

## Support independent living

# Improve quality of life for older people

## Integrate health and social care

Today, healthcare and social care services are usually delivered independently. This leads to inefficiencies, duplication of resources, and potentially to reduced levels of quality of care, and in extreme cases to premature death. Older people are particularly affected by this situation, since they often need both types of services, such as support with daily living activities and chronic disease management. At the same time, the potential of Information and Communication Technology (ICT) to support integrated service delivery remains largely unexploited.

Against this background, CommonWell aims to support high quality independent living and well-being for older people across Europe by integrating ICT-based services across provider organisations on open platforms.

10 partners are co-operating in the project, supported financially by the European Commission, to deliver ICT-enabled health and social care services in four Member States. The integrated services are to support the effective management of chronic disease, and to address issues which affect independence, such as reduced agility, vision or hearing, in order to significantly improve the quality of life for older people and their families.

*“This is an important project for the EU because it addresses the challenging issue of interworking between social services and health care. We support projects like CommonWell to get the results of innovative new technologies and services to consumers faster.”*  
**Paul Timmers, European Commission**

# Integrate health and social care...

## the CommonWell approach

CommonWell aims to overcome the multiple communication gaps that separate health and social care service provision in many Member States of the European Union and elsewhere. ICT-supported, integrated social and health care services are being delivered at four sites in Europe: Andalucía in Spain, Bielefeld in Germany, Veldhoven in the Netherlands and Milton Keynes in the United Kingdom.

At two sites (Andalucía and Bielefeld), platforms and services focus mainly on supporting independent living of older people, while Veldhoven and Milton Keynes focus on the management of prevalent chronic diseases.

To this end, both client-facing and inter-organisational services are developed in close co-operation with older end-users and professionals. The services are tested over a 14 month evaluated pilot at the four sites.

The total cost of CommonWell is some €5,360,000, half of which is funded under the European Commission's CIP programme while the other half is born by project partners. By contributing to a better understanding of the benefits and costs of integrated care service provision, the project will support major policy initiatives in this field at European and national level.



### A common architecture

As leaders of CommonWell technical work, Tunstall is building on its experience with the Continua Health Alliance to pilot new and innovative approaches to the management of a wide range of long-term conditions, employing open system architectures.

Tunstall's experience in the field of elderly care provides CommonWell with valuable understanding of market demands and the capability to adapt solutions to a wide range of different cases.

The Commonwell technical partners have developed an architecture model for convergence between social and health services, supporting older people and those with long-term conditions to live independently and lead fulfilling lives.

In line with the key CommonWell objective of providing evidence on the benefits of mainstreaming telehealthcare solutions throughout Europe, innovative and flexible solutions are developed for each site, responding to market and service organisation demands.

### The main technology themes are:

- Telehealth and telecare
- Telecare sensors
- Service-Oriented Architecture
- Open system interfaces (Continua compliant)
- PSTN and internet delivery
- Structured (XML) and unstructured dialogue
- Integration of mature solutions
- Migration to emerging technologies

## ...support independent living

# Improve quality of life for older people... the CommonWell sites

## Andalucía, ES

In Andalucía, FASS – as a non-profit organisation of the Andalucía Government – is responsible for the provision of social care and independent living services, and operates the largest telecare service in Europe. EPES is the Andalusian emergency health service provider, responsible for emergency calls from users in the whole region, providing emergency health care to 8 million inhabitants.

The CommonWell project will provide FASS users with a high quality service by integrating the information from both emergency and social care services into one common platform. Integration includes voice and data transfer, enabling faster response in emergency situations, and enabling citizens with need for social care identified by EPES to be put in contact easily via FASS with the appropriate social services.

## Milton Keynes, UK

Milton Keynes Council and Milton Keynes Community Health Services (PCT) are working together to develop effective ways of helping people in the community who are managing with a chronic and unstable long-term condition. The aim is to reduce unnecessary admissions to hospital and to facilitate early supported discharge from hospital following an exacerbation of chronic obstructive pulmonary disease (COPD).

Telehealth readings are monitored on a daily basis and critical information is passed to a named clinician who is able to facilitate early intervention and prevent a rapid deterioration which could lead to an unnecessary admission to hospital. CommonWell is enabling health and social care data to be integrated to provide more comprehensive and complete patient information which can be used to deliver a more joined up and responsive service.

## Bielefeld, DE

The CommonWell approach is being applied to two gaps in service provision for older people at German care provider Johanneswerk in Bielefeld. The first relates to response to social alarm calls in emergency situations at home. The second relates to needed improvement in the effectiveness of co-operation between social care and health care providers on admissions to hospital, and subsequent discharge.

Overall, co-operation between social alarm centre, emergency call centre, rescue co-ordination centre and hospital is improved. Ambulance crew and clinicians are able to act more effectively, adverse effects of emergency medication can be avoided and care providers are continually in the picture about the location of their clients. A positive side effect is the increased sense of security of older clients living alone in their flats.

## Veldhoven, NL

PoZoB and Smart Homes work together to integrate social and health care in Veldhoven, focusing on patients with chronic heart failure. The general practitioner, a nurse practitioner and a case manager at a call centre work closely together, in order to provide much more integrated medical and social care. The patient has a single point of access, and a single telephone number, to obtain support on medical and social issues. To respond in a timely fashion to exacerbation of heart failure symptoms, these patients are equipped with telehealth monitors.

The goal of the pilot is to improve communication between care providers, to integrate social and health care and to improve health outcomes for patients, particularly those with chronic heart failure.

...across Europe

## Implementing real-life services...

# the CommonWell pilots

The CommonWell services are being piloted at the four sites for a period of at least twelve months. The necessary equipment is installed in the homes of the users and at the service centres of the care provider partners. Service delivery processes at the providers are adapted and end-users as well as carers are familiarised with the new CommonWell platform and services.

The evaluation of the pilots promises to gain a better understanding of the new services' added value, user benefits and acceptance, quality of life impacts and economic viability.

The evaluation is a core element of the project and is designed to be as rigorous and robust as possible. It takes into account the nature of the services to be implemented as well as the diverse national care systems, the regulatory and legal conditions, and the local circumstances under which services are delivered.

The evaluation encompasses the different stakeholder groups involved: end users; informal carers; formal health and social care staff and the provider organisations. A multi-dimensional and multi-method approach has been adopted which can be flexibly applied across sites.

## Teamwork...

# the CommonWell consortium



Empresa Pública de Emergencias Sanitarias  
CONSEJERÍA DE SALUD



Evangelisches Johanneswerk e.V.

Einrichtungen der Diakonie



Zorg is maatwerk



Fundación Andaluza de Servicios Sociales  
CONSEJERÍA PARA LA IGUALDAD Y BIENESTAR SOCIAL

### Information and contact

For more information visit the **CommonWell** website at: [www.commonwell.eu](http://www.commonwell.eu)

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