

Good Practice

Bienveillance et Prévention @DOM: connected tools to secure the home care of older adults

Detailed information on the Bienveillance et Prévention @DOM good practice, inspired by the Interreg Europe Good Practice template

1. Author contact information

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Are you involved in an Interreg Europe project? Yes

Please select the project acronym: **CARES: Remote Healthcare for Silver Europe**

2. Organisation in charge of the good practice

Organisation in charge: Association Soins et Santé Limoges

3. Good practice general information

Thematic objective of the practice:	Widespread use of innovative tools for medical care and diagnosis (easy-to-use tools that enable shorter time until diagnosis and possible treatment with the reduction of the number of hospital stays)	
Geographical scope of the practice:	Local	
Location of the practice	Country	France
	Region	Nouvelle-Aquitaine
	City	Limoges

Practice image



Image: GÉRONTOPÔLE Nouvelle-Aquitaine

Title of the practice

Bienveillance et Prévention @DOM: connected tools to secure the home care of older adults

4. Good practice detailed information

Short summary of the practice: Bienveillance et Prévention @DOM (Caring and Prevention @HOME) provides home automation, advanced remote assistance and artificial intelligence (AI) to help older people stay safely at home for as long as possible.

Detailed information on the practice:

Why?

The project stems from the observation that traditional home care assistance is no longer sufficient to ensure secure home support. Healthcare professionals cannot be available 24/7 for vulnerable individuals at home, and entering a nursing home involves costs and may be due to a lack of alternatives, with few transitions between home and the nursing home. Issues have also been identified upstream, such as higher risks of falls at home, solutions often ill-suited to seniors, and a lack of coordination among home care stakeholders.

However, there are now solutions that enable secure home support and enhance its reliability. The goal is not to replace professionals but to provide comprehensive support for the seniors by integrating home automation, advanced remote assistance, artificial intelligence, and home care. Bienveillance et Prévention @DOM offers alternatives to the limitations of home care assistance, making it an alternative to entering a nursing home. In fact, 90% of the French population was in favour of home care in 2016 (*source: Cour des comptes, 2016*).

Objectives:

To strengthen and extend the safe home care for seniors, support their relatives, coordinate professionals and reduce falls and their consequences for the older person.

Main stakeholders:

Association Soins et Santé (Limoges), IRIS Assistance and Telegrafik

For whom?

Older people who are losing their independence and wish to remain at home

Area:

City of Limoges

What is it for?

- Personalised projects for each older person: prior to implementation, the needs of the senior and their relatives are assessed, any frailty is identified, an occupational therapist is consulted and the older person agrees. The final decision on admission is made after a meeting with the patient and a

review of his or her file by a dedicated committee, which includes the patient's GP.

- The system is based on a number of different elements, including care, support, coordination and technology.
- It involves advanced remote assistance with fall detection through home-based sensors (bed sensors, fridge sensors, light paths, etc.). A monitoring centre provides 24/7 alerts if necessary.
- An application is available for relatives to remotely monitor and access all available information.
- Among the connected devices are motion sensors and geolocation devices: vital signs measurement devices through connected e-health solutions.
- AI will analyse all these sensors and identify lifestyle patterns to predict risks and anomalies (visible via a portal). To predict major risks that may occur to the seniors, there is a collaboration with "Présage": a digital medical device for predictive telemonitoring of loss of autonomy and the risk of hospitalisation.
- This project has an average duration of 18 months (per person). At the end of the project, attention is paid to monitoring the situation.

Steps:

- Bienveillance et Prévention @DOM started as a pilot project from 2021 to 2023, funded in response to the Silver Economy call for projects of the Regional Council of Nouvelle-Aquitaine.
- It became a Local Resource Centre (CRT) in September 2023 thanks to a Call for Interest from the Regional Health Agency of Nouvelle-Aquitaine. *>A Local Resource Centre, created by the French Social Security Financing Act in 2022, will enable older adults to age in their own homes for as long as possible, thanks to enhanced support at home when the help or care services already on offer are no longer sufficient.*
- Thanks to this transformation into a CRT, there are facilities for tele-expertise with nursing homes in Limoges, the use of the Consult Me application, and the listing of referenced doctors. It aims to provide enhanced support to make home care more sustainable.
- It is now expected that the number of individuals under care will increase with the CRT. In the future, the idea is for other CRTs to be set up and to work together.

