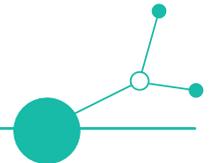


PRO.active CARE F.or U.sers L.ife

D.2.3.1 Report that presents the PROCAREFUL
5 Pilot actions done

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A. INTRODUCTION

The D.2.3.1 report that presents the PROCAREFUL 5 Pilot actions done is part of Work package 2 - PROCAREFUL pilot site implementation in 5 home care services in CE area. It was developed within the project PRO.active CARE F.or U.sers L.ife - PROCAREFUL (project no. CE0100187) and produced by project partner - OIC POLAND Foundation of WSEI University (OIC POLAND Foundation). The objective of this work package is to implement the action plan for deploying a hybrid proactive care model in selected pilot sites having 135 users target population engaged: 30 in Treviso (IT), 30 in Split (HR), 30 in Baden-Württemberg (DE), 15 in Log- Dragomer municipality (SLO) and 30 in Lublin (PL). This model actively involves care teams, users (including seniors 55+) and relevant local stakeholders, aiming to improve coordination and responsiveness within home care services.

This report presents the results of the implementation of the PROCAREFUL model into 5 home care services conducted over the past 9 months (including the recruitment process), from the beginning of September 2024 until the end of May 2025 and engaging a total of 165 seniors, 30 formal caregivers and 3 informal caregivers across all project partners' countries - Croatia, Germany, Slovenia, Italy and Poland.

The main aim of the piloting phase was to implement and test the hybrid care approach developed within the PROCAREFUL project, by applying the guidelines from WP1 "Advancing the uptake of digital innovation in home care by proactive-hybrid home care model adoption" across all pilot sites. This involved training local home care staff, delivering personalized home care interventions combining in-person and digital support and integrating technical tools for remote assistance, risk prevention and user empowerment. The pilot also aimed to actively involve informal caregivers, where relevant, to strengthen the continuity of care and support the achievement of individual cognitive and physical health goals.

The piloting activities were designed not only to test the usability and effectiveness of the PROCAREFUL app for seniors and corresponding platform for caregivers, but also to explore how digital tools can be meaningfully integrated into everyday care practices. Each pilot site followed a shared methodology while adapting its implementation to local needs, resources and participant profiles. In terms of formal & informal caregivers, their activities included onboarding and participation in training sessions, conducting the assessments on seniors, regular monitoring of seniors' activity, providing support for seniors in the form of interventions and conducting thematic workshops based on the shared structure that addressed key aspects of aging such as fall prevention, communication and cognition exercises. In terms of seniors, their main task was to incorporate the app usage into their regular, everyday routine, participate in the planned workshops and activities and give feedback.

This document provides a pilot-by-pilot overview of the implementation process, structured around key components such as pilot implementation preparatory phase, recruitment strategies, training sessions, technical setup, monitoring activities and participant engagement. The report focuses on the description of activities undertaken by the project partners during the pilot phase (what has been done, by whom, when and how). It is based on the data collected from the 5 pilot sites and based on the partners experiences as well as the "individual / group work with seniors" reports developed by each caregiver participating in the piloting with direct engagement of seniors.

Project partners involved in the implementation of the pilot actions:

- Institute For Older Care and Sheltered Homes, Italy
- OIC POLAND Foundation of WSEI University, Poland
- Association Mi, Croatia
- Wohlfahrtswerk für Baden-Württemberg, Germany



- Municipality of Log - Dragomer together with Anton Trstenjak Institute of Gerontology and Intergenerational Relations, Slovenia

The technical supervision of the pilot implementation was carried out by Britenet, which was responsible for providing initial trainings, technological support, monitoring the platform's performance and resolving reported technical issues.



B. PILOT TESTING IMPLEMENTATION

1. Preparatory phase

The preparatory phase across all pilot sites focused on ensuring the readiness of staff, tools and procedures before engaging with end users. Key activities included the organization of train-the-trainer sessions, training of formal carers in every pilot site, administrative preparations and the development of recruitment materials and pilot documentation (Ethics and Privacy Info Pack and annexes), monitoring mechanisms (regular online pilot implementation meetings). In each pilot site partner organizations deployed guidelines coming from Work Package 1 by:

- identifying and training the local home care staff that run the pilot site implementation based on the On-site Training Manual developed by Anton Trstenjak Institute of Gerontology and Intergenerational Relations
- receiving technical training for the senior's remote support, risk prevention and empowerment
- delivering a personalized set of home care interventions that were the combination of face-to-face meetings and video consulting aimed to calibrate individualized goal setting about cognitive functionalities and physical exercises based on a list of applications
- engaging the informal caregivers, if that could be connected in a twofold manner with the user and with the care providers supporting the health and social goals.

The project aimed at engaging following number of participants/seniors: 30 in Treviso (IT), 30 in Split (HR), 30 in Baden-Württemberg (DE), 15 in Log- Dragomer municipality (SLO) and 30 in Lublin (PL). Here are the numbers reached by the end of the pilot:

- Treviso (IT): 38 seniors, 4 formal caregiver and 1 informal caregiver,
- Split (HR): 32 seniors and 6 formal caregivers,
- Baden-Württemberg (DE): 32 seniors, 6 formal caregivers (4 external and 2 internal) and 1 informal caregiver,
- Log-Dragomer municipality (SLO): 17 seniors, 7 formal caregivers (5 external and 2 internal) and 1 informal caregiver,
- Lublin (PL): 46 seniors and 7 formal caregivers.

All participants engaged in the PROCAREFUL piloting activities signed the pilot documents including: 1) Project participation declaration, 2) Privacy note, 3) Use and Dissemination of images and videos and other relevant documents if provided by the home care site.

During the first, initial stage of the project, as part of the evaluation, the focus groups sessions were conducted in each pilot site.

Below is a summary of actions carried out by each pilot site:

Croatia

In Croatia, the preparatory phase centered around an online train-the-trainer workshop, focusing on equipping trainers with both theoretical knowledge and practical tools. This was followed by small-group in-person training sessions for caregivers in late August and early September 2024. Groups of 2-4 participants enabled a more interactive and personalized learning environment. These sessions were conducted in the national language, enhancing communication and participant engagement.



Initially, 30 seniors and 6 formal caregivers declared their participation by signing Project Participation Declaration and Information on data processing (GDPR).

Additionally, the focus group session took place on December 2nd, 2024, involving six senior participants. A facilitator guided the session, encouraging participants to share their experiences, needs and views about the ICT solutions within the PROCAREFUL model. A team member took detailed notes during the discussion. The collected information was subsequently analyzed and summarized in a report (period 4).

Germany

The WWBW pilot in Germany undertook a wide array of preparation measures:

- Organization of the train-the trainer session for formal caregiver, which was attended by 3 staff members from the Wohlfahrtswerk für Baden-Württemberg's Research and Development department.
- Development of flyers for participant recruitment, produced by the marketing department in mid-June 2024.
- Translation of the app and technical documents.
- Preparation of one-site training and Excel spreadsheets with coded/anonymized names for participant management.
- Establishment of anonymous email addresses for all participants in the project to ensure privacy and data protection. No one outside the PROCAREFUL team had access to real names of the project participants.
- Engagement of facility managers and contacts from previous projects (carers, senior citizens, associations, etc.) to aid recruitment.
- Presentation of the project to the Executive Board.
- An on-site training session for formal nursing staff was conducted on September 11th, 2024 to collect early feedback.

Documentation involved structured data collection and privacy protocols. The number of participants who signed the declarations included 32 seniors, 6 formal caregivers and 1 informal caregiver.

As part of the pilot preparation phase and the co-design process of the PROCAREFUL platform, the focus group sessions were conducted in Germany. These sessions aimed to involve participants early in shaping the platform to better meet their needs.

Slovenia

The Slovenian partner organized two-part training sessions for stakeholders, formal caregivers and 1 informal caregiver on September 12th and 16th 2024. For those unable to attend, individual sessions were arranged, including one on October 8th for a formal caregiver. Similarly, seniors received group and individual training on October 16th and 23rd. During these sessions, participants signed consent forms and data protection agreements. Documentation confirmed participation of 17 seniors, 5 external formal caregivers, 2 internal team members also acting as formal carers and 1 informal caregiver.

Additionally, two focus groups were conducted in December 2024. One included 7 older adults and the other involved a single informal caregiver, as only 1 informal caregiver was participating in the pilot. The sessions followed the method proposed by SHINE, beginning with an introduction followed by a structured discussion based on prepared questions. Participants shared their motivations for joining, liked aspects and additional feedback.

Italy

In Italy, preparation phase began in spring 2024, involving meetings between management figures from ISRAA and the Municipality of Silea, which collaborated with ISRAA in the pilot phase, to identify formal



caregivers. Thanks to this, 3 professionals on the ISRAA side and 1 from the municipality were directly involved.

In August 2024, the identified caregivers attended a train-the-trainer workshop. In September 2024, ISRAA organized a training session for the Municipality's social service employees, who were tasked with participants recruitment. This training focused on understanding the characteristics of the target group, pilot structure and timelines and the familiarization with the PROCAREFUL app to support participant onboarding. Additionally, an ISRAA professional took the role of informal caregiver and was trained on the model and on the application.

Documented participants included 38 seniors (age 65+), 4 formal caregivers and 1 informal caregiver.

Additionally, one focus group was organized during the initial phase of the pilot, involving 10 participants. The discussion centered on participants' first impressions, opinions and suggestions regarding the digital platform. The session was conducted following SHINE instructions and guidelines to ensure consistency and thoroughness.

Poland

OIC POLAND staff participated in the Train the Trainer online workshops and meetings organized by IAT on the August 8th and 9th, 2024. OIC POLAND Foundation continued training for the pilot site care teams over September and October 2024. With 7 formal carers finally recruited in September, dedicated training sessions were organized for them during the same month and into October to ensure they were well-prepared for their roles.

The training program consisted of 4 key meetings:

- **First Orientation Meeting (Online - September 11th, 2024):** This initial session introduced the formal carers to the overall project framework, objectives, and expectations. A major focus was placed on testing requirements, ensuring that carers understood the necessary protocols and procedures for project pilot testing phase and data processing.
- **Second Training Session (Online - October 3rd, 2024):** This session featured the technical team from Britenet, who provided a comprehensive walkthrough of the project's digital tools, including the platform and mobile application. The carers received hands-on guidance on navigation, registration, and key functionalities to facilitate their work efficiently.
- **Third Training Session (Online - October 10th, 2024):** This session concentrated on the senior assessment process within the platform and data processing. It covered cognitive and physical evaluation procedures, familiarizing the carers with the different tests integrated into the system. This training ensured that carers could correctly administer and interpret assessments for seniors.
- **Fourth Training Session (In-Person- October 28th, 2024):** Held at the Foundation's premises, this final session focused on administrative aspects, including project formalities and required documentation. Additionally, there was an in-depth discussion on organizing the MoCA (Montreal Cognitive Assessment) tests for seniors and the diagnostic process to ensure accurate and effective implementation. The methodology for involving and training seniors in the testing phase was discussed.

This comprehensive training ensured that carers were well-prepared for piloting implementation. Initially, 35 seniors and 7 formal caregivers were documented. As the piloting progressed in Poland, the group expanded to 46 seniors with 5 participants eventually dropping out. The piloting documentation developed by project partners was translated into polish language and all necessary agreements and declarations were collected from the formal caregivers and seniors participating in the pilot.

Additionally, one focus group has been held at the OIC POLAND premises on January 14th, 2025 and attended by 7 seniors and 1 carer.



Across all pilot sites, the preparatory phase was marked by a strong focus on training and target groups engagement. All partners successfully implemented train-the-trainer workshops, followed by localized training sessions for formal carers - often adapted to national contexts and delivered either online or in-person. Administrative readiness was ensured through the development of consent forms, recruitment materials, technical preparations (e.g., pilot documentation translations or online forms for participant registration) and privacy measures. While the specific timelines and approaches varied, all pilots managed to recruit and prepare participants effectively. In total, the preparatory phase enabled the onboarding of 154 seniors (which is 19 senior participants more than expected in the project application), including seniors, formal caregivers and informal caregivers, laying a solid foundation for the implementation phase to follow.

2. Recruitment strategy for end users

The recruitment strategies employed across the 5 pilot sites - Croatia, Germany, Slovenia, Italy and Poland - were tailored to the local contexts and resources available, yet all aimed at engaging the 3 key user groups: seniors (55+/65+), formal carers and informal carers. The recruitment approach combined direct outreach, community networking, events and digital communication, ensuring a broad and inclusive participation.

