

# ORAL PAPER PRESENTATION 3: PHYSICAL AND MENTAL HEALTH

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## Well-being and care at home with new technologies: Perspectives of home care personnel

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**Purpose** Finland is one of the fastest ageing countries in the world. At the same time, care personnel working with senior citizens at home care are also getting older. (OECD Economic Surveys: Finland 2020.) People at working age are expected to work longer and retire later, but simultaneously, there is a lack of care personnel. Therefore, the better utilization of technology has been stated (Technology Advisory Board 2021), but the challenges exist to the impacts and integration of technology into the home care contexts. We aim to describe how a national programme called KATI ('Smart Ageing and Care at Home') support the integration of new technologies and digital services for older people home care in Finland. The ultimate goal of the programme is a continuing collaborative model of technology-supported ageing and care of older people at home. In this abstract, the focus is on perspectives of home care personnel. **Method** The KATI programme consist of six regional projects across seven regions in Finland which represent municipalities or associations of municipalities, third and private sectors, and universities. The programme coordination rests with the Finnish Institute for Health and Welfare (THL), and the regional projects participate in systematic assessment coordinated by the THL and The Technical Research Centre of Finland Ltd (VTT), who participates in a national programme as an expert of technology solutions. Home care personnel will be studied in the programme from three perspectives by using mixed-methods (Creswell & Clark 2018). 1) Well-being of home care personnel will be assessed by using follow-up surveys. 2) Changes that technology has in their work, service processes and impact on home care work will be studied by using follow-up surveys. 3) Home care personnel's user experiences and attitudes towards technology will be evaluated by using interviews. While combining all this information and communicating it with regional projects we are aiming to achieve a continuing collaborative model of technology-supported ageing and care of older people at home. **Results and Discussion** So far, while the national programme is halfway, we have conducted the baseline survey for assessing well-being of home care personnel (n=805). The survey was conducted in six KATI projects and in five comparative regions not involving in the KATI programme but in which the home care personnel worked within similar context at home care. Almost 94 % of the respondents were female, mean age of the participants was 45 years, mean years of working at home care was 16 years and eight years at the same position. The most common technologies used were safety solutions without GPS localization, medicine-dispensing robots, enterprise resource planning (ERP) systems and software, video calls, security systems and access controls. We have also conducted the baseline survey for the KATI projects for assessing changes that technology has in the work of home care personnel, service processes and impact on home care. The survey was answered by 21 teams, 1-10 respondents per team. Results were the following: home care personnel skills to use technology improved, they received realtime information on older people coping at home, and they learned to analyse and utilize the received information in their work making their work to be more versatile. More results of the baseline surveys and information about the analysis methods using inductive and deductive content analysis will be discussed at the conference.

## References

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