



# SociALL



JIHOMĚSTSKÁ  
SOCIÁLNÍ a.s.

nova

åpenhet



Co-funded by  
the European Union

# OVERVIEW OF THE PROJECT

**AIM:** address the digital skills gap among care professionals, particularly in the context of social/home care, exacerbated by the COVID-19 pandemic.

## OBJECTIVES

- Conducting an assessment to determine the up-skilling needs of care professionals.
- Designing a training methodology and materials based on identified up-skilling needs and best practices.
- Testing the training package through on-the-job training, aiming for adaptability, transferability, and scalability.

**HOW:** improve digital readiness, resilience, and capacity among care professionals by providing tailored training that can enhance their performance and optimise patient care.

# CONSORTIUM



**JIHOMĚSTSKÁ  
SOCIÁLNÍ a.s.**

**Jihoměstská sociální a.s.** is a well-established provider of social services for seniors and individuals with disabilities in Prague 11 (Czech Republic). It operates two residential social services and provides field social services. As part of the field service, it also offers catering services and organizes leisure and educational activities for seniors, including health and safety lectures.



**MedicalScan** (Slovakia) is a healthcare information technology company with expertise in big data analysis and managing medical and pharmaceutical databases. Its primary objective is to assist healthcare professionals and clients in comprehending real-world healthcare data through collection, analysis, and interpretation. It also develops training programs for both professionals and patients to improve disease management and patient outcomes.



**NOWA** is a regional association based in Graz (Austria). It specialises in training, counseling, and project management, prioritising equal opportunities, regional development, and the economy, while contributing to lifelong learning strategies to integrate principles of equality, diversity management, and active aging into employment policies.



**Åpenhet** (Norway) is an organisation specialising in fact-based policy making and knowledge dissemination through interactive and visually appealing methods. It collects, processes, and disseminates data, leveraging its expertise in creating accessible educational tools and solutions for data collection and digital storytelling to engage users.

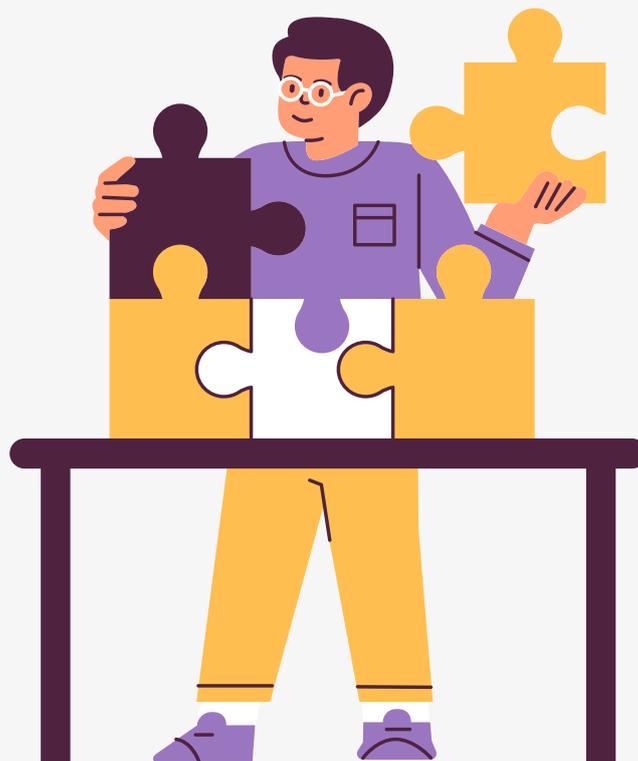
# EXPECTED PROJECT RESULTS

Identification of real up-skilling needs.

Creation of tailored training materials and methodology.

Testing of training materials and methodology for validation.

Dissemination of training materials and methodology for replication and scalability.



# RESEARCH & PROJECT RESULTS

National analyses and surveys across Austria, Norway, Slovakia, and the Czech Republic reveal **growing recognition of digital technology's transformative potential** in healthcare and social care sectors.

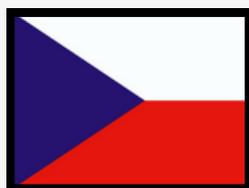
Significant **skills gaps** exist among professionals, highlighting the need for **targeted training programs and support initiatives**.

Addressing these gaps is crucial for improving the efficiency and effectiveness of care delivery.