Croatia

The recruitment process for the pilot in Croatia began in early September 2024 and targeted seniors already participating in the Golden Age Centre's socialization program, which facilitated access to a motivated and engaged audience. It was carried out by the PROCAREFUL team and MI staff acting as socialization coordinators. To generate interest and reach a wide audience, various outreach channels were used, including direct contact with users, social media platforms (e.g., Facebook) and informational posters placed in community spaces.

Structured information & recruitment sessions were held on September 24th and 25th and October 3rd, 2024, combining presentation, formal start of the piloting activities, first-stage training on project's objectives and activities, as well as the initial assessment of seniors. The seniors were then evaluated individually by MoCA-certified experts and formal carers, who conducted individual evaluations to understand the specific needs and capabilities of each participant. Both assessments were conducted one-on-one, ensuring a personalized and respectful approach that helped establish a foundation of trust and understanding between the seniors and project staff.

Germany

WWBW employed various methods to recruit participants for the pilot. The recruitment process benefited from existing networks, including individuals involved in previous projects and partnerships with assisted living and day care centers. Thanks to our proven cooperation with the assisted living centre in a town near Stuttgart, we were able to recruit 7 participants, in addition to 5 participants from the day care centre in a town in the district of Tübingen. Senior citizens who had previously participated in other projects were informed about the new initiative and asked if they would be interested in joining. WWBW managed to enroll 9 out of the 30 participants this way. Flyers were distributed via mobile service centers, and the project was promoted at public events such as the digital pretzel breakfast or sitting yoga in an institution.

Recruitment also occurred through word-of-mouth and peer encouragement. This informal yet diversified strategy led to the successful engagement of participants across multiple locations.



Slovenia

The initial recruitment of formal carers faced delays due to lack of availability from the local public care provider - in the Municipality of Log - Dragomer (Pristan) due to being overworked, a lack of time and staff shortages. Instead, a partnership was formed with private care organization Junaki na domu, which provides paid care services, enabling successful engagement of formal carers. This organization connected the partner further with their subcontractors: Zavod AS, the DEOS retirement home, Kalissi and the Institute for Home Care and Assistance (Petra Potočnik, s.p.).

Seniors were recruited via direct contact in person, via phone and email, distribution of brochures at community events and municipal office. Municipality of Log used the database of seniors that was developed within another project that they implemented. The formal caregivers who joined the project also contacted certain older individuals and encouraged them to participate.

Recruitment of informal caregivers was limited. A few seniors initially considered participating as informal caregivers but ultimately chose to join the project as senior users. 1 informal caregiver - a municipal employee caring for a family member - joined the pilot.

Italy

Seniors were enrolled in 2 waves - first in September 2024 and second in December 2024 - January 2025 - undergoing an individual assessment (1.5 hours) led by 2 psychologists. It included MoCA test and questionnaires provided by the platform. Technical onboarding was conducted in small groups, ensuring digital inclusion. During these 2 sessions, the project, its goals and activities were introduced, with particular focus on the application, its features and usage.

The first phase of recruitment took place between September and November 2024 and was launched with a public event to disseminate the initiative. To carry out the training, participants were initially divided into 2 groups of around 15 people in order to ensure greater effectiveness. 3 professionals assisted participants in installing the app on their mobile phones, followed by a series of guided exercises to familiarize them with its functionalities and know each other.

A second phase of recruitment took place between December 2024 and January 2025, involving people who expressed interest in joining the project. These participants underwent the same 1.5h hours assessment process after which the app was installed on their mobile and explained. Professionals monitoring was ongoing, facilitated by email notifications and regular consultation on the platform.

Between February and April 2025, seniors were contacted again either by phone or in person to redefine individual goals.

Recruitment was supported through a wide-ranging communication campaign: social media, newsletters, flyers and posters. The flyers contained information on the pilot and the invitation to participate and were distributed directly in the mailboxes of some remote streets of the Municipality. The posters were created and hang in places of interest such as pharmacies, general practitioners or some commercial shops in the area. The ISRAA and Municipality of Silea websites and WhatsApp channels were effectively used to reach residents, particularly in remote areas.

Poland

In Poland, preparation for the local site implementation started with establishing relevant collaborations with local home care providers to recruit carers and then seniors to the piloting programme. OIC POLAND Foundation has engaged with the Complex of Support Centers in Lublin to explore the model's implementation at a pilot site (prior they were engaged in the focus groups and co-design sessions). The recruitment documents and message were distributed to the management of ZOW which later was shared with its employees. In addition, on August 27th, a meeting with the management and some formal carers was organized to discuss the piloting phase and recruitment.



In addition to maintaining this collaboration, OIC POLAND Foundation reached out to the WSEI University, which offers nursing, physiotherapy, psychology programs and an MBA in Healthcare Management, with some students already working in the senior healthcare sector. The connection with a member of the Senior City Council of Lublin, who is involved in a senior club and other organizations serving the elderly (Foundation of Christian Culture ARTOS) were established.

In addition, on August 23rd OIC POLAND Foundation held an online meeting with the director of the Foundation MKW Pomagamy which is a non-governmental organization established in 2019, working for the benefit of seniors and dependent individuals. It assists its beneficiaries through both in-person and remote care, as well as by organizing workshops and group outings for senior club members. The primary focus of recruitment was to engage formal carers first, who could help to involve the informal carers and the seniors.

At the end of August, OIC extended the promotional efforts, opening recruitment of carers to the public. The promotional campaign efforts were intensified: <https://www.oic.lublin.pl/aktualnosci/testowanie-platformy-procareful-rekrutacja-opiekunow-formalnych/>

As a result of these activities, OIC POLAND has recruited 7 formal carers to participate in the pilot testing programme. Each of them was fully responsible for recruiting min. 5 seniors for piloting meeting the testing requirements and completing the pilot testing documentation from them. The declarations and consents were collected from the seniors willing to participate.

All pilots employed a multi-channel recruitment strategy, combining institutional partnerships, community outreach and digital promotion. A phased approach - starting with formal carers, followed by seniors and informal carers - was most common. Personal relationships and direct communication were found to be highly effective in building trust and encouraging participation.

3. Profiles of the seniors in piloting

The profile of seniors participating in the PROCAREFUL pilot across the partner countries reflects a diverse yet comparable demographic and living context. Below is a consolidated overview of the main characteristics observed.

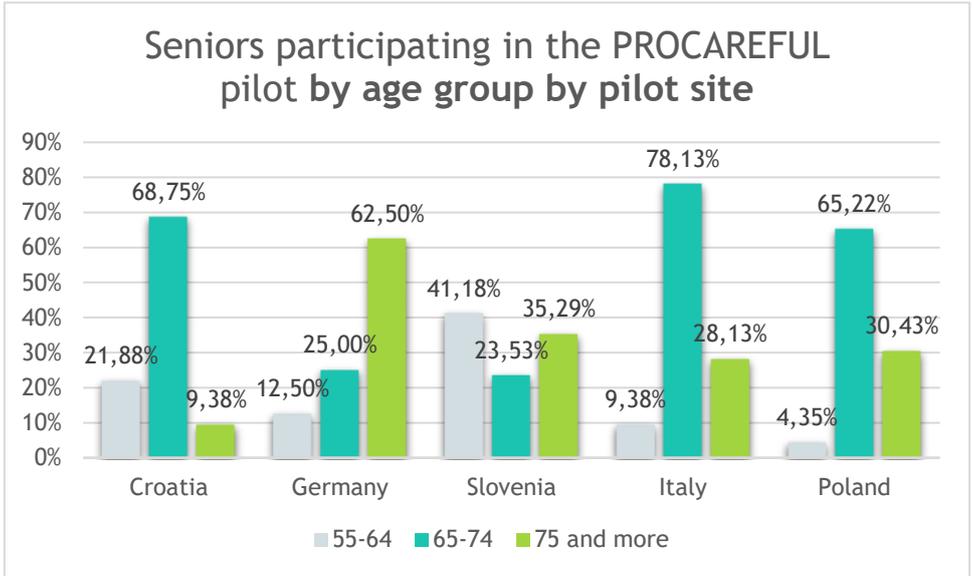
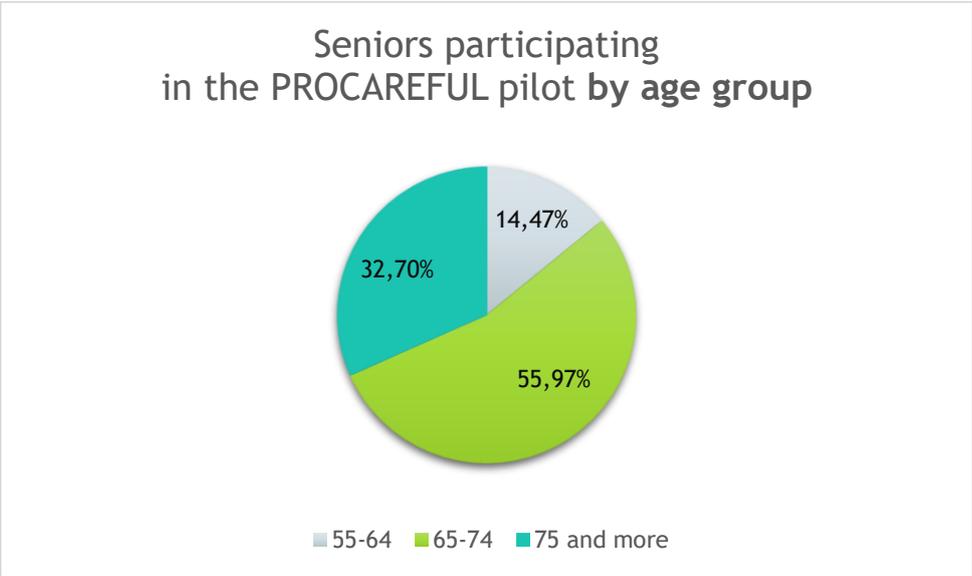
Age Range

The majority of participating seniors – 90 out of 165 (56%) – were aged between 66 and 75. This age group was the most common in Croatia, Italy and Poland, where it accounted for over 65-78% of participants in each country. In Germany, the age distribution was notably higher, with more than 62% of participants aged 76 and above, what was in line with WWBW's expectations from the beginning of piloting. Overall, seniors aged 76-85 made up 32,7% of all participants across countries (52 people).

In contrast, Slovenia had a younger participant profile, with 41% aged between 56 and 65. This age group represented 14.5% of all seniors involved in the piloting (23 people).

The average ages of participants in each country were as follows:

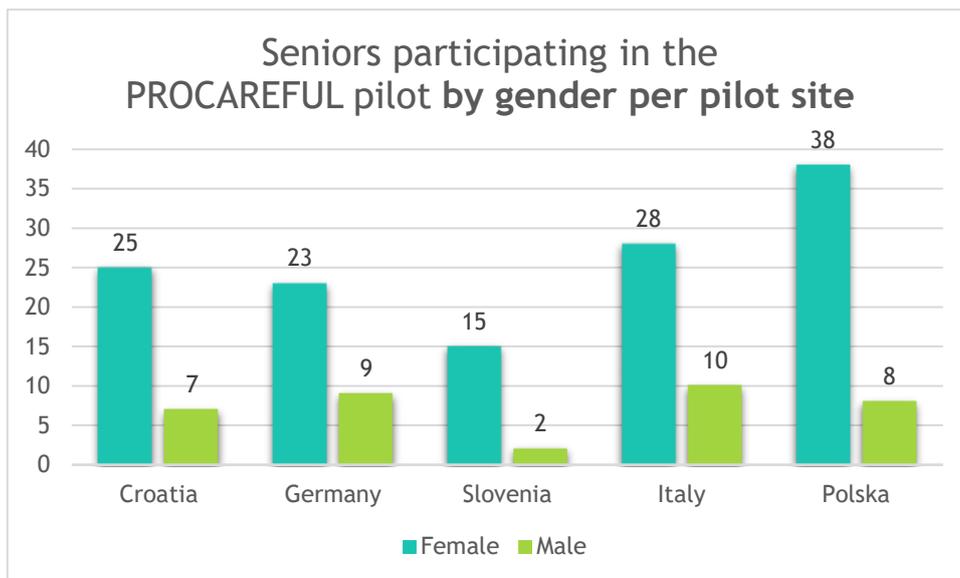
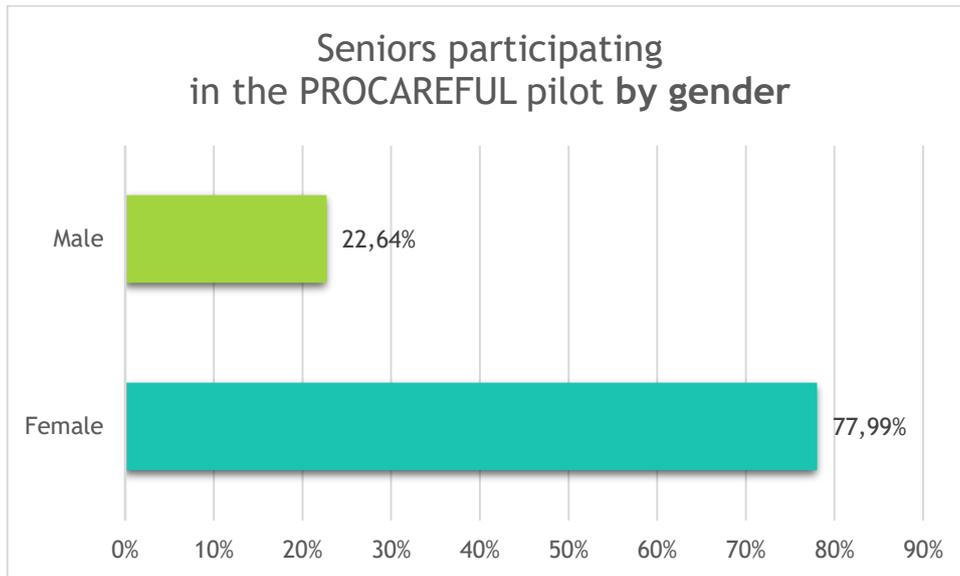
- Croatia: 68 years
- Germany: 76 years
- Slovenia: 71 years
- Italy: 70 years
- Poland: 73 years



Gender

Across all pilot sites, most participants (129, almost 78% in total) were female, reflecting the demographic trend of women having a longer life expectancy and often being more engaged in social and community-based activities. Male participants in the amount 36, represented 22,6% of all seniors.

