

Project 31:

Innovative Home Care Models for People with Comprehensive Care Needs Caring Community Living Labs (2019–2022)

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Objective

To explore and assess the potential of Caring Communities to improve long-term social and health care for people living at home.

Community-Based Participatory Research Approach

We initiate, implement and evaluate together with local organizations, political leaders and the public. A Living Lab approach is adopted to test social and technological interventions in everyday conditions.

Living Labs

Belp (BE), Münsingen (BE), Obfelden (ZH), and Zürich-Schwamendingen.

Preliminary Results from Investigation

Readiness to accept help as a key challenge

- Implicit social rules render accepting help as difficult, shameful.
- Positive social relations facilitate seeking help.
- Building, maintaining social relations requires can be difficult.

Actions

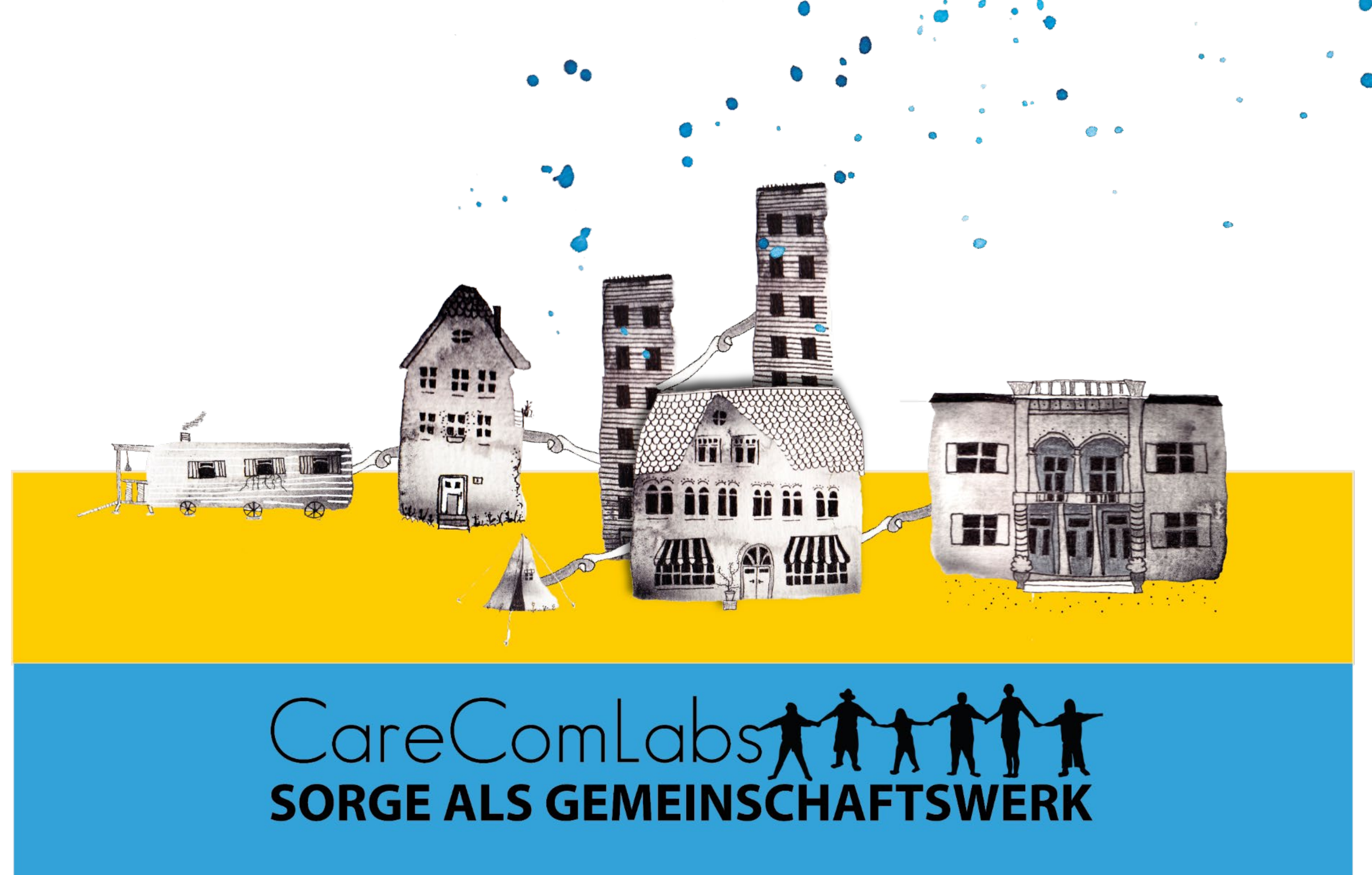
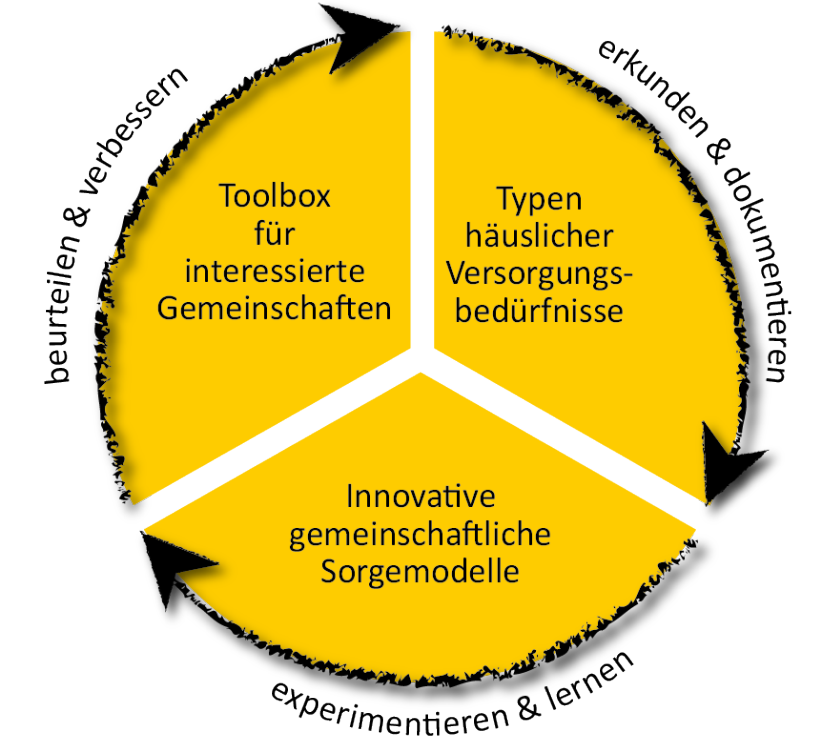
Building opportunities to get/keep in touch

