

# I-STAY@HOME

ICT Solutions for an Ageing Society



INTERREG IVB

Developments 2014



## THE TASKS

**The project will run from 2012 till 2015.** During this time, the partners will together deliver four phases of work:

1. Identify and consider the core concerns of older and disabled people in terms of their ongoing independence at home (2012).
2. Make a pre-selection of affordable ICT based products and services that are currently available (2013).
3. Live test the selected solutions in about 200 homes of tenants from the participating housing organizations (2014).
4. Publish details of the products and services via a database platform to make them better available for the elderly tenants and housing providers.

## THE MISSION

People across Europe are living longer now than ever before and the distinct needs and concerns of older and disabled people as members of society is an increasingly important topic for governments and service planners.

I-stay@home (ICT SoluTions for an Ageing societY) involves housing providers as well as technical partners from North West Europe and aims to identify, select and test a range of affordable ICT (information communications technology) solutions that can help older people to continue living independently in their homes.

The consortium partners are emphasizing aspects such as safety, health and comfort when evaluating products and services, in addition to energy consumption and communication.

The project partners believe that a being supported at home should be possible for all, irrespective of income or economic background. Affordability is therefore another important criteria for all devices, services and solutions that are chosen for testing.



# PROGRESS 2014

## BRINGING SOLUTIONS AND SERVICES INTO TENANTS' HOMES

The third of four phases of the I-stay@home research project has officially commenced. Tenants are now testing a range of selected ICT solutions and products in their homes. It will culminate in a rigorous monitoring and evaluation exercise to determine the extent to which these solutions can aid independence in disabled and elderly people.

So far the recruitment and retention of tenants in the pilot have gone very well even though partners experienced some challenges. In order to maintain high levels of participation all partners had to develop a very close relationship with tenants. This was to mitigate the impact of the ubiquitous fear of the unknown associated with tenants testing new technologies in their homes. It was also important to work closely with tenants' friends, family, neighbours and carers to maintain the highest level of openness and confidence in the project.

Tenants participating in the pilot underwent two assessments before they were allowed to take part in the project. First, their health and support needs were assessed to determine which of the pre-selected products were best suited for their needs. Second, their dwellings were assessed to identify whether internet access and/or an additional ICT device (such as a tablet PC) would need to be provided.

Once the assessments were completed, we were able to move forward with the installation of the ICT components. The assessment and installation processes took just over two months to complete; four weeks to identify suitable participants and products, and another four to six weeks to complete all installations. After installation, tenants were trained to make use of products either in group meetings or individually at home, depending on their abilities and the products they selected. Participants also received quick start guides and phone numbers to call for support.

Tenants have been using the selected products for about two months now. Whilst there are the occasional technical glitches, on the whole the pilot phase is running smoothly.



Tenant being trained to use the tablet PC.  
(Source: Le Foyer Rémois)



Tenant at home with remote door opener.  
(Source: Rheinwohnungsbau GmbH)

## FIRST EXPERIENCES



Exchange of experiences among participants  
(Source: Joseph-Stiftung)

The initial feedback from tenants are collected eight weeks after the completion of the installation and training. It is important to carry out this exercise at this stage so that we can determine very early on the products tenants like the most or do not like; the ones they find easy to use or have difficulties with in order to provide the necessary support.

On the whole tenants are quite happy with the products that they are testing. They have had some time to become familiar with them and some tenants are already requesting more functionalities or are trying new functions out on their own.

Crucially for the project, some tenants are already reporting that the solutions are making a material difference in their lives. Tenants are reporting that these solutions are definitely helping to increase their independence, safety and/or health awareness.

*"This is actually really great. I can turn on the light to the hall and bathroom before I get up! That can be a real struggle in this walker."*

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*British resident*

*"There is nothing I can do to break this tablet, I can't go wrong. So I can try anything out and see what all I can do."*

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*German resident*

*"I always struggled to open the door in time for the delivery man. Most of the time I was too late. Now I can talk to him through my tablet PC and let him in!"*

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*Dutch resident*

*„It is just so simple...“*

-

*French resident*

The final results of the evaluation will be shared with the public at the

**Final I-stay@home conference: 24th June 2015, in Brussels**

## THE I-STAY@HOME ICT-PLATFORM

The I-stay@home platform is also being developed. It will look to bundle together independent ICT solutions developed for disabled and/or elderly people, integrating their user interfaces and making them as accessible as possible.

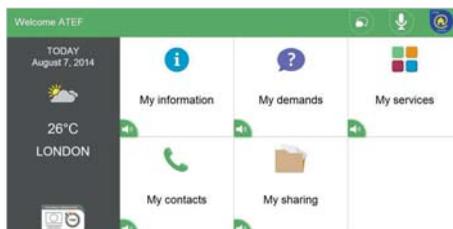
Tenants will also be able to use the platform to contact their housing organisation or neighbours whom are also participants in the I-stay@home pilot. They will be able to broadcast messages to all participants, or communicate with specific users via private messages, audio or video chat. It is interesting to monitor the acceptance of these tools as many participants have never used anything other than a telephone for communication.

Tenants can also find out more about supporting products by using a link to the online I-stay@home product catalogue, or even send specific inquiries directly to the I-stay@home team.

The platform is developed for web-based access and as a result the installation effort on tenants' tablet PCs is minimal. Tenants would obviously need access to the internet and use a simple one time only log-in procedure.



Tenant testing the I-stay@home platform  
(Source: Stichting Woningbeheer Betuwe)



I-stay@home platform menu

*"I like the notice board to get in contact with the other I-stay@home users. It is really fun when they answer to messages but it takes me such a long time to write them."*

-  
German resident



Videochat function

## THE PARTNERS

**Lead Partner: Joseph-Stiftung**, Bamberg, Germany

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**De ideale Woning c.v.**, Antwerp-Berchem, Belgium

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**Foundation Smart Homes**, Eindhoven, The Netherlands

**Habinteg Housing Association Ltd**, London, United Kingdom

**Le Foyer Rémois**, Reims, France

**Rheinwohnungsbau GmbH**, Düsseldorf, Germany

**Stichting Woningbeheer Betuwe**, Lienden, The Netherlands

**SOPHIA living network GmbH**, Bamberg, Germany

**Vilogia**, Villeneuve d'Ascq, France

**Volkshaard cvba**, Ghent, Belgium

**De Woonplaats**, Enschede, The Netherlands

### **Subpartners of Aareon France:**

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**Isen Ecole d'Ingenieurs**, Lille, France

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