- Croatia: 25 women (including 5 dropouts) and 7 men (including 1 dropout) participated.
- Germany: All caregivers were female. Among seniors, 23 were women and 9 were men.
- Slovenia: Initially, there were 15 women and 2 men. 1 woman and 1 man later dropped out.
- Italy: Participation began with 28 women and 10 men. By the end of the pilot, 24 women and 9 men remained. The group of seniors, who dropped out of piloting consisted of 4 females and 1 man.
- Poland: 38 women and 8 men took part. All dropouts were female.



Living Arrangements

- Croatia: Most participants lived independently, with only 2 seniors residing in a nursing home.
- Germany: A mix of living situations was observed - 12 participants lived alone at home, 9 lived with a partner, 7 were in assisted living and 2 made use of daily care services.
- Slovenia: All seniors lived at home, mostly independently, without formal caregiving support.
- Italy: Participants lived in their own homes, either alone or with partners or family members.
- Poland: All seniors lived in private homes, either alone or with family. Some participants functioned as caregivers themselves, looking after elderly parents.



Cognitive condition

Most participants had no major cognitive impairments, allowing them to engage meaningfully with the piloting activities and app functionalities. The average MoCA (Montreal Cognitive Assessment) scores were slightly higher in Croatia (26-30 points on average) with Germany, Slovenia, Italy and Poland gaining the average scores of 19-25 points.

Physical condition

The physical condition of the senior participants varied across countries, but overall, most were physically independent and capable of engaging in daily activities and the pilot programme.

Croatia

The older adults involved in the pilot vary in terms of their physical condition. Seniors were generally mobile and independent in their daily activities, though many experienced chronic pain or medical conditions that limited their physical abilities to some extent. Despite these challenges, they showed strong motivation to adopt healthier habits and improve their well-being.

Germany

Most participants were in good physical condition and none were bedridden. 6 individuals (4 women, 2 men) used walking aids such as rollators or walking sticks. Participants were also active beyond the piloting programme, regularly engaging in gymnastics, video exercises and memory training. No participants had dementia.

Slovenia

The vast majority were physically active and exercised regularly. All but one participant were mobile and walked independently. 1 woman used a wheelchair due to illness. Physical condition varied: some seniors appeared older due to limited mobility, while others, even at advanced age around 80 years old, were notably fit.

Italy

Participants showed a high average level of physical activity. Around 10% had physical limitations that prevented full participation in physical activities. Notably, more active individuals encouraged others by forming walking groups. The general seniors' group was diverse and heterogeneous - some (around 1/3) were highly proactive for an active aging, some came from fragile social conditions and were socially vulnerable and a few had overcome serious medical conditions (e.g., cancer, stroke) and aimed to maintain their independence, while the rest of the people can be considered in the average of the population.

Poland

Most of the participating seniors were physically independent and in relatively good health. There were no wheelchair users among the group. One participant with significant vision impairment dropped out of the project early on. Overall, the seniors demonstrated a good level of mobility, which allowed them to fully engage in the piloting activities.

Technical affinity

Across all countries, seniors generally adapted well to using technology. While initial guidance and support were often necessary, particularly during the onboarding phase - most participants were able to navigate the PROCAREFUL app and platform effectively following training. Ongoing support from formal and informal carers, as well as encouragement from peers, played a key role.



The level of digital skills varied: some participants were quite tech-savvy and confident in using the tools independently, while others required more consistent instruction and assistance. Nevertheless, with the right support structure in place, the majority of seniors engaged positively with the digital aspects of the pilot.

4. Training of caregivers

Training activities for caregivers took place in 2 phases:

- 1st phase - the Train-the-Trainers (TTT) session, held online in August 2024.
- 2nd phase - local training sessions, typically tailored for caregivers outside partners institutions and for older adults, held in September and October 2024, in some pilot sites up to the end of February 2025.

The primary goal of the Train-the-Trainers session was to introduce caregivers to the project and the digital platform, as well as to assist them in creating their user profiles on the platform. To support these training activities, the “PROCAREFUL On-Site Training Manual” was developed by Anton Trstenjak from the Institute of Gerontology and Intergenerational Relations, providing step-by-step guidance on how to conduct the TTT sessions on a local level. Additionally, a detailed project presentation was created to be used during the sessions. The workshop structure was designed to be delivered either in a single 4-hour session or split into two 2-hour sessions over two days. It included a comprehensive overview of all platform tasks (cognitive, physical and social activities), with detailed explanations on their importance and instructions on how to perform them effectively. More information on the implementation of the Train the Trainer sessions has been included in *D.2.2.1 Training report containing the PROCAREFUL training activities done*.

Other than TTT sessions, following additional workshops/training for caregivers were conducted by the piloting sites on the national level:

Croatia

In Croatia, 2 out of 3 trainers, who participated in the train-the-trainer session, conducted the local training courses on site. Additionally, formal carers in Croatia participated in several thematic workshops delivered both online and in person. Topics included technical use of the platform (with emphasis on personalization), fall prevention, social challenges with a focus on communication and empathy and cognitive fitness through Brain Gym exercises and theory. The sessions, delivered by experts, combined theoretical knowledge with practical applications and were held in small groups or individually.

Germany

In Germany, the training of formal carers was conducted in a personalised, in-person format rather than through group workshops. The first session took place on January 16th, 2025, during which the PROCAREFUL platform was introduced, installed and initial assessments were carried out.

A dedicated training session specifically for nursing staff was held on February 25th, 2025, attended by 2 formal carers. During this session, the carers were trained on the functionality of both the platform and the mobile application.

While the nursing staff did not lead the 3 thematic workshops for seniors, they were present during these sessions to observe and provide support. The workshops themselves were prepared and facilitated by the project coordinators, including participation from one of the trainers trained during the Train-the-Trainer (TTT) programme.



Slovenia

In Slovenia, two training sessions were held for formal caregivers. The first session took place on September 12th, and the second on September 16th. These sessions were based on the training toolkit prepared by IAT. Participants were introduced to the project and the activities involved.

An initial workshop focused on using the platform was held on February 27th, 2025, for all three formal caregivers. In addition, short training sessions were conducted for caregivers prior to each workshop held for seniors.

Italy

On September 5th, 2024, a full-day in-person training was organized in Italy and delivered by 2 psychologists who had participated in the train-the-trainer sessions. 10 professionals from the Silea Municipality attended, representing roles such as social workers, coordinators of personal services and registry office staff. The training introduced the project, its goals and the hybrid model, followed by a discussion.

Poland

In Poland, training and coordination with home care staff were conducted primarily through monthly online meetings organized by OIC POLAND Foundation. These sessions served to discuss implementation progress, technical issues and workshop preparation. A total of 12 online meetings were held - 9 up to February 2025 and 3 more between March and May. Additionally, carers took part in 2 in-person events for all seniors testing the app: one in February and a farewell meeting in May. These interactions provided continuous support and reinforced carers' roles in managing the pilot, helping them align efforts and address challenges collaboratively.

These activities were conducted across all pilot sites to enhance caregivers' understanding of the digital platform and to introduce the thematic areas of the hybrid intervention model. The training sessions were delivered in various formats, including workshops, one-on-one sessions and online meetings. These sessions were led by experts, project managers or experienced caregivers.

5. Training for seniors

Across all pilot sites, tailored training sessions were delivered to support seniors in engaging effectively with the PROCAREFUL pilot and its application. To facilitate this training, the "PROCAREFUL On-Site Training Manual" was developed by IAT. Similar to the materials prepared for the training of formal caregivers, the manual included a clear workshop structure and detailed, step-by-step guidelines on how to conduct the sessions. The structure was designed to be flexible - sessions could be delivered either as a single 4-hour workshop or split into two 2-hour sessions. The aim was to introduce participants to the project and piloting process, present the platform and guide seniors through the tasks available in the app. The training included both group and pair activities to promote engagement.

Croatia

The training in Croatia was implemented in 2 structured stages, both delivered by specialized trainers involved in the development and testing of the app:

- Stage 1 (large-group training): Conducted during formal recruitment events on September 24th and 25th, 2024. After officially joining the pilot, seniors participated in structured group presentations, which served as their initial orientation and introduction to the project's objectives, expected activities, and the concept of cognitive training. These sessions were held in larger groups and delivered by Trainers familiar with both the project and the target group.



- Stage 2 (small-group follow-up training): Held on October 7th and 14th, 2024, these hands-on workshops supported app installation, digital skills development and app feature navigation. Training was provided in groups of 3-6 seniors per session, enabling personalized assistance, hands-on support and practical learning. It focused on:
 - installing the app on each participant's personal mobile phone,
 - building digital skills for app use,
 - familiarizing participants with the app's 3 main sections,
 - explaining the rules and purpose of the cognitive games available within the app.

By October 14th, 2024, 30 seniors had been successfully trained and enrolled in the pilot. All training was conducted by one specialized Trainer, who had a key role in developing and testing the app, ensuring strong technical support and content accuracy.

Germany

The training for seniors in Germany began with a session on January 16th, 2025, where the platform was introduced, apps were installed and initial assessments were conducted. Due to technical issues, only 2 seniors completed the app installation at that time, the rest followed on February 25th, thanks to the appointment with Britenet. WWBW trained many of the seniors individually by installing the app after the initial assessment and then looking at the app together to help them understand it. The training was delivered entirely through one-on-one support for seniors by members of the project team, what was a crucial element in the context of the project. Each senior received personalized technical assistance and all challenges or questions during the pilot were addressed individually, ensuring continuous support throughout the testing phase.

Slovenia

The training for seniors in Slovenia was conducted in 2 group sessions and for the 5 seniors who were unable to attend the group sessions, it was delivered individually. The first group session took place on October 16th, 2024, with 5 seniors present and the second on October 22nd, 2024, attended by 7 seniors. The sessions lasted approximately 2 hours each. During the training, Municipality of Log used training materials provided by the project partners and the projector to demonstrate the platform. Each session was led by one representative from OLD and one from IAT. The sessions concluded with participants signing consent and participation forms.

Italy

Seniors' training in Treviso followed a group-based, structured format:

- Two initial group sessions were held on October 28th, 2024, with 14 participants and on November 25th, 2024, with 18 participants attending. The sessions were conducted by a team of 3 professionals: 2 psychologists and 1 anthropologist and included project presentations, app installation and personal growth exercise in order to encourage socialization and introduce the structure of personal growth challenges included in the app. Professionals assisted participants with installing the app on their mobile devices and the group was encouraged to initially test its features.
- A follow-up workshop was held on December 19th, 2024, focused on cognitive games in the app. It was attended by 28 participants in a single group session. Participants engaged in discussions, Q&A and pair-based app exercises.