- Create social spaces to meet with friends and strangers: mobile village square; pop-up coffee shop with digital coaches.
- Reach out to people locked down in their homes: systematic phone calls to seniors; tandems to foster digital competence; digital village square.
- Building ecosystems of inter-dependency, transforming the current implicit social norms of giving and receiving help.



Three Consecutive R&D-Phases

- (1) **Investigation:** explore the local needs and gaps in comprehensive home care.
- (2) **Experimentation and innovation:** develop, test, evaluate and adjust care initiatives responding to the identified gaps.
- (3) **Evaluation and knowledge transfer:** evaluate processes and outcomes of socio-politico-technological innovation, synthesize lessons learned and disseminate toolbox.



Preliminary Results from Experimentation

Structures and resources that foster caring communities

- Social and health services that closely collaborate are an essential resource to work with.
- See diversity/vitality and structuredness/organization are partners, not antagonists: mixed teams composed of professionals and non-professionals; bottom-up und top-down approaches.
- Work with fluidity: contingent results and changing teams are the rule, not the exception.
- Allow to evolve: social transformation takes time.

Digital learning environments

- Intertwine with local infrastructure and on-site activities to reduce barriers.
- At the same time, also exploit the potential to scale up.
- Foster social encounters, relations.

Senior co-researchers benefit from participating in the project

- Build agency to shape your own way of ageing.
- Expand horizons about what aging entails.
- Provide respectful and genial opportunities to build new and strengthening existing relationships and to bring your skills to good use.

Next steps

- Evaluate and adjust actions.
- Anchor, expand and institutionalize local Caring Communities.
- Synthesize experiences, disseminate toolbox.