

User involvement in SOCIALCARE:

39 interviews in the Netherlands and 18 interviews in Austria

January 2016

End-user involvement is one of the key elements of the SOCIALCARE project. End-users are to be involved in all stages of the project. In order to do so the user groups are divided into 6 personas which were created by end-user partners LIFEtool and NFE. The identified user groups are: active seniors, seniors with mild impairments, formal mobile caregivers, informal caregivers, volunteers and relatives. For each group of users interview questionnaires were created, to help the project assess user requirements and user expectations of the SOCIALCARE platform.

Based on these questionnaires interviews were conducted in both the Netherlands and Austria in December 2015. For the Netherlands, 19 interviews were held in Son en Breugel and 20 in Putte. In Son en Breugel the interviews were carried out by NFE in cooperation with: foundation ThuisVerbonden, a citizen initiative to facilitate and stimulate community building; regional care-organizations Archipel and ZuidZorg; volunteer organization LEVgroep and the local umbrella organisation of seniors the SeniorenRaad. Four students of Fontys supported us with the interviews in Son en Breugel. In the village of Putte the interviews were carried out by the representatives of the foundation Zorg Coöperatie Putte, a citizen initiative that organises and provides care for all citizens of Putte in need of care. They are very interested in setting up the SOCIALCARE platform for their members.

For Austria, 18 interviews were conducted in Linz, the capital of Upper Austria and its surrounding municipalities. LIFEtool was responsible for carrying out the interviews and collaborated with its subcontractor Diakoniewerk Gallneukirchen which runs professional mobile care, voluntary work, as well as assisted living services.

The participants provided us with a huge amount of useful information for which we thank them all. The results of the interviews will be used as starting point for the development and implementation of the platform, to be started in January 2016.

The PDF contains some pictures to give an impression of the interviews with the senior citizens.



Fontys student carrying out interviews at home in Son en Breugel (Netherlands)

Picture by NFE office



Stephan Schürz (LIFEtool) carrying out interviews in Linz (Austria)

Picture by LIFEtool office