Poland

Due to the structure of care in Poland, training was integrated into daily interactions between 7 recruited formal carers and their seniors. Some of the carers met with groups, while others worked individually, depending on the specifics of their role. Some carers collaborated with other carers to support groups of



seniors, especially when those groups also participated in activities outside the project. The caregivers were flexible and tried to integrate project activities with other ongoing activities for the seniors. As a result, it is not possible to specify the exact number of sessions organized.

The training activities included among others:

- „Sudoku Masters” session - offline gameplay to help seniors understand and master the app games,
- „Seniors Solve Together” meetings - technical meetings where groups of seniors discussed the challenges they faced with the app and supported each other in troubleshooting and implementation.
- Large-scale event (February 8th, 2025) that provided technical support and emphasized healthy living and fall prevention. Attended by most of the participating carers and part of seniors. This gathering provided an opportunity for seniors to connect, share experiences, and discuss any technical issues with the app. The project manager presented, among others, the purpose of the hybrid model, emphasizing its holistic approach to health, the importance of healthy habits, and the fall prevention activities within the app.

Over the pilot testing period, till the end of May, there were additional seniors joining the pilot testing and some individual dropouts. Overall, 41 seniors were actively testing the app.

6. Implementation of the technical training component

6.1. Registration of the formal carers’ profiles on the PROCAREFUL platform

The registration of formal carers across pilot sites was a critical step to ensure smooth onboarding, user management and facilitation of seniors’ assessments and training within the PROCAREFUL platform. The process varied in terms of logistics and challenges, depending on the local infrastructure, technical readiness and staff availability in each country. Below is a summary of how each site managed the registration of carers onto the platform.

Croatia

The registration process was coordinated by project staff who ensured each formal carer received access credentials and platform orientation. A total of 6 formal caregivers were registered during the pilot. Association MI served as the only platform admin, managing access and user oversight.

Germany

A total of 6 formal caregivers and 1 informal caregiver were initially registered across September 2024 - February 2025, including project staff and professionals from an assisted living facility. Due to a change of employment, 2 carers later dropped out. Although the plan was to complete registration and training in one day, technical difficulties delayed the process. Anonymized email addresses were used for registration. While the platform itself was perceived as intuitive, the registration code process was described as frustrating. Some carers used test accounts to become familiar with the interface. At the end of the project, there were 4 formal and 1 informal caregivers from Germany in total.

Slovenia

9 carers were successfully registered, including 5 external professionals supporting 5 seniors, 1 informal caregiver supporting their own elderly family member and 3 caregivers from the project partners (2 from IAT and 1 from the Municipality of Log-Dragomer). The registration of formal caregivers was primarily conducted remotely by the platform invitation. These invitations were sent between 2 training sessions: during the first session, the caregivers were explained the registration process, and during the second,



caregivers had the opportunity to ask for help if they encountered any difficulties. The psychologist from IAT handled the senior registration and assessments, which ran in parallel with the carer onboarding.

Italy

An admin account was created on the ISRAA side, followed by the generation of 3 formal carer profiles, each assigned a specific role, according to the main tasks they oversaw within pilot activities. Formal carers were then invited to explore the platform on their own in order to familiarize themselves with it. No support was provided in this phase, as the formal carers had participated in the train-the-trainers and in the following on-site training. They were therefore already confident enough with the platform and its functionalities. One formal and the informal carer was not registered on the platform due to their busy working schedule. Their main duties included: participants' recruiting and the management of the background activities of an organizational nature required by the pilot phase, such as identifying the locations for the assessment, for the event dedicated to the presentation of the project to the citizens and local stakeholders, and for the workshops.

Poland

The organization OIC acted as both administrative and institutional admin, streamlining the processes and reducing the bureaucratic obstacles related to adding external institution to the programme. A total of 7 carers were successfully registered during September-October 2024. The registration was smooth and well-supported, with additional online meetings held by OIC to guide carers through account creation and navigation.

6.2. App Installation & assessment of seniors via the platform

Across the 5 pilot sites the implementation of the PROCAREFUL platform involved a range of technical, organizational and user-engagement strategies tailored to local conditions and user needs. A total of 165 seniors were registered on the platform. While the number of successfully registered participants was high overall and exceeded initially planned number in the project application (135 in total), each site faced varying degrees of technical barriers, especially during installation on iOS devices and when working with less digitally literate users. This caused dropouts, which occurred primarily among seniors due to lack of time, low digital skills or health-related issues, while some formal caregivers also discontinued participation due to job turnover. Notably, several seniors continued attending workshops despite not regularly using the app, showing ongoing engagement through non-digital means. Participation in the project without app use:

- In Slovenia, all seniors used the app and no participants engaged solely through the workshops.
- In Poland, while most participants used the app regularly, about 5 seniors were less active, using it only occasionally.
- In Croatia, Germany, and Italy, some seniors participated only in workshops and stopped using the app or never used it actively.

Together with app installation, psychologists, caregivers and other professionals participating in the pilot conducted assessments of the current condition of participating older adults. These evaluations were carried out at the beginning and end of the pilot implementation to assess the actual impact and effectiveness of the PROCAREFUL hybrid care model. A set of standardized assessment tools was used to monitor the participants' mental and physical health, as well as their overall quality of life.

The assessment of participating seniors was conducted using a combination of individual and group strategies, including conducting following tests either on paper or directly in PROCAREFUL platform:

- MoCA (Montreal Cognitive Assessment) - a brief, 30-question test that helps healthcare professionals detect cognitive impairments very early on, allowing for faster diagnosis and patient care,



- IPAQ (International Physical Activity Questionnaire) - a standardized questionnaire used to assess physical activity levels across diverse populations and cultures by measuring the frequency and duration of walking, moderate and vigorous-intensity activities, and time spent sitting,
- DeJong Gierveld Loneliness Scale (short version) - a validated psychological tool used to measure overall, emotional and social loneliness based on individuals' subjective feelings of loneliness and social isolation, assessed through a series of statements,
- EQ-5D-5L (EuroQol 5 Dimensions 5 Levels) - a tool for assessing health-related quality of life across 5 dimensions: mobility, self-care, usual activities, pain/discomfort and anxiety/depression - each dimension is rated on 5 levels of severity, from no problems to extreme problem,
- Pittsburgh Sleep Quality Index (PSQI) - widely used self-report questionnaire that assesses sleep quality over a one-month time interval,
- and subsequent training plans developed for each senior in the PROCAREFUL platform.

These efforts aimed at ensuring participants were successfully onboarded to the PROCAREFUL platform.

Most participants had no major cognitive impairments, allowing them to engage meaningfully with the piloting activities and app functionalities. The average MoCA (Montreal Cognitive Assessment) scores were slightly higher in Croatia (around 26-30 points) with Germany, Slovenia, Italy and Poland gaining the average scores of 19-25 points.

Croatia

Training, installation sessions and senior assessments were held jointly over 2 days - October 7th and October 14th, 2024. It was delivered in small groups of 3-6 participants and included individual, one-on-one interactions between each senior and either a formal carer or a MoCA-certified expert, using paper-based MoCA tests. These sessions included installing the app on seniors' own mobile phones and guiding them through the 3 main sections of the app, including how to access and play cognitive games. The training and support were delivered by one dedicated trainer, who had been actively involved in the app's development and testing phases, ensuring a high level of expertise and responsiveness.

This format allowed for a more familiar and focused interactions with seniors. Once completed, the results were manually entered into each senior's profile within the platform, ensuring data accuracy and integration into the digital system.

Germany

In Germany, the assessment and app installation were carried out simultaneously, in both individual sessions (18 participants) and larger group appointments, depending on the location. Participants from Stuttgart had a single appointment, while participants from WW facilities had a group appointment, during which they were also interviewed individually. On December 3rd, 2024, a larger appointment took place with 7 seniors in assisted living in city near Stuttgart and same happened on January 16th, 2024, with 5 seniors in the day care centre in small city near Tübingen. The assessment process was led by 3 project team members.

Due to technical problems with the app, such as an error with the "download" button making it impossible to download the app on senior's devices, there was a need for a follow-up session on February 25th, 2025. This meeting was held with the help of the technology partner Britenet, who helped with the installation of the app on the tablets.

Contact with the assisted living centre in a city near Stuttgart was established by the head of social services. However, due to time constraints, their role was limited to serving as an interface, and they were not directly involved in the project.



Slovenia

In Slovenia, scheduled individual assessment sessions were organized, to which seniors signed up via a shared sheet with available timeslots. At the end of October and the beginning of November 2024, a psychologist from IAT conducted the MoCA assessments and assisted with the platform registration during 90-minute one-on-one sessions held at the municipal office. One senior, due to mobility issues, was visited at home by a representative from OLD. The app installation was done on personal devices or tablets provided by the Slovenian project team

Italy

In Italy, the assessments and platform installations were carried out during 2 sessions: on October 28th, 2024 for the first recruited group (14 Older Adults) and November 25th, 2024 after the second round of recruitment (18 Older Adults) in Silea Municipality. During both sessions, formal carers assisted seniors individually. The meeting included a first part with a brief overview of the digital platform and a second part dedicated to its installation on the participants' devices. On both occasions, 3 formal carers were present to assist in the process. Installations were carried out one-on-one with or without assistance from formal carers. Seniors used their phones while carers used laptops.

Poland

In Poland, the assessment and app installation phase started in late November 2024 and lasted until early December 2024. All 7 carers played a key role in supporting installations on seniors' mobile phones and for conducting the assessments available on the platform. A total of 9 regular meetings were held between the carers and the OIC POLAND team to address technical issues and ensure smooth operation. The carers also gathered all necessary project documentation and agreements from the seniors. Conducting the MoCA test required however external support from a collaborating psychologist, as the caregivers were not trained in formal cognitive assessment and did not have a background in psychology. It involved also obtaining the seniors' consent to meet with an unfamiliar professional and securing appropriate spaces and times for the meetings. Due to the geographical dispersion of the participants across the Lubelskie region, coordinating all these elements took additional time and the assessment process extended to over a month. The remaining assessments were carried out individually by each caregiver.

6.3. Platform / app troubleshooting

Britenet, the technical partner of the project, was responsible for the development, management, and troubleshooting of the PROCAREFUL platform and app. They also handled all issues and errors reported by the project partners, formal/informal caregivers and seniors.

Troubleshooting was conducted at 2 levels:

- Consortium level,
- Individual pilot site level.

At the consortium level, regular monthly meetings were held with participation from all project partners. These meetings provided a space for strategic discussions and coordination across the entire consortium. In addition, during the initial phase of the pilot implementation, weekly meetings were organized specifically for pilot and technology partners to address platform-related issues and ensure smooth implementation. As the project progressed, these pilot meetings shifted to a biweekly schedule. In total, 21 pilot-related meetings were held, enabling efficient information exchange and problem-solving

To streamline issue reporting, Britenet developed 3 separate forms to report:

- Language errors in the app for seniors - collecting information such as the caregiver's name, date of occurrence, location of the error within the app, the content with mistake, type of error (e.g., typo,



grammatical mistake, incorrect translation, unclear content), suggested correction and status (corrected/not corrected).

- Technical errors in the app for seniors - gathering details including caregiver's name, date, phone model, detailed problem description, space for screenshots/photos and actions taken.
- Technical errors on the platform for caregivers - collecting similar information as for app technical errors.

Additionally, Britenet created a dedicated email address for reporting any app or platform issues, ensuring efficient communication and quicker resolutions.

The troubleshooting process at each pilot site was carried out as follows:

Croatia

Technical problems were handled through a structured three-level communication system. Formal carers were the first point of contact, assisting seniors when individually or during workshops and activities and helping them navigate the app and reporting any technical issues. More complex problems were forwarded from formal carers to the Trainers/Core team, who provided technical resolutions. If issues persisted, the Trainers/Core team interacted directly with seniors, particularly during monthly in-person meetings or dedicated technical support sessions. Communication occurred through in-person meetings and activities, phone calls and emails between carers and trainers, as well as direct communication between trainers and seniors when necessary.

Germany

If the seniors encountered problems with the app, they reported them directly to the coordinators, either by telephone or email. A distinction was made between simple and technical issues. Simple problems, such as login difficulties or understanding how the app worked, were addressed in collaboration with the participants. More complex issues, like interface errors or translation problems, were escalated to technical partners with supporting documentation such as screenshots and device specifications. Once resolved, participants received feedback regarding the solution.

Slovenia

Most of the issues occurred during the first 3 months of using the platform, with the most common problem being a grey screen that became unresponsive. Initially, most platform-related problems were resolved by the municipal representative, with participants eventually assisting one another. Some issues were handled independently without contacting the technical partner Britenet, while others, mainly involving game functionality, were escalated. Email was the primary reporting method and later, a shared spreadsheet among partners helped track issues. Workshops and other face-to-face meetings also served as venues to report and address technical difficulties.

