



TELEGRAFIK

Ageing well in Retirement Homes and at Home

Which innovative technologies for what added value ?

EXECUTIVE SUMMARY

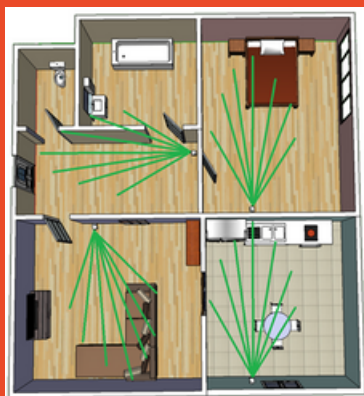


The number of dependent people will double in France by 2025, greatly accentuating the challenge of preserving the autonomy of our senior citizens. A specialist in connected Smart Care solutions since 2013, with several thousand beneficiaries and more than 20 establishments equipped, TELEGRAFIK conducted this study to qualify the contribution of new technologies in the ageing well sector :

How can connected solutions help to better support older people throughout their ageing process and support the work of professionals in the sector ?

➤ THE CONNECTED SOLUTIONS TESTED IN THIS STUDY :

- ▶ Call terminal
- ▶ Medical emergency
- ▶ Motion sensors
- ▶ Sensors for doors opening and closing
- ▶ Smartphone application



Typical configuration in a home

Otono-me Residence & Home Service

With 4 motion sensors, 1 sensor on the door of the house. The application can also send notifications that can be configured by relatives. The beneficiary's life habits are learnt over a period of 1 month by Artificial Intelligence. Immediate operation after installation and hardware activation.

➤ THE SCOPE OF THE STUDY :

- 340 beneficiaries
- Equipped with the device between 2016 and 2018
- 75 % women
- 70 % over
- 80 years old
- 17 % in a retirement home, 76 % at home
- Degree of dependency: mainly GIR [French dependency scale] level 4
- 71% have 2 or more caregivers
- Spread over 10 French departments, mixing rural and urban areas

➤ 5 TYPES OF BENEFICIARY PROFILES :

- Refusing to wear the medical emergency
- medallion
- Cognitively impaired Returning from hospital
- Affected by a disability
- Relatives would like to see a complete
- security system put in place for them.

1 THE NEEDS EXPRESSED

By the beneficiaries



- Living safely at home
- Being rescued in case of a fall
- Not making any changes to daily life

By caregivers



- Being reassured about my loved one's
- condition Monitoring my loved one's activity
- Being informed of the actions of professionals

By human services professionals



- Remonter toute situation anormale
- Savoir où se trouve le bénéficiaire
- Tracer les informations et se coordonner

By the operating professionals in retirement homes



- Retaining residents and preserving their
- independence Lightening the workload of the staff
- Attracting new tenants and standing out from the competition

➤ ACTIVITY ANOMALY ALERTS

One off - **Rescue**

The software can clearly distinguish medallion support and automatic activity alerts to allow the support team to adapt the response.

Example of a detected situation: a beneficiary spent 34 minutes in her bathroom on the night of 16 August, whereas she usually spends 20 minutes there.

The warden at the retirement home received an alert and was able to go and check that everything was okay.

> 197 anomaly alerts per month sent by the device on average to the support platform during the study

(i.e. 0.58 alerts per beneficiary per month).

Fall detection

The leading cause of death among the elderly, 20% of falls require hospitalisation.

> 3 alerts per month on average generated by the device during the study.

Some beneficiaries have fallen and have not been able to use their emergency medallion.

The Otono-me service took over and the beneficiary was rescued.

➤ WEAK SIGNALS

Over time - **Prevention**

The solution's algorithms detect behavioural changes, which are potential warning signs of weakening. They are used to identify a possible decline in the beneficiary's health status, on a scale of several days, weeks or months.

Delaying the move into a nursing home

Some beneficiaries were able to stay at home for an additional 6 to 12 months instead of moving to a retirement home.

Saving lives

The device was particularly helpful for people who were isolated, had few or no visitors and could not have been rescued quickly without unusual behaviour being automatically detected

"I thank you because due to the Otono-me service, I was quickly taken care of when I had a stroke in October. I'm glad because the sensors were very responsive and thanks to that, I don't have any paralysis today." Colette 73 years old



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ACCEPTANCE OF THE SERVICE

By the beneficiaries :

- **93% completely forget about the material**
- **83% say they have been more reassured** since they have had the service
- **70% of elderly people** who tested the trial version **wanted to set up a subscription in order** to keep the solution in the long term..

By the caregivers :

- **70% of family caregivers say that they feel reassured**

➤ USING THE OTONO-ME APPLICATION

The daily activity screen is the preferred section of 93% of caregivers.

User Profiles:

- Occasional
- Weekly
- Daily

30% connect every month.

The "Personalised Notifications" screen allows the caregiver to create SMS notifications based on what is most important to them regarding their loved one's activity.

95% of beneficiaries agree that relatives should have access to the application.

Strengthening the social bond

Feedback has shown that when the caregiver connects to the application and discovers behaviour that does not seem "normal" , they will call the person to talk about it and finally start a more general conversation. In this way, the information is transformed into a "reason" for calling and will therefore help to encourage the link between the elderly person and their family.

CONCLUSION

This study, based on 3 years of projects carried out with 340 beneficiaries, has shown that innovative technologies, with devices such as Otono-me tested here, are well accepted by pensioners and their caregivers.

They contribute directly to an improvement in 4 key points of ageing well in a retirement home or at home

- Safety, especially in the prevention of falls and dizzy spells.
- Peace of mind, both for pensioners and their loved ones, thanks to the smartphone or computer application.
- Coordination between the actors intervening with the beneficiary.
- And finally the stimulation, because the alerts and the application both generate more contact between the elderly person and the caregivers which provides a lot of incentive for discussion.

Faced with the major challenge of enabling the elderly to age in their own homes in good health, happy and supported by family, the new digital tools therefore introduce real added value. They complement the human assistance provided on a daily basis to frail people and are at the service of a better quality of service and coordination between all these essential actors.

tech! care !

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