The ACTION service
Assisting Carers using Telematics Interventions to meet Older People’s Needs

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The ACTION service - families

CARING PROGRAMS

ACTION APPLICATION

CALL CENTRE

EDUCATION & SUPPORT
Evaluation results: Quality of Life

- **Both family carers and the older person they care for:**
  - feel less isolated
  - develop informal support networks with other families
  - consider that new technology is good to use providing it is easy to understand, use and is of direct benefit to them in their caring situation.

- **Family carers:**
  - feel more competent and secure in their caregiving role
  - gain more control over their individual caring situation
  - increase their self confidence in their ability to care

- **Professional carers:**
  - experience improved job satisfaction
  - see significant scope for future development in the area

- **Care providers:**
  - Reduced care costs with an average saving of 10.300 EUR/year

Challenges

• Organisational complexity
• Attitudes
• Support from all stakeholder groups
• Evidence
• Mainstreaming/creating a critical mass
• Solid business plan & model
• Policy
• Financing

(Magnusson & Hanson 2012)
References


Hanson, E., *et al.* (2007). Working together with persons with early stage dementia and their family members to design a user-friendly technology based support service, *Dementia, 6*(3), 411-434


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