Italy

Reporting technical problems was managed by the project managers, who gathered issue details and determined whether to resolve the problem internally or escalate it via the Britenet support email. They followed the standardized bug-reporting method provided by Britenet, which included sharing links and screenshots. In most cases, this approach was effective, and the problems were resolved without major difficulties.

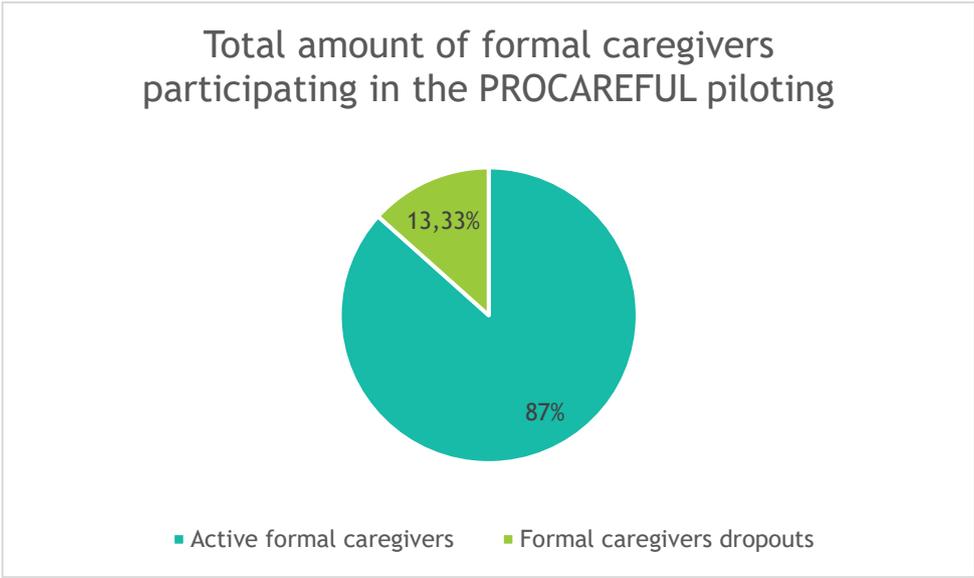
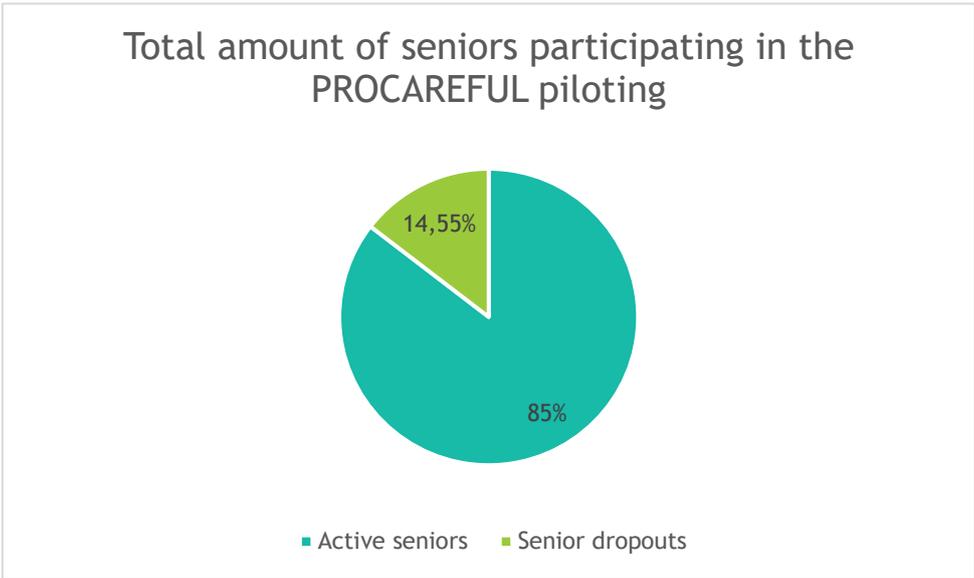
Poland

Technical issues were first reported by seniors to caregivers, who then forwarded the information to the OIC POLAND Foundation's team, who then contacted Britenet when needed. Technical problems were also addressed during scheduled calls and additional meetings with the OIC POLAND Foundation team and formal caregivers.



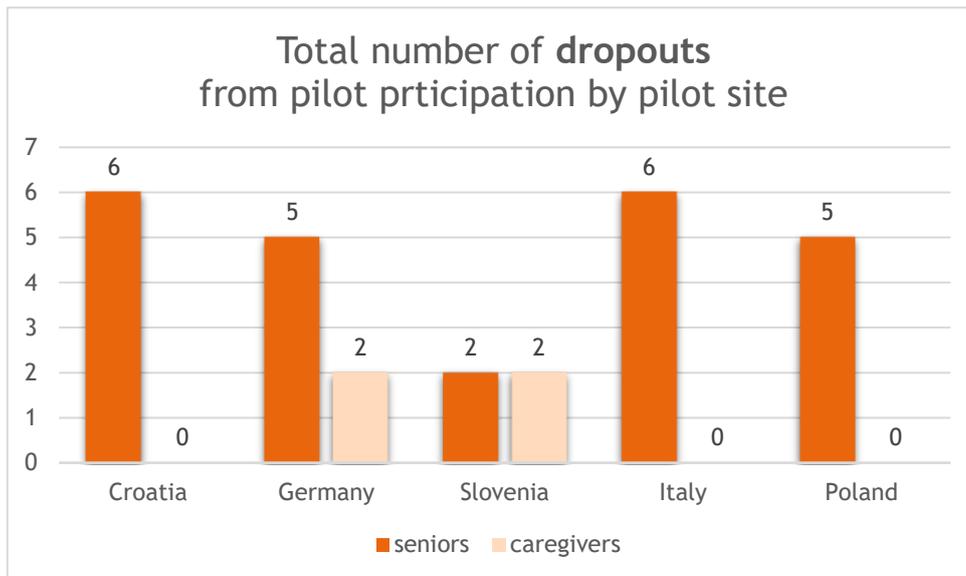
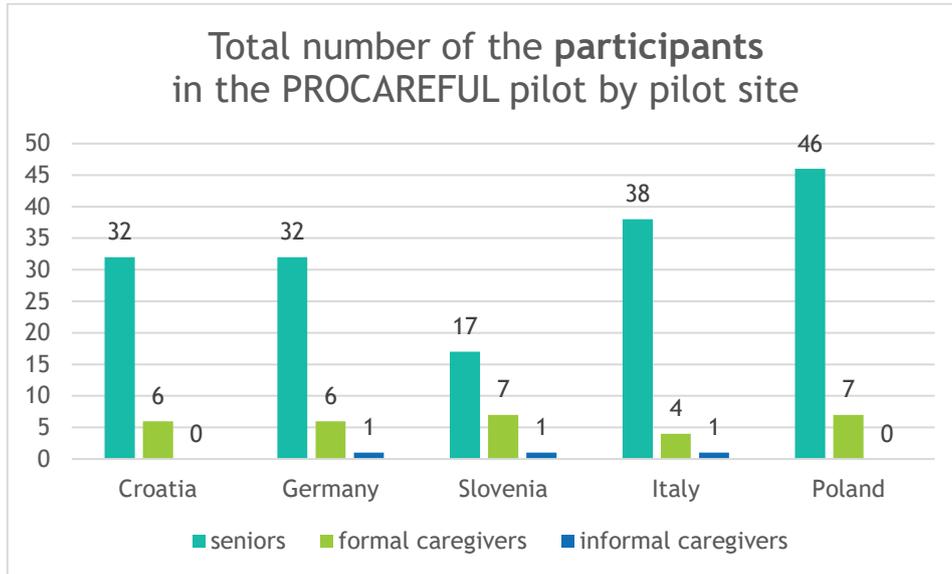
6.4. Pilot dynamics & dropouts

At the initial phase of the pilot, 154 seniors, 30 formal caregivers and 3 informal caregivers were registered on the platform. Over time, some participants dropped out while additional participants were recruited. Ultimately, 165 seniors were registered on the platform, of whom 23 discontinued participation and are considered dropouts. These seniors stand for 14,5% of all seniors participating in the piloting. Regarding formal caregivers, 4 resigned during the pilot, with 2 of them doing so due to the change of their workplace. None of the informal caregivers withdrew from the project piloting.





PROCAREFUL



Croatia

By October 14th, 2024, there were 30 successfully registered senior participants on the platform. Initial motivation among participants was high, driven by curiosity about technology and a desire to maintain cognitive and physical well-being. However, from late 2024 onward, some participants began to drop out, citing reasons such as technical issues, poor internet connectivity, concerns about internet consumption, personal circumstances (e.g. family illness) and lack of time. By the end of February 2025, 5 seniors had withdrawn and one person was excluded due to a low MoCA score. To mitigate this, 2 additional seniors were recruited - one in December and another in January. One more dropout occurred later, bringing the final number of active users to 26 by the end of the pilot.

While initial engagement was high, motivation fluctuated due to platform-related challenges. Nonetheless, the combination of targeted support and complementary activities helped maintain a strong core group of participants through to the conclusion of the pilot. To sustain engagement despite technical challenges, the team implemented several support strategies:



- New communication protocols were introduced to streamline reporting of technical issues to the technical partner without overburdening the senior.
- Group and individual support meetings were held regularly (November 12th, 2024, December 20th, 2024, February 5th, 2025, as well as April 7th and 8th, 2025).
- Five thematic workshops were organized on topics such as health, communication, cognition and active ageing.

The total amount of seniors participating in the piloting was 32, including 6 dropouts.

The technical affinity of seniors was described as “going OK.” Some of them participated in the piloting by attending workshops, however without using the app.

Germany

The piloting phase in Germany began with the recruitment of 32 seniors. Early in the process, 3 participants dropped out within the first few weeks, citing lack of interest, limited time or unmet expectations. 1 participant left the project due to technical difficulties with the app and another sadly passed away during the pilot. In total, 5 seniors discontinued their participation, resulting in 27 active participants by the end of the pilot. Additionally, 2 formal carers withdrew from the project due to changes in their professional roles. No new seniors were recruited during the later stages.

Participant motivation was initially high, driven by a desire to try something new, contribute to a research initiative and connect with others - particularly appealing for seniors experiencing social isolation. Some participants were especially enthusiastic about testing the app and providing detailed feedback. However, once the app stabilized and required less testing, a few of these tech-focused participants saw their motivation wane.

In terms of engagement, most seniors managed to use the app with moderate success, often described as “going OK.” Some participants opted to focus solely on attending workshops without regularly using the app itself. Overall, seniors remained active in their daily routines, often participating in complementary activities such as gymnastics classes, video-based exercise routines and memory training sessions outside the platform.

Slovenia

In Slovenia, a total of 17 seniors were assessed and initially registered for the PROCAREFUL pilot. Recruitment was carried out through a combination of phone calls and in-person meetings, with a personalized approach that emphasized the project's international significance and the opportunity for participants to contribute to app development. Seniors were also informed that they would be allowed to keep the loaned tablet if they participated until the end of the pilot, which served as an additional motivator.

During the early training phase, 2 seniors withdrew, citing lack of time and insufficient digital skills. After the assessment phase, no further dropouts occurred among seniors. In total, 4 participants discontinued their involvement: the 2 seniors mentioned and 2 formal caregivers. No new seniors were recruited after the initial phase.

By the end of the pilot, 15 seniors remained active, which aligned with the project's target participation number. All participating seniors used the app and no participants engaged solely in workshops. The general level of digital comfort among seniors was described as “going OK,” and all were able to navigate the platform with some level of confidence.

Throughout the pilot, minor adjustments to individual plans on the platform were observed. For example, one participant reduced the duration of their walking activity, while others experimented with different exercises, such as replacing breathing routines out of curiosity. These changes demonstrated active engagement and a willingness to explore the app's functionalities.



Italy

In Italy, the piloting phase began in October-November 2024 with the registration of 32 seniors, drawn from an initial pool of 38 interested individuals. During the early phase, 2 participants dropped out immediately, having expected more frequent in-person meetings. An additional 4 participants withdrew shortly after due to discomfort with digital technologies or time constraints related to ongoing employment. To maintain the study sample, 6 additional seniors were recruited during a second recruitment phase in January 2025, resulting in a total of 38 seniors participating, including the 6 dropouts.

