



## Improving and extending the mobile home-help service (SMAD)

### Background

The Imaculado Coração de Maria parish social centre (CICM) in Irivo is a private welfare institution set up in 1996 that has been providing social care since the public centre began operating in 1998. A Mobile Home-Help Service (SMAD) and Day Centre were launched subsequently. The Social Centre currently provides various different services to a total of around 99 people, including: Home Help for 45 users; Housing for 24 users; a Day Centre for 15 users, and; a Public Centre for 15 users.

### Objective:

The project aims to improve and extend the Mobile Home-Help Service (SMAD) through:

- the application of HACCP principles;
- improvements in the quality of social care, and;
- environmental/energy management.

Specific objectives include to:

- extend the number support hours provided per day;
- increase the number of families supported;
- expand the type of services provided, and;
- improve the energy efficiency of the service and reduce costs.

### Main Activities:

The project activities have focussed upon restructuring the mobile home-help system in order to save material and human resources that, in turn can be used to further improve the service provided and respond to the increasing number of home-help requests. The project is particularly innovative in its creation of the Interconnected Navigation System.

Key project activities are:

- Acquisition of four home-help vehicles to replace existing vehicles, in accordance with HACCP requirements (the transport division will have three separate sections: handling clean/dirty clothes, hygiene and cleaning, and food transportation);



### At a glance

#### Theme:

Rural Quality of Life and Economic Diversification

#### Sub-theme:

Improving the quality of life in rural areas

#### Keywords:

- Quality of life
- Rural society
- Social services
- Disadvantaged people
- Energy efficiency

#### Country/Region:

Mainland Portugal

#### Beneficiary Type:

Other

#### Project Cost:

€100,000 - €500,000

#### RDP Measure:

**321** – Basic services for the economy and rural population

#### Duration:

Start date: June 2010  
End date: December 2011

#### Last updated:

16 November 2010



- Vehicle management system (effective location and planning, simple navigation by “service request”, two-way communication with job information sent to teams, professional reports with automatic registration of driving, stopping and resting times, mileage and CO<sub>2</sub> emissions registration);
- CICM internal air and energy certification (energy audit and related energy planning, audit of internal air quality, dynamic building simulation, preparation of expert report and issuing of energy certificate);
- Website creation (creation of clean layout; completing and publishing events diary; designing sections for the elderly care home, day centre, public centre, SMAD, crèche and integrated community support centre; dynamic image gallery; news feed; management of users and access levels for internal operation; and publication system for periodic newsletter).

### Results and Benefits:

The overall benefits are:

- helping to improve quality of life for the elderly and their families;
- delaying and avoiding institutionalisation of the elderly;
- creating the conditions to enable elderly people to remain in their homes wherever possible;
- extending daily home-help times;
- increasing home-help capacity by 25-30%;
- reducing daily vehicle mileage by 20%;
- reducing fuel consumption and vehicle maintenance costs;
- an overall 25–35% reduction in energy used, and;
- a 60–80% reduction in paper.

### Lessons Learnt:

The innovative restructuring of the mobile home-help service with a combination of specially-adapted vehicles; the vehicle-location and route-management system, and; energy audit procedures has led to an immediate improvement in the quality of service provided to users PLUS a significant reduction in energy consumption. Overall - a great success and important step towards extending the service to respond to the increasing number of home-help requests.

### Project Cost

EUR 103 786

### Contact Information:

Project website: under construction

Portuguese NRN website: <http://www.rederural.pt>

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