Timescale (start/end date): Since October 2021/ongoing

Financial resources:

Resources needed:

- For the first two years, the pilot project received a support of €140,000 from the Regional Council of Nouvelle-Aquitaine.

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- Today, the funding for the project is provided by the Regional Health Agency of Nouvelle-Aquitaine via funds from the Health Insurance.
 - Depending on the services provided, a financial contribution may be expected. National assistance may be available to finance certain services.
 - The services are free for the senior. At the end of it, if they wish to continue, the cost is around €60 per month (50% of which is covered by the national assistance plan and 50% by the tax credit).

Human resources:

- A project with innovative medical and social actions in conjunction with all the partners involved: Emergencies, Hospitalisation at home, Regional Health Agency, General practitioner, home care services

Material resources:

- Connected devices: motion sensors, fall detection wristbands, transmitters, door opening detectors, smoke detectors, smart glasses, geolocation devices, etc.

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- 360° support for the older persons. The combination of gerontechnologies alongside carers strengthens support and security at home.
 - Support from various sources including care, support, coordination and technology
 - Collaboration with all the local stakeholders involved in home care, healthcare teams and companies offering AI solutions
 - 12 older people have been monitored to date. This experimental project has just been extended with the creation of a new Local Resource Centre which will support 30 patients in Limoges.

Evidence of success (results achieved):**Benefits for seniors losing their independence:**

- Being able to age and stay at home in greater security, with the added support of technology and home automation.

Benefits for the family:

- Relief through care for the person being helped
- Being reassured
- Possibility of non-intrusive remote monitoring to ensure that everything is going well at home via an Iris Bienveillance application

Benefits for professionals:

- Better coordination between all the players involved in the care of the person being cared for and their relatives
- Care for the senior citizen by each professional at the best time, i.e. in a preventive manner with continuity of support for the person concerned
- Relying on technology and home automation to ensure the safety of the person being cared for at home
- Providing better support by increasing the use of technology in the home, so that carers can intervene more effectively

Benefits in terms of public health and for funders:

- Improving prevention through predictive and preventive solutions
- Reduction in falls, hospitalisations and the overall cost of caring for a senior at home
- Sharing and coordinating digital information in line with the national roadmap

Challenges encountered

- Funding difficulties at the start of the experiment

Bienveillance et Prévention @DOM is a practice that could be transferred to other regions thanks to a number of success factors:

- The approach of carrying out **personalised projects** by assessing the needs of each older person, considering their fragility, and involving healthcare professionals enables specific adaptation to individual needs. This approach could be replicated in other territories to ensure tailored care for each individual.
- The use of **home automation, advanced remote assistance, and artificial intelligence** represents a modern technological approach to ensure the safety and well-being of the seniors. These technologies, including connected sensors and AI analysis of lifestyle patterns, could be adopted in other territories to improve the quality of care and monitoring for the seniors.
- The availability of an **application** that allows **relatives** to monitor remotely and access all relevant information offers a family support dimension. This feature allows relatives to become involved in the well-being of the seniors.
- The integration of **artificial intelligence** to analyse sensor data and predict potential risks constitutes a proactive approach. This use of AI may inspire other territories to explore similar solutions to anticipate the healthcare needs of the seniors.
- The creation of an **extranet portal** for project monitoring, consolidating various information such as daily activities, alerts, and health data, provides a centralised and transparent

Potential for learning or transfer:

approach. This tracking methodology could be adapted in other territories for effective home care management.

External website:

<https://www.soinsante-limoges.com/crt-centre-ressources-territorial/>