In fact, **digital proficiency** is essential for streamlining administrative tasks, improving care coordination, enhancing patient engagement, and facilitating evidence-based decision-making.

Policymakers, healthcare organisations, and educational institutions are urged to invest in training, infrastructure, and support programs to equip professionals with the necessary digital skills. Ultimately, **enhancing digital skills** contributes to the delivery of high-quality care and shapes the future of healthcare and social care in the digital age.

# RESEARCH & PROJECT RESULTS



The COVID-19 pandemic has led to **increased demand for home care services**, particularly among older adults and individuals at higher risk of severe illness from COVID-19. However, it has also presented challenges for home care providers, including the need for **increased safety precautions, changes in service delivery**, and **staff shortages**.

There has been a notable adoption of new technologies, such as **virtual care, remote patient monitoring**, and **digital contact tracing**, to support home care services and mitigate the risk of virus transmission.

There are challenges such as **regional differences in social care provision and technological needs**, including limited access to technology and technical skills.

Overall, while the pandemic has posed significant challenges, it has also accelerated the **adoption of technology** and highlighted the importance of **ongoing education and training** for social care professionals to adapt to changing circumstances and deliver high-quality care.

# RESEARCH & PROJECT RESULTS



There are significant **shortages in nursing and caregiving personnel**, as well as the growing need for long-term care services, especially for the elderly and people with disabilities.

Despite efforts to provide institutional, home, and semi-institutional care, there remains a **gap in meeting the needs of all individuals requiring long-term care**.

Moreover, it is recognised the importance of **innovation in healthcare**, advocating for the implementation of new technologies, such as telemedicine, remote monitoring, and smart healthcare solutions to enhance service delivery.

Therefore, these advancements can be embraced only after addressing current shortcomings and ensuring the **healthcare system is prepared to meet future challenges**, including the impact of ageing demographics and health crises, such as the COVID-19 pandemic.

# RESEARCH & PROJECT RESULTS



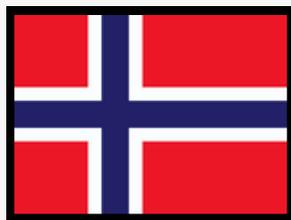
There is a notable **gap in the integration of digital skills into the training curriculum** for care assistants and home helpers, despite the increasing reliance on technology in their daily tasks.

While smartphones and PDAs serve as central tools for nursing assistants and home helpers, there exists a **hierarchical disparity in access to technology within organisations**, which highlights the urgent need for **comprehensive training programs** on digital literacy across all levels of care provision.

Moreover, training programmes need to be adapted to equip caregivers with the necessary **digital competencies**, including data protection and security.

Overall, digital technology can **enhance the efficiency and quality of care delivery**, together with ongoing training and support to ensure caregivers can effectively leverage these **digital tools in their daily practice**.

# RESEARCH & PROJECT RESULTS



The multifaceted role of **tech-enhanced tools** across various functions underscores the diverse ways in which technology can **augment and streamline care delivery processes**, catering to the evolving needs of care professionals and patients.

Critical success factors include **change management, bottom-up approaches, and comprehensive training**. By prioritising these factors, care professionals are not only equipped with the necessary tools, but also empowered to utilise them effectively, thereby maximising the potential benefits of technology integration.

However, **material constraints and interoperability** represent challenges to facilitate seamless integration of new technologies into existing care systems.

In the end, the main objective is the transformative journey of **integrating technology into social care**, ultimately enhancing the **quality and accessibility of care services**.

# DEVELOPED TRAINING MATERIALS: DIGITAL LITERACY TRAINING

- Enhance care workers' skills in using mobile devices safely and effectively by providing easy-to-implement measures and best practices.
- Enhance care workers' capacity and confidence in using online collaboration tools by covering features and best practices, but excluding advanced technical functions.
- Equip social care workers with skills in using office productivity tools by focusing on word processing, spreadsheets, and presentation software.
- Provide social care workers with cybersecurity and online safety skills with a focus on basic cybersecurity knowledge and preventive measures.

# DEVELOPED TRAINING MATERIALS: SUPPORT IN CHOICE OF TOOLS

**Aim:** make social care technologies accessible to all.

The curricula developed the co-creation way is designed to provide comprehensive information about various types of tools used in social care, their functionalities, market landscape, legislation compliance, pricing, training, and support options.

