



Stakeholder Matrix

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Dissemination Level		
P	Public	
C	Confidential, only for members of the consortium and the Commission Services	✓

REVISION HISTORY AND STATEMENT OF ORIGINALITY

Revision History

Revision	Date	Author	Organisation	Description
1.0	9/07/12	Lucia Carragher	CASALA	Stakeholder Database

Statement of originality:

This deliverable contains original unpublished work except where clearly indicated otherwise. Acknowledgement of previously published material and of the work of others has been made through appropriate citation, quotation or both.

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Stakeholder Matrix

CASALA has created an initial list of contacts across the DISCOVER Consortium containing stakeholders and interested partners segmented according to potential information needs and interests (see Appendix 1-7). The purpose is to identify early on those stakeholders that are key influencers and who will be instrumental in achieving successful exploitation of the project deliverables in terms of assisting market introduction, uptake and endorsement to other contacts.

The stakeholder matrix will be continuously added to, with new contacts added during the lifetime of the project and will include the following target groups at local, national and international level:

- Home care providers and home care organisations
- Formal and informal carer organisations
- Care training providers
- Care/Social Health research community
- Medical practitioners e.g. nursing organisations, general practitioners, hospitals
- Third Sector organisations
- Specialist care organisations (e.g. cancer care groups, Alzheimer's Society)
- Local Government/Government contacts (e.g. Health/Work/Education/Skills departments)
- Accreditation providers
- Skills Agencies (e.g. UK Skills Funding Agency or equivalent in other countries)
- Local strategic partnerships/local municipal partnerships
- Potential sponsors (e.g. telecare providers)

Initially a list of 244 local and national contacts has been identified by the partners. A further 45 organisations and projects have been identified as part of a first desk research market review.

The importance of the stakeholder matrix for DISCOVER

The stakeholder matrix will serve as the basis on which the actual stakeholder database is being developed. The database will be improved and extended over time, it will provide a platform for regular involvement of stakeholders in their areas of interest. In addition, web technologies will be utilised to build online communities and link to other stakeholder communities. To facilitate this, contacts for the DISCOVER database will be collected by:

- Invitations to subscribe to the DISCOVER mailing list that all consortium partners circulate to their relevant contacts
- An invitation to subscribe to the mailing list included in all DISCOVER communications
- Adding all contacts that get in contact through the project website e.g. through the online subscription to a quarterly e-newsletter
- Presenting and exhibiting at other conferences in related sectors will widen reach to promote the project results and provide access to new audiences and contacts
- Use of web 2.0 technologies and networking sites such as Twitter to build online communities.

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- In addition pilot participants will also be invited to use the e-portfolio (open source Mahara feature) which includes a social networking facility where users can create their own community of 'friends' to share and give access to their personal space.

The messages will be delivered over the length of the project from initial recruitment - building awareness and understanding of the project objectives and pilot aims through to engagement seeking participants involvement for feedback, project champions and commitment to proactively champion the project deliverables within their own networks.

Appendix 1 - Stakeholder matrix

Appendix 2 – Market research

NAME	ADDRESS 1	ADDRESS 2	ADDRESS 3	TELEPHONE	EMAIL
Private sector organisations					
Joanne Perry	Medilink				joanep@medilinkwm.co.uk
Alison Mlott	Alvolution			0782 7340 499	alisonm@medilinkwm.co.uk
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Home & Communities Agency					
Not for profit / interest groups					
Birmingham Carers Association				0121 675 8176	bhamcarers@gmail.com
BACOP	C/o Aston Research Centre for Healthy Ageing	Aston University	B4 7ET	0121 204 4294	BACOP@aston.ac.uk
Birmingham Link Age Concern	c/o Birmingham Voluntary Service Council	138 Digbeth	B5 6DR	08006 525278	info@birminghamlink.org
Birmingham Carers Centre	The Place 2B	198 Corporation Street	Birmingham	0121 262 3033	helpline@birminghamcarerscentre.org.uk
Solihull Carers Centre	TS1 Pinewood Business Par	TS1 Pinewood Business Par	Marston Green, B37 7HG	0121 788 1143	centre@solihullcarers.org
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Educational / training					
Skills for Care					
Birmingham Care Development Agency	Lifford House	Fordhouse Lane	Stirchley	B30 3BW	bcda@birmingham.gov.uk
Media					
Kris Kowalowski Information Daily The Business Desk.com					kris.kowalowski@birmingham.gov.uk
Government					
Care Quality Commission	Finsbury Tower	103-105 Bunhill Row	EC1Y 8TG	03000 616161	