Technical affinity among participants was generally described as “going OK.” While all seniors initially used the app, around 7 eventually stopped using it regularly, though they continued attending in-person activities. These participants often cited a preference for other familiar apps or a general reluctance to use digital tools.

The piloting process unfolded smoothly and without major disruptions, in line with expectations. Engagement was supported through 2 main types of activities:

- Monthly thematic group meetings, including workshops,
- Individual follow-ups, introduced in January 2025 to explore participants’ evolving perceptions and support needs. These follow-ups were conducted via phone or in-person, depending on participant preference or the need to resolve technical issues.

Changes to individual plans within the app were minimal and only made in a few cases where participants’ physical conditions required it. These adjustments were applied without redoing the initial assessments.

Poland

In Poland, the piloting phase began with the registration of 35 seniors. Over time, 5 participants dropped out, citing reasons such as limited time availability, low digital literacy, personal or family health concerns and difficulties using the app - particularly on iPhone devices and due to the impaired vision. To maintain the study group size, additional seniors were recruited during later phases, bringing the total number of recruited participants to 46, including the 5 who withdrew at the beginning.

While all participants used the app, around 5 seniors engaged with it only occasionally, despite remaining part of the project. The overall technical experience of the seniors was described as “going OK.”

Changes to individual plans - primarily adjustments in the amount and type of physical activities, such as walking - were implemented without redoing the initial assessments. These updates were based on ongoing participant feedback and evolving needs.

Participant motivation was initially high, with seniors enthusiastic about being involved in the testing of the app. However, engagement declined slightly toward the end of the piloting period, influenced in part by recurring app-related issues.

7. Implementation of the non-technical training component

To complement the technological deployment of the project, each piloting site implemented a non-technical training component, consisting of workshops developed by the IAT, who provided both the content and the structure for its implementation. The 3 core thematic areas included:

- *Fall Prevention and meaning behind regular exercise* - aiming to raise awareness about the risks of falling among older adults through personal storytelling, explaining what falls are and what influences the



incidence of falls in old age, as well as encouraging regular physical activity with app-guided balance exercises.

- *Good communication is key to good relationships* - aiming at enhancing participants' interpersonal skills and self-awareness by fostering meaningful dialogue, encouraging empathy and introducing personal growth challenges. Through guided discussions, biblioeducation, and pair exercises, participants explored the principles of effective communication, the basics of conversational culture, and how to build connections across generations
- *Cognitive prevention - we can train our memory* - aiming at raising awareness about brain health and memory and at encouraging participants to actively maintain cognitive fitness through regular mental exercises. By combining a short lecture, group discussions and personal reflection, the workshop highlighted simple, everyday strategies for preventing cognitive decline with age.

Each workshop included the “Fall prevention exercises”, so that the seniors repeat what they have already learnt and build the habit. However, the workshops were designed to support not only seniors but also their caregivers in promoting healthy habits, meaningful relationships and cognitive well-being in daily life. The focus was placed on a holistic approach to each topic rather than on the PROCAREFUL platform/app itself. The workshops emphasized the importance of consciously nurturing all aspects of life - physically, through balance exercises aimed at fall prevention, mentally, through brain exercises to help reduce cognitive decline and personally, through activities that strengthen relationships.

Below is a summary of the workshops' implementation across the pilot sites.

7.1. Workshops “Fall prevention and meaning behind regular exercise”

Fall prevention workshops were conducted in January and February 2025 across all pilot sites with the goal of raising awareness among older adults and caregivers about fall risks and preventive strategies. Each session was tailored to local contexts, using shared project materials adapted as needed. Each site approached the workshops with context-specific formats, while maintaining core themes: theoretical inputs, personal experience sharing and physical exercises to engage participants effectively.

Croatia

In Croatia, a single fall prevention workshop was organized with the participation of all 18 seniors enrolled in the pilot. The session was delivered by the designated Pilot Manager, who adapted the official project materials by simplifying the vocabulary to ensure accessibility while retaining all core content elements. The seniors particularly valued the exchange of personal stories and practical insights, which helped deepen their understanding of fall risks and prevention in daily life.

Germany

In Germany there were 3 separate fall prevention workshops organized to accommodate participants from 3 different regions. The workshops were led by project team members, with presentations and materials provided by IAT and adjusted to national context. The participants were invited to the workshops by e-mail.

- Workshop 1 took place on January 20th, 2025, at an assisted living facility in a city near Stuttgart and was attended by 5 out of 7 seniors participating in the project.
- Workshop 2 was held on January 28th, 2025, at the WWBW head office in Stuttgart, with 9 out of 18 seniors participating.
- Workshop 3 occurred on February 25th, 2025, at a day care centre in a city near Tübingen and was attended by 4 out of 5 seniors and 2 out of 3 carers.

Each workshop began with a playful warm-up activity using coloured circles to prompt different movements, which proved engaging and enjoyable. Refreshments were offered to create a welcoming atmosphere.



Following the interactive components, the facilitators presented the fall prevention content and offered one-on-one follow-ups for individual questions. After the workshops, seniors received the presentations and were assigned with the homework to reinforce learning.

Slovenia

The fall prevention workshops in Slovenia were held separately for seniors and formal caregivers.

The session for seniors was organized on February 5th, 2025. The session was co-facilitated by representatives from IAT and OLD and followed the structure and materials previously prepared by project partners and adjusted to national needs. Participants were divided into 2 groups for better interaction. The workshop included discussions around personal experiences with falling, followed by practical balance exercises. Twelve seniors participated in total. The session concluded with a group discussion on the workshop itself, during which a pleasant atmosphere was established, along with a new level of connection among the participants.

The session for formal caregivers took place on March 27th, 2025. The workshop was led by a representative from OLD, a representative from IAT and primarily by a formal caregiver involved in the project, who has previously conducted several lectures on the topic of falls. The lecture was comprehensive and included practical advice (for example, regarding appropriate footwear, etc.). The presenter also prepared some very simple balance exercises, which we all performed together. 6 formal caregivers and 1 senior participant attended the session.

Workshops on personal growth and cognition were conducted simultaneously for seniors and formal caregivers.

Italy

In the Italian pilot site, the fall prevention workshop took place on January 28th, 2025 in the municipality of Silea, in a dedicated events and conference space. The session was led by ISRAA's formal caregivers with support from external professionals. Using translated and slightly adapted materials from IAT, facilitators divided the content into smaller sections, which participants took turns reading aloud. This encouraged active involvement and literacy engagement. Participants then shared their personal experiences with falls, which created a strong sense of empathy and solidarity within the group. The workshop concluded with a group performance of the physical exercises featured in the PROCAREFUL app. A total of 22 older adults attended.

Poland

The OIC Poland Foundation organized the first fall prevention workshop on February 8th, 2025. The event was held at a familiar, senior-friendly venue chosen in collaboration with caregivers. The session was attended by 22 participants, including 20 seniors and 2 caregivers. Facilitated by staff from OIC Poland and Britenet, the session began with an introduction to the topic of falls - what they are, how to prevent them and why older adults are particularly vulnerable. The project team had translated and adapted all workshop materials to the Polish context and handed over to the seniors and caregivers. All caregivers and their respective seniors who had been recruited for the pilot were invited to attend.

Practical exercises focused on improving balance and coordination were demonstrated and practiced with the support of facilitators. Special attention was paid to the correct execution of each movement, as well as to the importance of performing these exercises regularly to achieve effective results.

The workshop also featured a demonstration of the PROCAREFUL app. To support the session, printed guides on app usage were distributed, along with visual materials explaining key concepts in fall prevention. Seniors engaged in small group activities to build familiarity with one another and to share early feedback on the app.



Three seniors chose to withdraw from the project following the workshop due to app-related difficulties or personal circumstances. Despite this, most seniors expressed strong motivation to continue participating in future project activities.

7.2. Workshops “Good communication is key to good relationships”

As part of the non-technical training component of the PROCAREFUL project, a series of workshops focusing on personal growth, communication and social interaction were organized across all pilot sites. These workshops were held between March and April 2025 and aimed to enhance seniors’ communication skills, promote social inclusion and strengthen their confidence in social interactions. Facilitators used structured materials developed by project task leader, which were adapted to the local context and audience. In some sites, formal and informal caregivers played an active role in delivery, often combining theoretical discussion with personal storytelling, photos and interactive exercises. Below is an overview of the workshops conducted in each country.

Croatia

In Croatia, a single personal growth workshop was conducted on March 28th, 2025 with 15 participants attending, including 13 seniors participating in the piloting activities and 2 external attendees. The workshop was conducted in accordance with the provided structure and materials. Educational resources related to the topic were prepared and distributed to participants. The most well-received part of the workshop was the group discussion focused on finding ways to approach and adapt to new communication models. Special emphasis was placed on sharing effective communication practices and how these can be passed on to younger generations. The workshop also highlighted the important role older adults play in society, especially in fostering intergenerational understanding and support.

Germany

Two workshops on personal growth were conducted in Germany, both led by the project partners. The sessions were based on translated and adapted materials previously developed within the project and incorporated digital tools such as Mentimeter to encourage technical skill-building among participants. 2 workshops were held on following topics:

- Workshop 1: Held on March 10th, 2025, attended by 3 pilot participants. At this point, 1 piloting participant had passed away and another withdrawn from the project.
- Workshop 2: Held on March 24th, 2025, attended by 9 participants. At this point, 1 participant who had taken part in the first workshop dropped out.

In the second session, participants reflected on changes since the first workshop, sharing positive developments such as increased physical activity or improved balance. Each participant received the presentation afterwards and individual appointments were offered for those with questions or needing clarification related to the app.

Slovenia

The workshop was held on April 23rd, 2025, simultaneously for formal caregivers and seniors. It was attended by 2 seniors and 1 formal caregiver. Despite the low attendance, the session was meaningful and interactive. It was co-led by representatives from IAT and OLD, using the workshop template developed by the project partners. A creative exercise involved describing personal photos from phones, conducted in 2 small groups for deeper engagement. The session concluded with a reflective discussion on the workshop and participants’ impressions, highlighting the value of small, focused interactions.



Italy

The Italian workshop took place on March 31st, 2025, organized by ISRAA's formal carers and based on materials provided by IAT. These were translated and adapted before delivery. Twenty-one older adults participated in the session. After reading sections of the adapted material aloud, participants worked in pairs to share personal photos or images and tell the story behind them.

Poland

In Poland, personal growth workshops were decentralized and delivered by caregivers joint in 3 different groups, adapting materials based on group dynamics and participant familiarity. All sessions followed the workshop template delivered by project partners, translated into polish language and with small adjustments to the local context.

- Group 1 - 2 sessions at the Lublin Alzheimer's Association:
 - March 28th, 2025: Led by 2 caregivers, with 7 seniors. Included interactive exercises and reflection on app usage.
 - April 3rd, 2025: Attended by 3 seniors and 2 caregivers. Seniors and caregivers openly discussed challenges with the app (especially iOS, word game dictionary and "Oops, something went wrong" errors). 1 senior decided to withdraw from the pilot due to problems with installing and using the app on iPhone system.
- Group 2 - Workshop on March 27th, 2025: Held in Lublin with 9 seniors and 2 caregivers. This group already knew each other, so ice-breaking games were skipped. Instead, the session used a biblioeducation method and included exercises such as sharing a personal photo story and drawing based on verbal instructions - all in line with the workshop template from IAT. The workshop also integrated fall prevention exercises and addressed app-related questions.
- Group 3 - Workshop on March 19th, 2025: Focused on social challenges, this session was attended by 8 seniors and led by 2 caregivers. The workshop emphasized reflection and home engagement, encouraging participants to continue discussions with family or supporters. Seniors worked in pairs. Educational materials were provided to continue working on the subject at home.

In total, 27 seniors participated in the workshops across all Polish groups.

7.3. Workshops "Cognitive prevention - we can train our memory"

As part of the PROCAREFUL project's holistic approach to supporting older adults, cognition and brain health workshops were implemented in each pilot country. These workshops took place between the end of April and throughout May 2025. They aimed to stimulate cognitive functioning, reinforce memory, promote mental flexibility and support healthy aging. The workshops combined theoretical input, practical exercises and group discussions. They were delivered by professional caregivers, trainers or project partners and often tailored to the specific needs and capabilities of the local participants. The sessions encouraged reflection on mental well-being, daily routines and how digital tools could support ongoing cognitive activity.

Croatia

The cognition workshop in Croatia took place on April 29th, 2025 and was attended by 19 older adults, including 13 pilot participants and 6 external seniors. It was conducted by an expert in cognitive health. Rather than following the standard materials and structure, a custom interactive workshop was designed, blending theory with practical tasks and light physical exercises. It was delivered to a larger group, while still incorporating individual tasks through worksheets and physical exercises. Topics included processing



speed, short-term memory and the importance of healthy habits such as hydration and physical activity in supporting cognitive function.

