

# Results from the co-design process are out!



## PRO.active CARE F.or U.sers L.ife

### Achieved!

In the last six months, **co-design process** has been conducted to engage key stakeholders in designing, implementing and scaling up a **proactive care model**, making it adaptable to different contexts in the pilot sites in the Central Europe area.

### How did we do it?

First, we explored **existing home care services** and people's experiences with them, revealing underlying unmet needs and challenges that could be addressed with a proactive model of care.

Then, we **co-generated** a sustainable, innovative hybrid home care model with stakeholders, defining its main features and requirements, while collecting feedback, ideas, and insights on ICT platform mock-ups.

### Our stakeholders:

- People aged 55 and over
- Informal carers
- Formal carers working in home care services
- Managers and Policy Makers
- Other Stakeholders from the third sector



Qualitative research methods were used to get an in-depth insights into experiences with care services and prototype the solution with end-users.

**Focus groups** have been conducted with people aged 55 and over, informal carers and formal carers.

**Open-ended questionnaires** have been administered to managers and policy makers and other stakeholders.

### Results

The co-design process highlighted important insights crucial for shaping an innovative hybrid home care model and the related solution. Among the key considerations are:

- Embracing the **diversity** of end-users, each bringing unique needs and varying levels of digital skills. User-friendly solutions are pivotal.
- Fulfilling Informal carers' needs for **clearer information** about services and facilitated **communication channels** with professionals and other people facing similar situations.
- Creating **efficient solutions** to respect the time constraints of formal carers

**If you are interested in co-design results click the link below to access our report!**

[Report](#)

### Partners



Polska Fundacja Ośrodków Wspomagania Rozwoju Gospodarczego „OIC Poland” w Lublinie