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Age Concern	7 Warwick Row 31 Barras Green	Coventry	CV1 1EX	024 76 231999	contact@ageuk.org.uk
Alzheimer's Society Coventry Carers' Centre	Bungalows	Coventry	West Midlands, CV2 4PH	024 76 652602 024 76 633788	research@alzheimers.org.uk contactus@coventrycarers.org.uk
Coventry Crossroads	59 Melbourne Road Seven Stars Industrial	Coventry	West Midlands, CV5 6JN	024 76 673242	
Penderels Trust	Estate	Wheler Road, Coventry	West Midlands, CV3 4LB	024 76511611	enquiries@penderelstrust.org.uk
Valley House West Midlands Kick Start Partnership	55-57 Bell Green Road West Midlands Kick Start Partnership	Coventry	West Midlands, CV6 7GQ	024 76 266280	info@valleyhouseassociation.org
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MasterMed Care	-	-	-	00302106199100	evournazou@axeo.n.gr
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Not for profit / interest groups					
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Alzheimer's Day Care Unit "Saint Helen"	13 Petrou Sindika str.		54643 Thessaloniki, Greece	0030 2310 810411	fo@alzheimer-hellas.gr
Educational / training					
Government					
Papageorgiou General Hospital	Circular Road Neas Ef		56429 Thessaloniki, Greece	0030 2310 693722	l@papageorgiou-hospital.gr
ATTIKON UNIVERSITY GENERAL HOSPITAL				0030 210 5831812	dkelekis@cc.uoa.gr
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social worker	-	-	-		pr.thess@gmail.com
social worker	-	-	-	030 2310 604 904	giota@stavroupoli.gr
2nd KAPI (Municipality of Stavroupoli)	Karaoli & Dimitriou 1		56430 Thessaloniki, Greece	030 2310 600779	b.kaph.otenet.gr
National and Kapodistrian University of Athens, Mental Health				0030 210 7251312	soldatos@med.uoa.gr
Care Unit / Evgenidion	152 Mesogion Street		11527 Athens, Greece		
Ministry of Interior	Stadiou 27 & Drqagats		10183 Athens, Greece	0030 213 1313395	oufeas@ypesdda.gov.gr
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Not for profit / interest groups					
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Not for Profit groups

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[Gerrie Abrahamse-van den Bosch, PCOB \(Dutch Protestant Association of the Elderly\) g.abrahamse@pcob..nl](#)

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Local stakeholders and pilot municipalities

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Kerkrade

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Patrick Ijpelaar, program manager, Kerkrade

Partners Kerkraads Wmo model:

Gemeente Kerkrade

Meandergroep Zuid Limburg

Impuls

Wmo platform Kerkrade

Partners mantelzorg:

Steunpunt Mantelzorg Parkstad

Ruggesteun

Partners ouderen:

Seniorenraad Kerkrade

KBO

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Home Care Plus	6b Woodbine Park,	Boosterstown,	County Dublin	01 260 5002	info@homecareplus.ie
Home Instead Senior Care	18 Locations throughout Ireland			1890 930 013	info@homeinstead.ie
Irish Home Care Services	Upper Commons,	Thomas Street, .	Castleblayney, Co. Mon.	042 975 4751	info@irishhomecare.ie
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Be Independent Home Care Ltd	Suite 4, Manor House,	3 Church Road,	Malahide, Co Dublin	01 828 3030	info@beindependenthomecare.ie
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Bluebird Care	Unit 4a, The Business Centre,	Blackthorn Business Par	Coe's Road, Dundalk	00 353 42 9370990	northeast@bluebirdcare.ie
Bluebird Care	Unit 2 Oldtown Road,	Johnstown,	Navan, Co. Meath.	046 9090 333	meath@bluebirdcare.ie
Bluebird Care	7 Market Place	Summerhill	Ennis, Co. Clare	065 – 6868222	clare@bluebirdcare.ie
Bluebird Care	33 Grattan St.	Portlaoise	Co. Laois	(057) 866 6377	laois@bluebirdcare.ie,offaly@bluebirdcare.
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Bluebird Care	6 Cook Street,	Cork		(021) 021-4279116	cork@bluebirdcare.ie
Brookfield Home Care Services	Leamlara,	Co Cork		021 4642112	homecareservices@brookfieldcc.ie
CARE	20 The Green,	Malahide,	Co. Dublin	01 525 2729	info@care.ie
Care for Me Homecare	The Littlejohn Centre	122A Cromwellsfort Ro	Walkinstown, Dublin	1201-5163000 / 01-5163001	info@careforme.ie
Care For the Elderly	14 South Leinster Street,	Dublin 2		01 662 3423	info@carefortheelderly.ie
Caremark	Dublin Business Centre	Unit 33, Blackwater Ro	Dublin Industrial Estate,	0818 301 999	info@caremark.ie
CareRight Homecare	Shankill Business Centre,	Shankill,	Dublin 18	01 2393233	info@careright.ie

Careway	87 Waterloo Road,	Ballsbridge,	Dublin 4	01 660 1677	info@careway.ie
Careworld	9 Inns Court,	Winetavern Street,	Christchurch, Dublin 8	01 616 9747	enquiries@careworld.ie
Caringangels	Hazelwood,	Sligo		071 914 5334	admin@caringangels.ie
Communicare Agency Ltd	6 St Aidans,	Park Road,	Marino, Dublin 3	01 833 8000	info@communicare.ie
Dignity Home Care	Head office,	Woodbrook Lodge,	Woodbrook Estate, Portlaoise	01 685 3894	info@dignityhomecare.ie
East Cork Home Care	Cork			021 4630988	info@eastcorkhomecare.ie
Eden Home Care Limited	1 Cairn Hill,	Foxrock,	Dublin 18	087 1640633	info@edenhomecare.ie
Fingal Home Care Ltd.	Fingal,	Co. Dublin		01 840 1886	info@fingalhomecare.ie
FRS Homecare	Locations all over Ireland			1890 65 75 85	info@frshomecare.ie
GoodKnight Homecare	Malahide,	Co Dublin		01 8169971 - 086 4096560	goodknighthomecare@gmail.com
Great Value Home Care	51 Fairy House Lodge,	Ratoath,	Co.Meath	01 825 7064	info@greatvalue-homecare.com
Haven Home Care	Castlehill,	Ballina,	Co.Mayo	096 31617	info@havenhomecare.com
Helping Hand Homecare	1 Emo House,	Main Street,	Howth	1800 808 018	info@helpinghand.ie
Home Care Assistance	Limerick			086 0396485	joanna@homecareassistance.ie
Home Care Independent Living	Dunany House,	7 Seatown Gardens,	Dundalk	042 932 4688	info@homecareireland
Home Care Independent Living	Callan House,	Hill Street, Milford,	Co. Armagh	(0)28 37511333	info@homecareireland
Home Care Options	1A Kill O'The Grange,	Blackrock,	Co. Dublin	1800 426 111	info@hco.ie
Homecare Solutions	Dowdingstown Wood,	Tow Mile House,	Naas, Co. Kildare	087 2213681	info@homecaresolutions.ie
IndeCare	Buzzardstown House, Buzzard	Mulhuddart,	Dublin 15	01 891 3000	info@indecare.ie
Inhome Care	29 Terenure Road East,	Rathgar,	Dublin 6	01 497 6035	info@inhomecare.ie
Kare Plan	437 Howth Road,	Raheny,	Dublin 5	01 851 1411	info@kareplan.ie
L & B Home Respite Services Ltd.	1665 Pairc Muire,	Newbridge,	Co. Kildare	045 433373	lbhomerespice@eircom.net
Lifelong Care	Wainsfort Park	Terenure	Dublin 6W	01 4456976 / 086 2331489	samantha.e.long@gmail.com
Mary's Home Care	Milltown,	Clonoulty, Cashel,	Co. Tipperary	0504 42860	info@maryshomecare.ie
Mo SeanChara	22 Ard Carraig,	Caherslee, Tralee,	Co Kerry	066 712 3152	info@moseanchara.ie
Moorehall Homecare	Hale Street,	Ardee,	Co. Louth	1890 335533	info@moorehallhealthcare.ie
Oak Tree Home Care Ltd.	Carlow Gateway Business Cen	Athy Road,	Carlow	059 913 5253	oaktree13@eircom.net