Each solution under evaluation follows a structured format, including Presentation, Main Features and Functionalities, Pricing, Training and Support, General Evaluation.

Additionally, a simplified catalogue for easy-to-adopt tools is provided, offering condensed information about each solution's name, editor, date of creation, legislation compliance, main features, pricing, and general evaluation based on user reviews and recommended use cases.

# MEETING IN PRAGUE

## 01 DECEMBER 2022



The meeting with all the partners of the Erasmus+ project SociALL focused on **partnership presentations, work package discussions, and project management aspects.**

This event served as a crucial milestone in laying the groundwork for the project's successful implementation, fostering **collaboration** and setting the stage for **future cooperation** among the participating organisations.

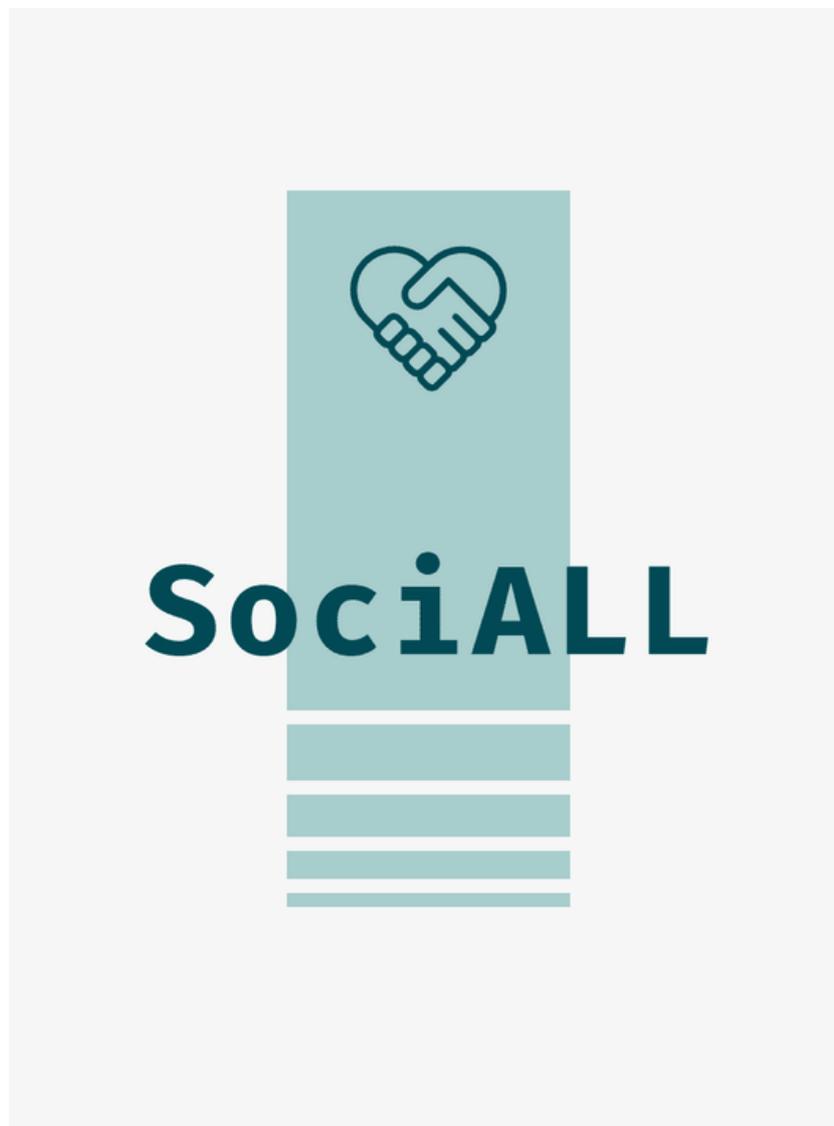
# MEETING IN OSLO

## 23-24 AUGUST 2023



**Day 1** focused on **project management, budgeting, and dissemination strategies**, as well as work package discussions addressed **training development** based on survey findings and considering gender and diversity perspective. Partners also engaged in dialogue with **welfare technology experts**.

**Day 2** featured a **field study visit to Almas Hus**, showcasing innovative solutions in municipal health care. The visit included **presentations** by staff members and **hands-on experiences** with various devices and accessories for people living with dementia at home and their caregivers.



## Join SociALL in Shaping the Future of Healthcare!

Website: <https://sociall.info/>



Erasmus+ project Sociall

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