Germany

The third workshop on cognition in Germany was held by the project team. A presentation was prepared in advance with the help of the materials created by project partners. 3 cognition workshops were organized to accommodate the geographically dispersed participants:

- Workshop 1 (May 8th, 2025): 4 of 5 participants attended.
- Workshop 2 (May 14th, 2025): 3 of 5 participants joined, along with 2 additional caregivers.
- Workshop 3 (May 19th, 2025): 6 of 17 participants took part.

After the sessions, the presentation was shared with all participants and individual follow-up appointments were offered for additional support or clarification.

Slovenia

The cognition workshop in Slovenia was held on May 14th, 2025, led by an occupational therapist from IAT with previous experience in cognitive training. Participants included 8 seniors, 1 formal caregiver, 1 informal caregiver and 3 project staff (2 from IAT, 1 from OLD). The session used a PowerPoint presentation and included hand-based cognitive exercises, performed under the guidance of the therapist. Afterward, participants split into 2 groups to discuss the workshop implementation, seniors' personal habits and efforts to maintain cognitive function.

Italy

In Italy, the workshop was conducted on May 27th, 2025 by ISRAA's care staff, using guidelines developed by project partners. It was attended by 21 seniors. The session introduced basic brain and memory functions, explored the differences between normal and pathological cognitive aging and then transitioned into group-based games to stimulate memory. Participants were divided into 3 small groups for practical exercises. This workshop also marked the end of the pilot phase, so participants shared their feedback using a worksheet developed by IAT, followed by a communal lunch to celebrate the experience.

Poland

Cognitive workshops in Poland were delivered in 3 caregiver-led groups, adapted to different group sizes and needs. In total, 25 seniors participated. All sessions followed the workshop template delivered by project partners, translated into Polish language and with small adjustments to the local context.

- Group 1 - 2 sessions:
 - May 5th, 2025: Workshop at the Alzheimer Association, Lublin. Focused on memory/concentration, as well as discussions about ongoing challenges. 2 seniors participated.
 - May 24th, 2025: Held at the Forum of Lublin NGOs with 5 seniors. Covered memory, attention and discussed how the PROCAREFUL app affected daily routines and cognitive abilities. At this point of the piloting, the activity of some seniors has dropped, mostly due to the lack of time, app errors, better weather and outdoor activities they were engaged with.
- Group 2 - Workshop on May 13th, 2025: Conducted by 2 caregivers for 8 seniors, using project-developed presentation materials, which were discussed in detail. Since all seniors were already familiar with each other, no introductory or icebreaker activities were necessary. Participants shared personal stories and talked about problems related to the regularity of using the platform and motivation to participate in activities every day. Issues with the app's Word Game were discussed and the group also received a short training in Sudoku, facilitated by one senior who taught others. Printed Sudoku grids were used.



- Group 3 - Workshop on May 7th, 2025: Attended by 10 seniors and facilitated with the support of a psychologist. Educational materials were distributed, and the focus was on structured cognitive exercises and discussion.

7.4. Additional workshops and meetings

In addition to the 3 core thematic workshops on physical activity, cognition and digital skills, several pilot sites - in Croatia, Italy and Poland - organized optional workshops to further enrich the learning experience and address additional aspects of healthy ageing. These optional sessions provided opportunities for deeper engagement in areas such as nutrition, mindfulness, social inclusion and practical support with the PROCAREFUL app.

Croatia

In Croatia, 2 additional workshops were conducted.

- Healthy Diet and Its Connection to Longevity - This workshop focused on the relationship between nutrition and healthy ageing. Participants explored how balanced eating habits support cognitive and physical health, energy levels and overall longevity. The session included educational content, practical tips and an open discussion on personal dietary practices.
- Social Inclusion - Volunteering and Active Ageing - The final workshop focused on social inclusion and the role of volunteering in active ageing. It emphasized how older adults can contribute meaningfully to their communities by sharing their life experience and skills. The session promoted volunteering as a way to challenge stereotypes, foster intergenerational connection, and enhance both community development and personal well-being. It reinforced the values of participation, dignity, and active engagement in later life.

Italy

In the Italian pilot site, a total of 5 workshops were held, 3 of which aligned directly with the PROCAREFUL model (fall prevention, personal growth/social relations and cognitive prevention) and 2 were additional and focused on the topic of nutrition and mindfulness. All workshops were organized in the municipality of Silea, in a room dedicated to events and conferences. The sessions were conducted by ISRAA's formal carers in collaboration with external professionals.

- Nutrition and Prevention in Older Age (March 4th, 2025) - Led by a nutritionist from the local health agency's prevention department, this workshop addressed nutrition-related strategies for ageing well. It received high praise from participants for its relevance and practical advice. 21 older people attended.
- Mindfulness in Everyday Life (April 29th, 2025) - A psychologist experienced in mindfulness practices conducted this session. Participants explored the theoretical background of mindfulness and were introduced to practical techniques. The session inspired reflection on how mindful approaches could be integrated into daily routines. 16 older people took part.

Poland

In Poland the caregivers stayed in touch with the seniors daily - in person, through phone calls and/or during other meetings organized within some events. They also conducted additional meetings with seniors, organized especially in regards to the PROCAREFUL project:

- 2 caregivers conducted a meeting with seniors on May 21st, 2025. 10 people participated in the meeting. The topic was using the application and overcoming difficulties.
- On May 24th, 2024, the OIC Poland Foundation organized the final workshop for seniors and caregivers involved in the project. The event brought together 18 seniors and 4 caregivers, offering a valuable opportunity to reflect on the changes and benefits experienced during the months of piloting the



PROCAREFUL app. It featured group discussions using flipcharts to reflect on changes brought by the project - ranging from improved digital skills and physical activity to greater motivation and community connection. The session ended with a friendly contest recognizing the most engaged seniors, followed by the distribution of small prizes and certificates of participation.

The strong relationships between seniors and their caregivers greatly supported collaboration throughout the project. Regular meetings, mutual motivation and peer-to-peer learning played a key role in overcoming technical barriers. Overall, both the workshops and additional support meetings were seen as necessary and beneficial for both the seniors and caregivers.

7.5. Individual work with seniors

Individual work was a key component of the PROCAREFUL pilot, aimed at providing individualized support, assessing participant engagement and addressing technical or motivational challenges. These interactions - whether in person, over the phone or during routine caregiver visits - allowed pilot staff to build trust, gather feedback and tailor the experience to each senior's needs. The organization and frequency of these meetings varied by site, depending on local resources, structures, and relationships with participants.

Croatia

Personal work with seniors was conducted during meetings scheduled based on each senior's availability. Participants were first contacted by phone and then invited for an in-person consultation focused on introducing the physical activity diary and encouraging habit tracking. These individual meetings were conducted by formal carers.

Germany

Due to staff limitations, most individual meetings were held over the phone. In-home visits were only provided for those with specific needs. Personal exchanges were also offered after workshops, addressing individual wishes, feedback or technical issues. An individual discussion was held with 17 participants and notes were taken. 4 participants actively opposed individual support.

Slovenia

Seniors booked their own time slots via a shared Google document. Individual meetings with seniors took place on March 10th, 2025, in parallel in 2 offices, with one representative from IAT and one from OLD conducting the conversations. On that day, a total of 8 individual interviews were carried out. In 2 of those cases, a formal caregiver involved in the project was also present during the conversation. The second round of individual meetings, conducted in the same manner, took place on March 17th, 2025, during which 5 individual sessions were held. One more interview was conducted in a similar way at the end of the month (on March 26th, 2025). One final participant was interviewed by phone, as it was not possible to find a suitable time for an in-person meeting.

Most of the seniors brought notes to the meeting detailing their physical activity over the past week. For each individual, we reviewed their settings and difficulty levels on the platform and, if necessary, adjusted them accordingly. We spent about an hour with each senior. The conversations were conducted using the materials prepared by the project partners specifically for these interviews.

Italy

From January 2025 onward, ISRAA's psychologist and pilot manager conducted follow-up calls with each senior. ISRAA's psychologist and PROCAREFUL Pilot Manager, was personally involved in understanding the needs of the people involved. Participants were grouped by level of autonomy and contact frequency ranged from once to six times during the pilot. All 32 participants were contacted at least once, mostly to verify training plan relevance and address technical or emotional needs, only 2 of them needed a change in their training program.



During these telephone interviews, the opinions of the participants were investigated on various fronts: whether they encountered technical problems, whether they needed a change in the training plan, whether they needed further information on how to use certain games, as well as on the performance of personal growth activities.

Poland

Individual work with seniors was integrated into everyday contact between caregivers and seniors. These check-in conversations were not held as formal, one-time events but rather integrated into ongoing daily contact and activities. Caregivers carried out these personal assessments and updates during home visits, while assisting with everyday tasks, through phone conversations, before/after the workshops organized within the piloting. The number of seniors involved: 41 - all active project participants were included in the process over time.

8. Monitoring of the implementation and troubleshooting

Monitoring and troubleshooting were key components of the implementation process across all pilot sites. Each site adopted a tailored approach to staying in contact with senior participants, tracking their engagement on the platform and addressing technical issues as they arose. Monitoring was typically carried out by formal carers or coordinators through a mix of phone calls, in-person meetings and digital tools. Technical problems were reported and resolved through structured communication flows, often involving both local support staff and the technical project partner, Britenet.

Croatia

In Croatia, formal carers were responsible for maintaining regular contact with seniors through phone calls, in-person consultations, the PROCAREFUL platform, socialization activities at the Golden Age Center and a WhatsApp group. Performance monitoring was conducted through the platform, with email notifications being particularly useful in tracking senior engagement. When seniors experienced technical difficulties, individual support sessions were scheduled and delivered by a team consisting of a formal carer and a member of the Trainers/Core project team.

Germany

In Germany, monitoring was primarily conducted via email and telephone through project coordinators. For organizing app installations and workshops, nursing staff and the head of social services acted as key implementation contacts.

Slovenia

Monitoring in Slovenia was led by a representative from the organization OLD, who remained in regular contact with the seniors. The representative provided assistance with app-related issues and reinstallation, both remotely and through home visits when necessary. 3 seniors also received weekly support from formal carers. The IAT representative monitored app usage directly on the platform. Contact methods included regular phone calls and in-person visits, particularly for seniors who were less active or skipped group sessions. The monitoring approach was tailored to individual engagement levels and the needs of older participants. Those who were already active on the platform required less follow-up and were not contacted frequently. In contrast, participants who were less active or did not regularly attend workshops or individual consultations were contacted individually.



Italy

In the Italian pilot, a formal carer led monitoring efforts through the platform dashboard. To determine the appropriate intervention when performance dropped, a collaboration with other colleagues was initiated. Special attention was paid to people who remained inactive for more than 7 days as per email notifications. In such cases, their activity in specific sections of the platform's dedicated area was reviewed to better understand the situation and determine whether outreach and support were needed to prevent full disengagement. Each week, monitoring was performed and the corresponding telephone interventions were scheduled. Seniors were contacted by phone or in person to provide guidance and resolve any use-related challenges. Weekly platform checks focused on identifying participants who had been inactive for over 7 days, leading to scheduled support calls and visits.

Poland

Monitoring in Poland was handled in 2 ways: OIC POLAND-caregivers and caregivers-seniors.

OIC POLAND Foundation communicated with caregivers through regular phone calls, online meetings every second week, in-person sessions and a dedicated messenger group. A shared online drive with resource materials, document templates and an editable Excel sheet for monitoring each senior's engagement (names were anonymized). This way both caregivers and project managers from OIC POLAND Foundation could monitor and keep track of senior's app use, workshop attendance and engagement levels. Caregivers were asked to update this file regularly.

In terms of caregivers - seniors communication, it was handled directly by the formal caregivers, who maintained regular contact with seniors through in-person meetings, phone calls and interactions during various events, workshops and social activities organized at their seniors' clubs. Caregivers also supported app installations, individually or in groups, depending on seniors' needs and availability. The seniors remained in close and ongoing contact with their caregivers before, during and after the piloting phase. This close relationship played a key role in effectively monitoring their engagement with the app and responding promptly to any changes in activity or motivation.



C. PILOTING CLOSURE

The piloting phase across the pilot sites from 5 countries concluded with a comprehensive set of activities and documentation designed to evaluate the implementation and impact of the PROCAREFUL initiative. The closure process ensured systematic data collection, seniors and caregivers feedback and reflective analysis to inform final outcomes and recommendations.