Orwell Home Care	112 Orwell Road,	Rathgar,	Dublin 6	01 4999 000	info@orwellhomecare.ie
Precious Homecare	Conifer Cottage,	Maywood Grove,	Raheny, Dublin 5.	01 8058936 / 086 3976069	homecare.precious@gmail.com
Private Home Care	2 Newcastle Road,	Lucan,	Co. Dublin	01 621 9101	info@privatehomecare.ie
RehabCare - CareLink	Beach Road,	Sandymount,	Dublin 4	01 2057237	carelink@rehabcare.ie
Roscommon Disability Support Gr	Roscommon			090 6625852 / 090 66258	info@rosdisabilities.ie
Runway HomeCare	Service covering Dublin, Meath, Kildare, Louth, Westmeath, Longford, Cavan,			(01 889 3140 / 043 31600)	info@runwayhomecare.ie
Sandra Cooney's Home Care	Unit 1,	Ballymun Industrial Est;	Ballymun, Dublin 11	1890 500 005	info@schomecare.ie
The Village Nursing Care Service	Home Care Service,	The Village Care Centre	Ballygarraiff, Craughwell	091 777 700	info@thevillagecare.ie
ViviHomeCare	4 Harbour Square,	Crofton Road,	Dun Laoghaire, Co. Dub	01 663 6666	info@vivihomecare.ie

Not for profit / interest groups

Cross Care	Clonliffe College	Dublin 3		01 836 0011	Email: info@crosscare.ie
Older and Bolder	Jervis House	Jervis St.,	Dublin 1.	00353-1-8783623	info@olderandbolder.ie
The Carers Association	Market Square,	Tullamore,	Co. Offaly	057 9322920	info@carersireland.com
The Alzheimer Society of Ireland	Temple Road,	Blackrock,	Co Dublin	(01) 207 3800	info@alzheimer.ie
CARE Irish Hospice Foundation	Morrison Chambers,	32 Nassau Street,	Dublin 2.	01 6793188	marie.lynch@hospice-foundation.ie
Care Alliance Ireland	Coleraine House,	Coleraine Street,	Dublin 7	01 874 7776	info@carealliance.ie
Mental Health Ireland	Mensana House	6 Adelaide Street	Dun Laoghaire	(01) 284 1166	info@mentalhealthireland.ie
Eurocarers	23 Ranelagh Road	Dublin 6		00 353 86 129 4296	info@eurocarers.org
Age & Opportunity	Marino Institute of Education,	Griffith Avenue,	Dublin 9	01 805 7709	info@ageandopportunity.ie
AGE ACTION IRELAND LIMITED	30/31 Lower Camden Street	Dublin 2		01 4756989	Email: info@ageaction.ie
Disabled Drivers Association of Ireland	Ballindine	Claremorris		(0) 94 – 936 4054 or +353	info@ddai.ie
Disability Federation of Ireland	Fumbally Court	Fumbally Lane	Dublin 8	01 4547978	Email: info@disability-federation.ie
ARC	ARC House,	65 Eccles Street,	Dublin 7	01 8307 333	info@arccancersupport.ie
Caring for Carers					

