
Preparatory Activity 2

*Unmet needs of elderly
people with chronic diseases
and their carers for an
Integrated Care at home and
new services and tasks or
functions that should respond
to the identified unmet needs*

SSI Group, April 2016



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Summary

This document is the Final report of the Preparatory Activity 2 of Carevolution project. It aims at describing the unmet needs of elderly people with chronic diseases and their carers for an Integrated Care at home in the four regions of the partners involved in the project, and the new services and tasks or functions that should respond to the identified unmet needs.

The information is organised based in 5 areas:

- Social & health resources
- Physical area
- Psychological area
- Social area
- Functional area

Unmet needs of elderly people with chronic diseases and their carers for an Integrated Care at home

Needs related to social and health resources

- Information and advice on existing resources and financial assistance
- Equity in term of access (urban vs. rural areas)
- More beneficiaries assisted
- Budget friendly payed services (funding)
- Greater stability
- Coordination among different levels, and among health care - social care - community care
- Integration with other care services (dental care, podiatry care)
- Management of return to home after discharge from hospital
- Home based care, provision of services at home
- Early detection of new or progressive symptoms
- Dementia specialised care
- Support for enablement or re-ablement of individuals
- Prevention of disease and promotion of health
 - Follow up on living habits which can influence the course of the chronic disease
- Respect for his/her needs, habits and preferences (patient-centred approach), that the care and treatment plan is adapted to the person
- Active involvement in understanding and self-managing the chronic disease (empowerment):
 - Opportunity to become an active part of the care and treatment plan,

- agreeing on the specific objectives and supervising fulfilment
 - Information on the possible evolution of the disease
- Promotion of autonomy
- Basic clinical nursing care at home
- Medication supervision and control
- Facilitation of the preparation of the medication:
 - Containers are not adapted to easy access the pills and the pill-crusher is difficult to use
- End-of-life care

Needs related to physical area

- Dental care
- Podiatry care
- Physiotherapy
- Feeding:
 - Food safety (good conservation, control of expiration date)
 - Diet supervision: keeping a diet which has a positive influence on the chronic disease
 - Nutrition education

Needs related to psychological area

- Psychological support
- Empathy
- Cognitive prevention and intervention
- Prevention and intervention for affective disorders, such as anxiety and depression
- Opportunities for all through life learning

Needs related to social area

- Social support
- Social relationships with other people
- Groups of patients: relationships with other people with the same disease to share information and experiences on how to look after oneself and improve health and wellbeing
- Adapted leisure activities: opportunities to enjoy leisure and free time, especially for people with chronic diseases, lack of social support or who suffer architectural barriers
- Adapted sport activities
- Business offering specialised services for elderly

Needs related to functional area

- Information and guidance/loans and financial help on:
 - Removal of barriers in the common elements of the building
 - Adaptation of the home
 - Support products and technologies
 - Support when there may be safety risks involved, warnings in case of emergency
- Support for the daily living activities (moving and wandering, grooming and personal care, shopping, food handling, housekeeping, laundry, personal administration)

Needs related to family caregivers and family members

- Decreasing dependency on informal care, carefree care
- Information and advice on existing resources and financial assistance
- Access to resources required to aid and support family members
- Budget friendly payed services
- More extended psychological support
- Support networks
- Breaks
- Training on how to care
- Training on how to manage the chronic disease
- Training on how to care for themselves
- Support for basic clinical nursing care

Needs related to professional carers

- Information on psychosocial risks
- Dialogue with other professionals (capacity for team work, interprofessional team approach)
- Coordination with family
- New competences, to make person and context specific assessments of needs for care, raising awareness of conditions that they will encounter
- Flexible training opportunities (evening, weekends)
- Training to reflect enablement and re-ablement approach when possible
- Best practice training

New services and tasks or functions that should respond to the identified unmet needs

New services related to social and health resources

- End-of-life care
- Personalised medication service
- Home-delivery of medication

New services related to physical area

- Podiatry services at home
- Dental services at home
- Physiotherapy services at home

New services related to psychological area

- Psychological services at home/remotely
- Counselling services
- Mental health services

New services related to social area

- Social accompaniment service at home/remotely
- Support networks
- Group of patients
- Leisure services at home/remotely
- Adapted leisure programs
- Adapted sport activities

New services related to functional area

- Information and guidance/loans and financial help on:
 - Removal of barriers in the common elements of the building
 - Adaptation of the home
 - Support products and technologies
 - Domotic services
- Moving and Wandering:
 - Accompaniment services
 - Adapted transportation services (bus, taxi)
- Grooming and personal care:
 - In-home hairdressing and beauty treatments
- Shopping:
 - On-line shopping
 - Home delivery shopping
- Food handling:
 - Catering services

- Laundry:
 - Laundry and ironing services

- Personal administration:
 - Single window for elderly people

New tasks or functions related to social and health resources

- Information and advice on existing resources and financial assistance
- Coordination with other professionals
- Support for the return to home after discharge from hospital
- Basic clinical nursing care
- Support for the monitoring of vital signs
- Management of medication (from supervision to preparation)
- Support for end-of-life
- Education on prevention and promotion of health
- Monitoring of living habits, by observation, follow-up, telephone calls, ICT
- Promotion of autonomy
- Education and support for the empowerment of the patient

New tasks or functions related to physical area

- Diet supervision
- Nutrition education

New tasks or functions related to psychological area

- Basic psychological support
- Empathetical communication

New tasks or functions related to social area

- Home visits
- Promote social relationships
- Motivate contact and relationship with other patients

New tasks or functions related to functional area

- Remembering dates
- Support with procedures