



Care about Care: New concepts combine care and digitalisation

Long-term care and support for older people living at home are facing major challenges, both on the supply side (a shortage of care workers) and the demand side (an increasing number of people in need of care). New concepts are needed - with the project "Care about Care", the FH Wiener Neustadt, the WU Wien, ilogs mobile software GmbH, and the Hilfswerk Niederösterreich, together with European partner organisations, have set themselves the goal of improving the system of professional home nursing with the aid of communication technology.

Wiener Neustadt, 1 July 2021 - More and more people share the same wish: to spend their retirement at home. In many cases, however, this very idea represents a major organisational and financial burden - home care is not only time-consuming, but usually also very cost-intensive. As age increases and health deteriorates, home care becomes more and more demanding, even with professional support.

The European AAL project "Care about Care", led by the University of Applied Sciences Wiener Neustadt with project partners from Austria, Luxembourg, Belgium and Switzerland, has therefore set itself the goal of supporting the ecosystem of professional home care (caregivers, people in need of care, caring relatives, care organisations, providers of software and AAL solutions) by breaking new ground in cooperation and information exchange. The development and combination of ICT solutions (information and communication technology) should solve this problem in the long term.

Spatial independence

In the project, which is planned to run for two and a half years, processes are being developed that should make things easier for both caregivers and relatives as well as for the people being cared for. For example, it is possible for professional carers, and also therapists to instruct family carers via "remote" communication. For this purpose, so-called augmented reality glasses could be used which would lead to professionals and family carers having the same view of the people they care for.

"This solution would have the advantage of spatial independence - that is, a therapist would no longer have to travel to all her patients, but could carry out her work from anywhere. Another plus point of this model is the elimination of both the travel time for professional caregivers and the potential risk of infection for patients or caregivers," explains project manager Cornelia Schneider, who is developing the technologies for this with her team.

In addition to the information exchange, the project also focuses on the knowledge transfer between members of the nursing network. A "Care Cockpit" developed by the company ilogs is to become the virtual information hub for this.

Information and communication technology as a gamechanger

What at first glance sounds like a simple solution to implement actually requires a whole series of preparation and tests. Information and communication technology play key roles in the planning of new systems. "Our technical possibilities are becoming more diverse every day - on the one hand, this is of course very positive because it broadens the scope, but on the other hand, it is all the more important to shed light on many different aspects in the planning process so that the technical infrastructure ultimately meets the needs of all stakeholders accurately," Schneider explains.



Evidence-based technical development

To achieve this goal, all those concerned in the care process are involved in individual project phases. The solution is thus developed step-by-step in terms of user requirements, functionality, technical maturity and market potential. Usability and user experience are essential, especially with an older target group, so the solution development is being assisted by the Eichenberger scenography design team. In order to obtain meaningful evaluation results, a randomised, controlled trial will be conducted in three countries (Austria: Hilfswerk Niederösterreich, Luxembourg: Stéftung Hëllef Doheem and Belgium: Senior Living Group). The accompanying evaluation, led by WU Vienna (usability, acceptance, user behaviour, functionality and effects) should provide information about market barriers and market suitability. The business model for the solution is being developed by the Austrian company ilogs and the Belgian Distrac Group.

Project partner organisations in “Care about Care”:

- ilogs mobile software GmbH (Austria)
- Eichenberger-Szenografie (Switzerland)
- Vienna University of Economics and Business (Austria)
- Hilfswerk Niederösterreich (Austria)
- Senior Living Group (Belgium)
- Stéftung Hëllef Doheem (Luxembourg)
- Distrac Group (Belgium)

Sponsors of the project “Care about Care”:

- Active Assisted Living Programme
- Austrian Research Promoting Agency, funded by the Austrian Ministry for Climate Action, Environment, Energy, Mobility, Innovation and Technology
- Agentschap Innoveren & Ondernemen
- FNR - Luxembourg National Research Fund
- Innosuisse – Swiss Innovation Agency

For further information please contact:

Mag. Johannes Dosek
Press contact FH Wiener Neustadt
T. +43 2622 | 89 084-125
M. media@fhwn.ac.at

The University of Applied Sciences Wiener Neustadt.

The University of Applied Sciences Wiener Neustadt is one of the top educational institutions in the country and is a shaper as well as a role model in the domestic UAS sector. By means of practice-oriented education, international networking and innovative research work, sought-after personalities are trained. The University of Applied Sciences Wiener Neustadt currently offers a total of 40* degree programmes in the five faculties of Business, Engineering, Health, Sport, and Security at its four sites in Wiener Neustadt, Wieselburg, Tulln, and Vienna. This opens up a wide range of career prospects for its more than 4,000 students. 440 employees and around 1,330 lecturers ensure the high practical relevance of the education and modern and efficient teaching.



**FACHHOCHSCHULE
WIENER NEUSTADT**
Austrian Network for Higher Education

The University of Applied Sciences Wiener Neustadt has its own research company - FOTEC Forschungs- und Technologietransfer GmbH - and cooperates with around 100 partner universities worldwide. In addition to the ongoing further development of the study programmes and active networking through international cooperation, the new City Campus in the heart of Wiener Neustadt and the expansion of the Marketing & Sustainable Innovation Campus Wieselburg mark significant milestones in the development of Lower Austria as a science location.

* subject to accreditation by AQ Austria

fhwn.ac.at