Educational / training

Further Education and Training Authority	East Point Plaza,	East Point Business Park	Dublin 3	01 865 9500	
FÁS Head Office	27-33 Upper Baggot Street		Dublin 4	(0)1 607 0500	

Media

Government

Health Service Executive	Oak House,	Millennium Park,	Naas, Co. Kildare	(0)45 880400	
National Disability Authority	25 Clyde Road,	Dublin 4		(01) 6080400	nda@nda.ie

Digital Skills for Social Inclusion workers - mapping matrix		
Type of SI Actor	Current Activity including regulatory framework, research, strategy and policy Local/National/EU	Current Digital Activity Local/National/EU
General Comments	There is a vast array of care work and support for carers and is strictly regulated. New legislation being introduced for LA's from September 2011. (see govt Info below)	There seems to be very little evidence of any use of digital technology in the actual delivery and or support of care either to the cared for or the carers.
Carers - general/providers		
AccessPlace - directory of Home Care providers eg given here for Birmingham	http://www.accessplace.com/home-care/west-midlands/birmingham.htm	Website
Centre for Social Justice	Interim report on adult social care	http://www.centreforsocialjustice.org.uk/default.asp?pageRef=480
Government Information	Latest statutory guidance for local authorities.	http://education.gov.uk/publications/eOrderingDownload/Family%20and%20Friends%20Care.pdf
DoH	Visions for social care	http://www.dh.gov.uk/prod_consum_dh/groups/dh_digitalassets/@dh/@en/@ps/documents/digitalasset/dh_123203.pdf
Guide to Care	Guide2care is a free to access portal for UK care homes, nursing homes, home care, or nursing agencies. If you are looking for a carehome, homecare agency, nursing agency or need information on care for elderly or adult care.	Provides on-line portal
Home Care for the Elderly	"Home Care for the Elderly" is a programme initiated by the Central Committee of Municipalities and Communities in Greece (KEDKE) in 2002 with the aim to promote, maximize and restore, to the greatest possible extent, independence of elderly persons, providing them with support and help so as to avoid physical disability, exclusion from social participation and confinement	-

<p>The Programme of the Hellenic Association of Gerontology and Geriatrics</p>	<p>The Hellenic Association of Gerontology and Geriatrics (HAGG) was founded in 1977, in order to promote the creation of structures and to provide consultancy services on issues relating to old age.</p> <p>In this framework, the HAGG is striving to create a network for Alzheimer's disease (AD) in order to permanently inform health professionals on the latest developments concerning AD, thus helping persons with dementia and their families. It has also played a leading role in the creation of the Alzheimer's Care Givers' Association.</p>	
<p>Adult Carers (informal e.g. relative, friend, neighbour)</p>		
<p>AgeBomb - blog</p>	<p>Provides blog/coverage of age issues</p>	<p>http://agebomb.com/</p>
<p>Elderlyparents.co.uk</p>		<p>Provides on-line portal and user forum http://www.elderlyparents.org.uk/forum/index.html</p>
<p>Care for the elderly within Community Centers (parish) at Churches</p>	<ul style="list-style-type: none"> • In Greece, which is covered administratively by the authority of the Greek Orthodox Church, apart from the Archdiocese of Athens, there are nowadays 74 care institutions for older persons, hosting about 2,700 persons. These are directly managed by the Holy Metropolises. • Voluntary workgroups focus their activities in finding lonely older persons, in order to achieve for them the best support in every direction on parish churches levels. • In the majority of the parishes daily meals are being offered to Greek and migrant older persons. In special cases these people can be supported by organized home deliveries. • Extra financial support is being offered to persons with low pensions 	

