



**Northern Periphery and
Arctic Programme**
2014-2020



EUROPEAN UNION

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European Regional Development Fund

Remote Night Time Supervision



RemoAge
REMOTE SUPPORT OF AGED PEOPLE

Remote night time supervision

T1.2 Remote supervision day and nighttime

Summary

Remote night time supervision is suitable for frail older persons in need of night time supervision to ensure their safety and wellbeing at night. The service is offered to increase the security and safety of the individual night time and to help facilitate a more undisturbed sleep for users and relatives. Persons who applied for and have been granted night time supervision are today offered both the option of in-person visits and of remote supervision. If the individual prefer remote visits a night camera is installed in the users home. This makes it possible for care staff to use an app installed on their computer or tablet to make the visits instead of travelling to each individual users home. Usually remote supervision visit takes place one to three times a night. The solution enables care staffs to do supervision visits from their workplace or car while it also reduces disturbances caused by in the person visits at night. Each remote visit takes place at times previously agreed upon with the user and each visit is logged documenting the care professional using it as well as the time and length of each visit. The benefits of this service is that it provide security and an undisturbed night's sleep for users and relatives, as well as to reduce staff travel which means that staff resources and staff are more efficiently used.

Typology of Impacts

Tangible impacts

- Improved access to services**
- Cost savings**
- Time savings**
- Reduced energy consumption
- Reduced environmental impact**
- Business development
- Job creation
- Improved competitiveness
- Other tangible impacts (specify)

Intangible impacts

- Building institutional capacity
- Raising awareness
- Changing attitudes and behavior
- Influencing policies
- Improving social cohesion
- Leveraging synergies
- Other intangible impacts

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Remote night time supervision

T1.2 Remote supervision day and nighttime

Supervision by camera at night is a service to provide security and an undisturbed night's sleep for users and relatives.

Service end users

The target group is users who are granted supervision by camera at night and the user don't have other needs nighttime.

Challenge

Older people who want to continue to stay in their home but feel unsafe at night, according to the Social Service Law granted service in the form of supervision nighttime which is usually made with a physical visit to the user. These long journeys in remote areas at night takes a lot of staff time and many times awakens patient after the staff was and looked into, which means that the user goes up and sometimes falls with fractures as a result.

Service provider roles and Collaboration

The social services in the municipality have the main responsibility to support the elderly. Home service is responsible for the patients in ordinary property and night patrol in home service is responsible for service at nighttime.

Service availability

The Service is available in Boden, Gällivare och Haparanda municipalities in Norrbotten, Sweden

Service Delivery, process and organization

Older persons in need of night time supervisory visits are offered this new service to people. The service users can choose between a conventional visit and this new option of remote supervision. The needs of feeling of security at night are in focus. The user gets the service, after having applied for the aid the officer in social services. The user and the administrator will agree on how many times a night and what time the supervision to be made. The service is carried out by staffs in the night patrol who are assistant nurses, sometimes a combination of an Assistant nurse and nurse. Night staff log in by their computer or tablet on the service and look through the camera at the user in the room where he/she sleeps.

Technology and tools

The care teams have a computer or a tablet there the application for the service is downloaded. Municipality staffs install the night supervision camera at users home.

Service support

Describe the support organization (for example IT- installation) that is needed to develop and implement the services successfully

Implementation process

The implementation process started with a workshop. Participants in workshop were managers from the participant's municipalities, staff from home care, night staff and project leaders. The purposes of this workshop were to get a plan for implementation and when the test going to start. After those meeting project leaders together with some staff developed routine for the new work method. They also plan for which activates they have to do before the start. Then they tested the new working methods, local evaluation has been implemented by focus group with staff and questionnaires with patients, relatives and staff. These documents have been presented to managers as a basis for the broad implementation of the service.

Skills, knowledge and competences

Night staffs have been trained to use the program for supervision. Local IT units have been assisting with training and support. Staffs have shown users how the service works in practice

Risks and Solutions found

Risks;

- Poor internet access
- That the technology causes trouble
- To find users who want to participate
- Fear for new technology at staff

Solutions;

- IT technicians check internet access and download software in affected personal computers / tablets
- The staff will be introduced and trained in equipment and service application
- The staffs identify prospective service users and show them how the service works.
- Staff introduce users and relatives in the service

Communication and dissemination

Head of home service and home care staff provide information about the service. Project Manager and head of the home service has informed organizations for senior citizens about the service, as well as with information and ads in the local newspaper.

Service longevity

The municipalities (Haparanda, Gällivare and Boden) have implemented this service in their regular service offering.. Since the first pilots by above mentioned municipalities an additional five municipalities has implemented the service in Norrbotten.

Output metrics

- 33 users have used this service through remoage and the number of users is growing in Norrbotten
- Over 30 care professionals have received training and are now working with providing the services.

- Providing the service to 33 users have shown to reduce travelling by 24.922 km/month and saved close to 1000 staff hours per month

Part 2: Impact typology

Tangible impacts

Improved access to services

Users who have only need supervision during the night to feel safe. This allows for many times that the person can continue to live at home. The service reduces individual electricity travels at night and makes human resources sufficient to more users.

Cost savings

Travel costs will be saved for staff.

Time savings

Decreased travel frees up staff resources which means that staff can give service for multiple users.

Reduced environmental impact

Reduced car travel gives reduced environmental impact

Video

A video visualizing the service was made in connection with a small scale pilot that took place in the NPA funded RemoDem project. The encouraging results from RemoDem led to the Large Scale Pilots taking place through the RemoAge project:

<https://youtu.be/eqtTeJ8v0S4>

Press and media

(in Swedish)

<https://www.svt.se/nyheter/lokalt/norrbotten/ny-sorts-var-d-med-hjalp-av-digital-teknik>

<https://www.svt.se/nyheter/lokalt/norrbotten/digital-hemtjanst>

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