

The Service User and Carer Portal

The Service User and Carer Portal is a project developing E-services in elderly care in co-operation with the users. Those E-services can be used in other areas of the health and social care sector.

The users have taken part in the various stages of the development of the services, from design to implementation and testing. Four workshops were carried out at the beginning of that process, including different partners who were either potential users or who had a good understanding of the users' needs. The four groups were:

- Families of elderly people
- Families of children
- Care workers
- Administrative workers and nurses

The outcome of every workshop was a list of priorities about the needs of the elderly and their families, which became the following services: "My day", "Follow up the costs", "What's on", "Meal planning" and "Contacts".

Those services were developed in the Service User and Carer Portal with a web and a TV interface. Tests were made during one year together with the families (web interface) and evaluated by the University College of Gävle, which showed that those services were considered by the users as highly valuable.

The tests for elderly people (TV interface) started in March 2009. The evaluation also showed that, to meet their needs, yet another service was called for by the users: a notice board. With that service, the users will be able to leave and receive messages from various care providers.

Further developments in 2009 will involve other cities and other types of care providers. A local health care centre will work on integrating their booking system in the portal to make information about visits from doctors and nurses available.

Pre-studies will be made at nursing homes to find out the needs for documentation, planning and reporting of the activities carried out. We will do needs analyses together with the users to see which technology can make those activities easier, more efficient and better quality-assured.

The outcome will not aim at elderly care only, but will also be applied to other areas of the health and social care sector.

Since that work is done together with the users, further development of new services must take their needs into account, which should be pointed out in the evaluation.