Young Carers		
Birmingham Central & South Young Carers Project		http://www.maypolecentre.co.uk/young-carers/
Childrens Society -youngcarer programme	Support for young carers looking after parents/siblings	Provide DVD/good website/tool-kits
Family Rights Group	Just produced new report into oung carers http://www.frg.org.uk/about_family_and_friends_carers.html	Provides discusssion forum http://www.frg.org.uk/family_and_friends_forum.html
Volunteer Carers (through organisation)		
MIND		
AGE UK - Help at Home	Provide public facing advice portal and proiduced recent report on DI and Older People- no mention of Intermediary training.	Offers 'self-directed help information http://www.ageuk.org.uk/home-and-care/help-at-home/self-directed-support/
WRVS	Home Help/Meals on Wheels	Helped in previoius switchover schemes and partner with StartHere
The Red Cross "Home Help Programme"	In 1988, the Greek Red Cross (GRC) started the implementation of a programme called "Home Help" in five districts in the centre of Athens with the co-operation of the Ministry of Health and Welfare. The proposed services include social services, medical and nursing services and various other events organised by volunteers (company, feasts and celebrations, recreational activities). These services are organised and offered to elderly persons by an interdisciplinary specialist group consisting of social workers, physicians (general practitioners), psychologists, nurses, physiotherapists, family assistants and social welfare volunteer workers.	
Greek Association of Alzheimer's Disease and Relative Disorders	The Greek Association of Alzheimer Disease and Relative Disorders (GAARDR) is a non for profit organization that was founded in 1995, by relatives of patients suffering from Alzheimer Disease as well as by doctors of all specialties - mainly by Neurologists and Psychiatrists and also by other experts (such as psychologists, social workers, physiotherapists, etc) that deal with the problems caused by this disease and by other types of dementia.	
Social Policy Programmes at Universities	Greece finances most of times in collaboration with the EC, social Policy Programmes at Universities of the country	

Professionals / Commercial Care Providers		
http://www.goldsborough-home-care.co.uk/Contact.aspx	Not in Birmingham but might be interested in extending their footprint if we want a commercial partner	http://www.goldsborough-home-care.co.uk/About.aspx
Commercial Quality Care System - QCS	Offers 'up to date on-line legislative changes in paper and on-line formats for care providers	http://www.care-plan-management-system.co.uk/care-service-types/domiciliary-care/
Care Quality Commission	the independent regulator of health and social care in England. "Regulate care provided by the NHS, local authorities, private companies and voluntary organisations. We aim to make sure better care is provided for everyone - in hospitals, care homes and people's own homes. We also seek to protect the interests of people whose rights are restricted under the Mental Health Act. Visit About CQC"	http://www.cqc.org.uk/
Care UK	Care UK is an approved provider of domiciliary care services to 55 local authorities throughout the UK and draws on 20 years experience of providing care and support to people in their own home.	Website
UKHCA		
Residential Care Homes	In Greece there are currently 128 Residential Care Homes out of which 36 are non-profit organizations whereas 92 are for profit.	
Professionals / Local Authority/PCT/NHS		
Birmingham Colmore Carer's Centre (Charity)	Poor website - little information http://www.birminghamcarerscentre.org.uk/Services.asp	None Identified
BCC - website information for Carers	http://birmingham.gov.uk/cs/Satellite?c=Page&childpagename=SystemAdmin%2FCFPageLayout&cid=1223092710752&packedargs=website%3D4&pagename=BCC%2FCommon%2FWrapper%2FCFWrapper&rendermode=live	None Identified
AstonCare Solutions	http://www.astoncaresolutions.co.uk/	
BCC - website information for Home Care		
The Open Care Centres for the Elderly (KAPI)	KAPI are public legal entities which are funded by the municipality to which they belong and have their own budget. The creation of KAPI aims at preventing isolation of the elderly and at contributing to their remaining active members of society. In order to achieve this aim, KAPI should be, an interaction channel connecting the elderly to their social environment, rather than a socially closed provider of services.	

