

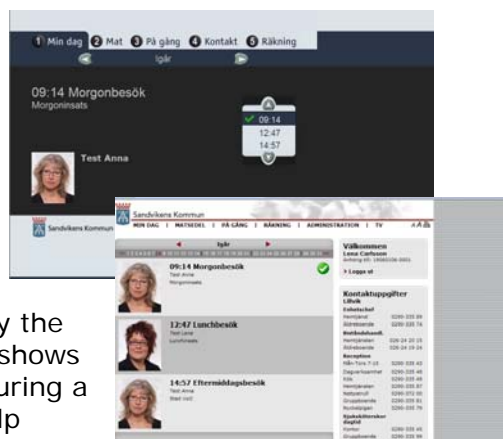
## The Service User and Carer Portal

The Elderly and their families must feel safe and be able to organise their everyday lives to make their staying at home possible.

In the portal they can not only see at a glance the tasks that will be or have been performed during the day by the local elderly care services but also get hold of important information, which helps them feel safe and organise their everyday lives.

### "My day"

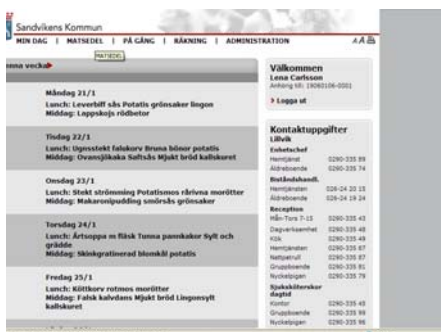
With "My day" the users can easily keep track of the home help service visits: who will come (their picture), at what time and what tasks they will perform.



Those visits can be cancelled by the elderly or their relatives which shows immediately on the screen ensuring a safer planning for the home help service.

### Follow up the costs

The elderly can follow up their costs every month thanks to the data the personnel has entered in their mobile terminals.



### What's on

There they can see various activities they could be interested in such as gymnastic or outings

### Meal planning

The week's menu can be seen on the portal.

### Contacts

People in charge and their particulars

### Report

The personnel must at any time be able to get updated information about the elderly to perform a job that meets the demands of quality assurance. That information is to be found in the mobile phones they have with them during a working day. They register in those telephones the tasks they have performed or not.

### User-centred design

The project is based on user-centered design process which implies that the e-services are developed from the user's need.

The potential users are all along part of the development process and the services are tested in Lillviken, an old people's home in Sandviken.

Only people approved by the elderly have access to the portal and its contents.