Key activities and documentation:

■ Worksheet “Working with formal carers”

Developed by IAT and shared with all partners at the beginning of 2025, these worksheets were designed to support the implementation of hybrid workshops at the pilot sites. They collect detailed information on the workshops for formal and informal caregivers organized by each pilot site, including how and when these workshops were conducted. The main workshop topics covered the following areas:

- Initial training on the project and the platform
- Workshop on understanding the technical platform
- Workshop on understanding fall prevention exercises
- Workshop on understanding social challenges
- Workshop on understanding cognitive exercises

The purpose of this document is to document and summarize the collaboration process with formal caregivers, including the workshops they participated in throughout the piloting phase.

■ Worksheet “Working with seniors in person (group and individual work)”

This worksheet was designed by IAT to support formal caregivers in adopting a more personal and structured approach when helping seniors develop healthier lifestyles. It emphasized the importance of regular, intentional engagement - both in group settings and one-on-one meetings. The document was divided into 2 main sections. The first part focused on planning and documenting group workshops. Caregivers were asked to outline when and how each session, both mandatory and optional, was implemented, which topics were addressed, which exercises were done and how seniors responded. The 3 main workshops implemented by caregivers covered following topics: *Fall Prevention and meaning behind regular exercise*, *Good communication is key to good relationships* and *Cognitive prevention - we can train our memory*. Optional group meetings were also encouraged, offering space for seniors to reflect on their progress, share challenges in developing healthy habits and exchange experiences with the app. All workshops and meetings incorporated fall prevention exercises.

The second part of the worksheet provided a structure for individual check-in meetings between each caregiver and the seniors they supported. These personal meetings, scheduled to be completed by the end of February 2025, aimed to evaluate the senior’s progress in 3 key areas: cognitive, physical and social health. For seniors with low or no engagement with the platform, the focus was on identifying a single area where they could be motivated to begin or re-start their participation. For those already actively engaged, the goal was to gain deeper insight into their situation and help them identify areas for small, achievable improvements across all domains.

Each senior, with the caregiver’s support, was encouraged to reflect on their own engagement: which aspects of the program felt difficult, where they noticed progress, and what could still be improved. These meetings also served as an opportunity to co-create a personal plan tailored to the senior’s specific needs.



- **Online questionnaire summarizing the piloting activities in each pilot site**

This online questionnaire served as a key source for the preparation of this report. It was developed by the OIC Poland Foundation in collaboration with WWBW and was intended to be completed by the project managers at each pilot site. The main purpose of the questionnaire was to collect and summarize the activities carried out during each phase of the PROCAREFUL piloting: the preparation phase, recruitment, training of the participants, implementation phase and the closure of the piloting. It provided a structured overview of how the piloting process unfolded in each location, highlighting both achievements and challenges. In addition to operational details, the questionnaire also included a set of questions focused specifically on participant (seniors/formal and informal caregivers) feedback. While this report does not cover those feedback-related responses, they will be analysed and presented in a separate report prepared by WWBW in report D.2.3.4 Implementation of the PROCAREFUL Model into 5 home care sites, WP2. PROCAREFUL pilot site implementation in 5 home care services in CE area.

- **Individual reassessments with seniors**

At the end of the piloting phase, each pilot site was responsible for conducting final reassessments with participating seniors, same as it had been done at the very beginning of the pilot implementation. These assessments aimed to evaluate potential improvements in various aspects of health and well-being with a particular focus on cognitive, physical and social dimensions.

The assessment tools used included the Montreal Cognitive Assessment (MoCA) for cognitive status, the International Physical Activity Questionnaire (IPAQ), the short version of the De Jong Gierveld Loneliness Scale, the EQ-5D-5L (EuroQol 5 Dimensions 5 Levels) for general health status and the Pittsburgh Sleep Quality Index (PSQI).

These assessments were intended to be conducted by formal caregivers and/or psychologists, depending on the structure of each pilot site. Their overall goal was to collect data that would help evaluate the effectiveness of the PROCAREFUL model - not only in terms of health outcomes, but also regarding its potential for promoting empowerment among seniors and ensuring sustainability within care systems.

Croatia

In Croatia, the final reassessment phase was conducted by Association “MI” and included all 26 active participants. The objective was to evaluate the potential impact of the pilot by comparing pre- and post-intervention outcomes across several well-being domains. A comprehensive battery of standardized assessment tools was used, including IPAQ, EQ-5D-5L, De Jong Gierveld Loneliness Scale, PSQI. The MoCA Test was re-administered to 16 participants by a certified professional to assess changes in cognitive function. To ensure accessibility, the reassessments were organized flexibly. Most were conducted via telephone, minimizing logistical challenges and accommodating participants’ individual needs.

Germany

The process of individual reassessments of seniors at the end of the pilot in Germany has been carefully structured to ensure thorough feedback and participant engagement. Seniors were contacted either by telephone or email and invited to take part in the final survey. They were informed in advance about the importance and relevance of this reassessment for the overall evaluation of the pilot. In addition to these individual invitations, information about the final survey was also shared during the last workshop session.

The reassessments were carried out in the form of one-to-one interviews. During these sessions, the facilitators guided participants through the survey process, completing the questionnaire directly on the platform. The SHINE questionnaire was also used as part of the reassessment. Each interview typically took around 1 hour to complete, allowing sufficient time for participants to reflect on their experiences and provide detailed responses. For 5 seniors, a final survey could not be conducted. Additionally, 1 participant declined to complete the MoCA assessment but did complete the other questionnaires.



Slovenia

In Slovenia, the reassessment process was conducted using a hybrid approach. Assessment questionnaires were distributed in advance via email and regular mail and participants were asked to bring the completed forms to their scheduled meeting with psychologist. Individual reassessments were conducted under the guidance of a psychologist from IAT. Participants were contacted beforehand and offered several appointment slots, which were scheduled across 3 Mondays in June 2025.

Italy

In Italy, reassessments were carried out through individual in-person meetings, each lasting approximately 1.5 hours. Each meeting involved:

- Spontaneous feedback collection, where participants shared personal reflections and suggestions. No w ogóle
- Administration of the translated SHINE questionnaire in paper format,
- The standard PROCAREFUL reassessment protocol, including tools such as MoCA.

Participants independently completed the paper questionnaires, after which the project team entered the responses into the PROCAREFUL platform. Based on reassessment outcomes, the platform-generated training programs were updated and adjusted accordingly. Responses to the satisfaction questionnaire were also uploaded via a dedicated SHINE link.

All 32 participants have participated in the final re-assessment.

Poland

At the end of the pilot, between the end of June and beginning of July 2025, final reassessments were completed for 36 seniors in Poland. 5 seniors did not participate in the reassessment process for various reasons: 1 declined to take part, 1 was abroad, 2 were hospitalized, 9 did not have time. The tests were conducted by formal caregivers and/or psychologists, either in person or over the phone. The approach to administering the assessments varied: some caregivers met seniors in person on a single day, others scheduled appointments over several days based on the seniors' availability and some conducted the assessments by phone. The format of the assessments also differed. While some caregivers completed the tests directly on the PROCAREFUL platform, others used printed versions, later entering the results into the system manually.

Due to the lack of psychological training among most caregivers, only 16 seniors were assessed using the Montreal Cognitive Assessment (MoCA), which was administered by qualified psychologist.

■ Final celebration workshops and final group feedback

The final phase of the PROCAREFUL pilot was guided in each pilot site by a structured workshop format developed IAT. This phase aimed to bring the piloting period to a meaningful close, while also ensuring that participants had the opportunity to reflect on their experiences, provide feedback and receive recognition for their involvement. WWBW developed and shared with partners the template for the certificate of participation in the project for project participants - seniors and caregivers.

Across pilot sites, the closure typically involved 3 key components:

- Evaluation and feedback - Each site implemented an evaluation process to gather both structured and informal feedback. Seniors and formal caregivers were asked to complete a feedback questionnaire developed by SHINE and take part in a group discussion or individual reflection session.



- Discussion on what comes next - Each pilot site dedicated time to informing participants about what to expect after the project ended. This included clarifying whether the PROCAREFUL app would remain available to them, what would happen to the platform and the app and how they might continue the activities independently.
- Celebration and acknowledgement - Depending on local context and preferences, this part included handing out certificates of participation, sharing refreshments and organizing group games or memory activities.

Croatia

The final celebration event marked the official conclusion of the PROCAREFUL pilot in Croatia. It brought together senior participants, family members, formal carers and key stakeholders. The event opened with a warm welcome and expressions of gratitude to all who had contributed their time, energy and commitment. Special recognition was given to formal carers for their vital role in supporting the seniors, highlighting the collaborative and caring spirit of the initiative.

A key component of the gathering was a group feedback session, conducted as an open discussion. Participants were invited to reflect on their journey and share one meaningful benefit they gained from the pilot. Although most evaluation questionnaires had been completed via telephone in advance (to allow the event to focus on social interaction), a brief overview of the assessment results and future steps was presented. Participants were informed that access to the PROCAREFUL app would remain available until February 2026, and that they would be notified of any updates thereafter.

To mark the occasion, each participant received a symbolic gift package, which included a certificate of participation and a bar of dark chocolate. The celebration continued in a relaxed and friendly setting, with food, drinks and music, offering participants the chance to socialize, share experiences and celebrate their shared achievements. The event served not only as a closing of the pilot but also as a meaningful moment of recognition, connection, and encouragement for continued healthy ageing.

Germany

The final celebration workshops and group feedback sessions at the German pilot site were designed as engaging and appreciative events to mark the conclusion of the project. During the events, the project was reviewed collectively, allowing participants to revisit key moments, discuss their impressions and provide feedback. As part of the celebration, drinks and snacks were served, creating a relaxed and social atmosphere. To add a familiar and interactive element, one activity from each of the previous workshops - such as “packing my suitcase” or a short physical exercise - was either repeated and/or discussed.

The certificates of honour were handed over to all participants. For those who were unable to attend the closing sessions in person, certificates were delivered individually, either by hand or by post. These were accompanied by a small token of appreciation, typically a bar of chocolate, to acknowledge and thank them personally for their participation.

Slovenia

The final celebration event in Slovenia brought together 9 seniors, 2 formal caregivers and 1 informal caregiver to commemorate the conclusion of the PROCAREFUL pilot. The gathering was opened by the Mayor of the Municipality of Log-Dravograd, who personally handed out certificates of participation to all attendees, recognizing their engagement in the project.

In the first part of the final event, participants were asked to fill out the evaluation questionnaires prepared by SHINE. The celebration featured also a series of interactive group activities. Participants were divided into 3 teams, rotated through 3 themed stations, each focusing on a different domain - cognitive, social and physical and completed the assigned tasks. Following the group activities, organizers provided a brief update on the platform’s future, including the announcement that all seniors who completed the pilot would retain



the tablets provided during the project. The event concluded with refreshments, food, and drinks, giving participants a chance to socialize.

Italy

In Italy, the final celebration was held in an informal setting, integrated with the last workshop on cognitive health, which took place on May 28th, 2025. To mark the end of the pilot journey, participants and facilitators gathered for a communal lunch at a local restaurant.

What made the event particularly meaningful was that it was initiated and organized by the participants themselves. Around 25 participants attended.

Poland

The OIC Poland Foundation hosted the final workshop for seniors and caregivers involved in the PROCAREFUL project on May 24th, 2024. The event brought together 18 seniors and 4 caregivers and focused on the reflection on the positive changes and benefits experienced during the pilot phase of the PROCAREFUL app.

During the workshop, participants took part in a group activity where they were divided into 3 mixed groups, each including seniors from different caregivers' teams. Using flipcharts, the groups shared their experiences and identified the benefits the app had brought into their every-day lives. These insights were later presented and discussed with the entire group.

The workshops included also the session for completing a feedback questionnaire. These were handed over for seniors and formal caregivers in hard copy. Seniors received instructions and time to fill it out individually, with project staff on hand to provide support and answer any questions.

The OIC Poland team informed participants about the next steps and potential future of the app. Although no final decisions had been made regarding the app's use after the pilot, the team assured seniors and caregivers that updates would be communicated through the caregivers once available. An open discussion followed, allowing participants to ask questions and share their overall experiences.

Snacks and drinks were provided throughout the event. To celebrate engagement, a contest was held recognizing the top 3 seniors based on the points they accumulated using the app. Winners received small prizes, including a book with cognitive exercises. All seniors who participated in the pilot were awarded certificates of participation. The workshop concluded with a group photo.

In summary, the piloting closure across all sites was not only a logistical end point, but also an opportunity to recognize achievements, reflect on the new habits and share the experience.