Mandatory requirement by the service responsible organization to submit an annual report on the service's material and economic execution.
- Mandatory published reports to the citizenship on the implementation of the Government Plan.
- Being etxeTIC in Etxaniz Centre a Next Generation funded pilot, a report to the EU on the progress of the project's execution is also required

Additionally, monitoring KPIs will be defined for assessment on:

- Overburdening of the caretaker
- Perceived and objective quality of life
- Avoidance of involuntary admissions.

## 8. Risk and Contingency Plans

Description of Risk	Level of probability (High, Med, Low)	Description of Contingency Plan
Lack of interest by the service providers in the participation in the tendering process	Low	Having an established pilot, it is recognized that the probability of these risks are very low and have not been identified thus far. However, if observed, a communication campaign could be undertaken to advertise the service and attract possible service providers and users.
Lack of interest by stakeholders	Low	

## Official Signature(s)

Date: 2022-06-13	
Name	Sergio Murillo Corzo
Signature	 <p>Stamp of the organization (if available)</p>  <p><i>gizarte ekintza saila</i> <i>departamento de acción social</i></p>