

1. Name of the action / entity in charge

Action: “Κλικ Ζωής” (Click for life)

Entity: Regional Administration of Western Greece

Website: <https://pde.clickzois.gr/>

2.Objective

The Click for life service offers 24-hour telephone support and monitoring to older people who live alone and/or are chronically ill. Through a special device (panic button, fall detector, geolocation), personalised attention is offered, which not only improves safety conditions, but also reduces the feeling of loneliness and fear in daily life. It is worth mentioning that the standard Call Management Centre is staffed by properly trained personnel, who have direct access to each elderly person's record.

The action concerns mainly individuals living alone and/or far from health & care facilities and chronically ill people (depression, instability, mobility problems, diabetes, Alzheimer's disease, heart problems, respiratory problems, etc.) and it targets the physical and mental health of elderly people.

3. Origin

The provision of protection and support services for older people living independently is a priority of particular value for the Regional Governance of Western Greece. This is an innovative service aimed at creating a centralized support service for people in need of social welfare and support. The service is provided by the General Directorate of Public Health and Social Care of the Region of Western Greece.

4. Methodology

The service to the elderly includes:

a) the operation of a 24-hour monitoring and telephone support center for beneficiaries.

It provides the beneficiaries with a standard Call Management Centre with properly trained staff, which has direct access to each elderly person's file and consists of social workers, psychologists, etc. and responds immediately to any need or desire of the elderly person.

Even if the beneficiary is unable to respond, the 24-hour service immediately sends help, a neighbour, a family member, an ambulance, the emergency services, the fire brigade, etc.

b) monitoring and paging of elderly people through special devices (NEMO and NOVO).

5. Characteristics

Physical health level:

The telecare service consists of:

A Panic Button: The seniors can call for help at the touch of a button when they need help or feel the need to communicate.

Detection of fall: The possibility of automatic fall detection of the elderly is provided. In addition, the elderly have the ability to call for help at the touch of a button.

Locating a senior: Elderly people with dementia problems who are removed due to memory loss from their home can find their location and course on the map.

24 hour monitoring: The staff of the 24-hour telephone service, communicates by phone with the beneficiary responding to the emergency notification he receives from the paging devices.

The website of the telecare service includes also educational materials in order for the service to be more accessible for the elderly people and their caregivers, like a pdf file with a realistic scenario using the telecare service, instructions on using the service and NOVO equipment installation instructions.

6. Recommendations

● Recommendations for policy makers

The above CLICK ZOIS (Click for life) practice is addressed to elderly people who either live alone or live in remote areas without direct access to health services, or else. In these cases, the responsiveness of the community care mechanism proves to be a lifesaver in combination with the use of new technologies.

With this as a starting point, we would propose the critical existence of the Hubs for meeting, learning and information characterized by proximity and stability. In this case, lifelong learning centres could act as the intermediate link between the health care delivery system and community education in line with the adoption of:

- New technology as one of the main pillars in care services to remote areas
- Inclusive strategies that involve the less functional citizens in community matters
- Revitalisation of community spirit (reinventing the meaning of sharing and co living)
- Human rights of the elderly
- Active age-friendly attitudes (social life that includes and highlights the value of ageing)

● Recommendations for practitioners

On the part of the practitioners, cooperation is the key to effective care. Establishing meetings with all stakeholders, and especially with individuals in the target group, familiarises those involved with the reality and makes them more creative in finding solutions. To achieve this, those involved need to form a solid structure of cooperation in which needs are repeated and revealed, effective practices are highlighted and challenges are addressed collectively.