DAY CARE Centres for Older people (KIFI)	These are open day care centres designed to serve those who cannot look after themselves and where their main carer is either working or has their own health problems making it difficult for them to care full time. KIFI have nursing services, provide personal care, give practical solutions to problems, creative employment and hobbies, and the development of social and organizational skills.	
Online Social Care Training Providers		
Social Care TV	http://www.social-care.tv/?gclid=CJz1rNSI4KcFcoa4Qod6FyG9g	Portal and provides Dementia Care DVD training
Mulberry House	Whole range of Social Care training DVDS	http://www.mulho.com/smartweb/home/home
Embrace e-Learning		Portal
MyLearningPool	SME , subscription £25 p.a., delivers bitesize online learning courses for local authorities and VCOs nothing specific for carers, could be an outlet for learning content we create	Portal
ACCREDITATION		
UKAS	Only recognised accrediting body - would need their support for formal accreditation http://www.ukas.com/about-accreditation/apply-for-accreditation/Apply_for_Accreditation.asp	
EU Care		
SOPHIA -telecare project Germany	SOPHIA is a fully up and running service offering that has become available in certain parts of Germany since 2004. The service provides social support to older people living in their own home environment, including the management of age-related risks. In technological regard, different systems and devices are utilised including an age-friendly telephone set, state-of-the-art alarm service technology including advanced sensing and activity monitoring, and video telephony utilising the ordinary television set.	http://www.sophia-tv.de/

<p>The Dutch Domotics Programme – subsidising technology deployment in the serviced housing domain http://www.ict-ageing.eu/?page_id=1360</p>	<p>the Ministry of Housing, Spatial Planning and the Environment and the Ministry of Health, Welfare and Sport have jointly stimulated the implementation ‘domotics’ – technology in the home that enables people to continue to live independently for longer – through dedicated funds between 2003 and 2006. Also, the living and care action plan that had been submitted to the Lower House in July 2004 stated that housing corporations would have a responsibility to invest in this technology. Beyond this, the Ministry of Health, Welfare and Sport Studies funded studies on the impacts of domotics specifically geared towards the needs of people demanding a great deal of care such as people suffering from dementia.</p>	<p>Good arrangement of technical and human resources including • IT systems supporting human resource planning, logistics and general administrative functions concerning health/care related service provision;</p>
<p>Pôle Domotique et Santé de Guéret – A regional approach addressing social and economic needs http://www.ict-ageing.eu/?page_id=1581</p>	<p>This is an interesting example of a concerted regional approach to leveraging the possibilities offered by domotics to support older people in order to achieve a range of social and economic benefits for the area.</p>	<p>The connecting of social, economic and market dimensions of ICT-based services for older people is a key feature of the initiative.</p>
<p>The InnoELLI SENIOR Programme – Facilitating ICT-enabled process innovation in the field of elderly care http://www.ict-ageing.eu/?page_id=1626</p>	<p>The InnoELLI Senior Programme (2006 – 2008) was set up with a view to developing integrated service models that enable public, private and third-sector organisations to adopt new working methods and provide technology-enabled (in particular, IT-enabled) cost-effective services in the field of elderly care. Particular emphasis was given to the mainstreaming potential of innovative care practices beyond local pilot settings. The programme was expected to contribute to the building up of a regional “elderly care services” cluster, thereby interlinking both industrial and welfare objectives.</p>	
<p>Italian</p>	<p>http://www.arcopolis.it/index.phtml?id=31</p>	