carer+

developing digital competences
of care workers to improve
the quality of life of older people

D1.4 Management, content update and animation of the Carer+ web portal

IPERIA, FR
FEPEM, FR
TELECENTRE, BE
3S, AT
IRS, IT
UNIMC, IT
KCL, UK
ARCOLA, UK
EDEN, UK
EOS, RO
LIKTA, LV
UBIQUIET, FR
SNFCCC, SE
LSA, LV

developing digital competences of care workers to improve the quality of life of older people

supported by
Competitiveness and Innovation framework Programme
ICT Policy Support Programme

D1.4 Management, content update and animation of the Carer+ web portal

Deliverable Title	D1.4 ï Management, content update and animation of the Carer+ web portal
Deliverable Lead	LIKTA
Work package	WP 1
Author(s)	**Andris Melnudris, Vita Vitola**
Contributor(s)	**Eva Suba, Thomas Arbouet**
Reviewer(s)	Thomas Arbouet, Gloria Ortiz
Dissemination level	**Public**
Project Number	297304
Instrument	CIP ï ICT PSP ï Pilot B
Start date of Project	09/03/2012
Duration	36 months
Project coordinator	IFEF | IPERIA

Abstract

The Deliverable encompasses summary of work done in Carer+ web portal www.carerplus.eu management, content creation and update. Deliverable summarize work done in the period of March 2013 - March 2015, lists published materials by topics and provides information about created content and user guidance.

Quality control checklist

Quality Control Check	Tick box
Generic Minimum Quality Standards	
Document Abstract provided	☒
Document Summary provided (with adequate synopsis of contents)	☒
CARER+ format standards complied with	☒
Language, grammar and spelling acceptable	☒
Objectives of Description of Work covered	☒
Work deliverable relates to adequately covered	☒
Quality of text is acceptable (organisation and structure; diagrams; readability)	☒
Comprehensiveness is acceptable (no missing sections; missing references; unexplained arguments)	☒
Usability is acceptable (deliverable provides clear information in a form that is useful to the reader)	☒
Deliverable specific quality criteria	
Deliverable meets the 'acceptance Criteria' set out in the Quality Register	☒
For Key Deliverables only	
Deliverable approved by external reviewers	☐
Checklist completed and deliverable approved by Name: Gloria Ortiz Signature: Date: 29/04/2015	

Final checklist to be completed and deliverable signed off by primary reviewer

Document review history

Version	Name	Status *	Date	Summary of changes
1.0	Andris Melnudris, Vita Vitola	A	13.05.2014	First version of the deliverable.
2.0	Andris Melnudris, Vita Vitola	A	29.04.2015	Final version of the deliverable
2.0	Gloria Ortiz	PIR	29.04.2015	Review

***Status:** Indicate if:

A - Author (including author of revised deliverable)

PIR ï Primary internal reviewer

SIR ï Second internal reviewer

ER ï External Reviewer

Licence and copyright

© **CARER+ 2015, Some rights reserved**, 2015

The content of the ñD1.4 Management, content update and animation of the Carer+ web portalò does not reflect the official opinion of the European Union. Responsibility for the information and views expressed in therein lies entirely with the authors.

The ñD1.4 Management, content update and animation of the Carer+ web portalòis prepared in the framework of the CARER+ project co-funded by the Competitiveness and Innovation framework Programme - ICT Policy Support Programme.

Table of contents

D1.4 MANAGEMENT, CONTENT UPDATE AND ANIMATION OF THE CARER+ WEB PORTAL 2

QUALITY CONTROL CHECKLIST 3

DOCUMENT REVIEW HISTORY 4

LICENCE AND COPYRIGHT 5

TABLE OF CONTENTS 6

DOCUMENT SUMMARY 7

MANAGEMENT, CONTENT UPDATE AND ANIMATION 8

TECHNICAL SUPPORT 9

TYPES OF PUBLICATIONS 10

PRODUCED ARTICLES BY PROJECT PARTNERS 10

Document summary

This document contains the description or work done in project web pages www.carerplus.eu management, content creation and use support. It specifies the work done during the time period of March 2013 - March 2015.

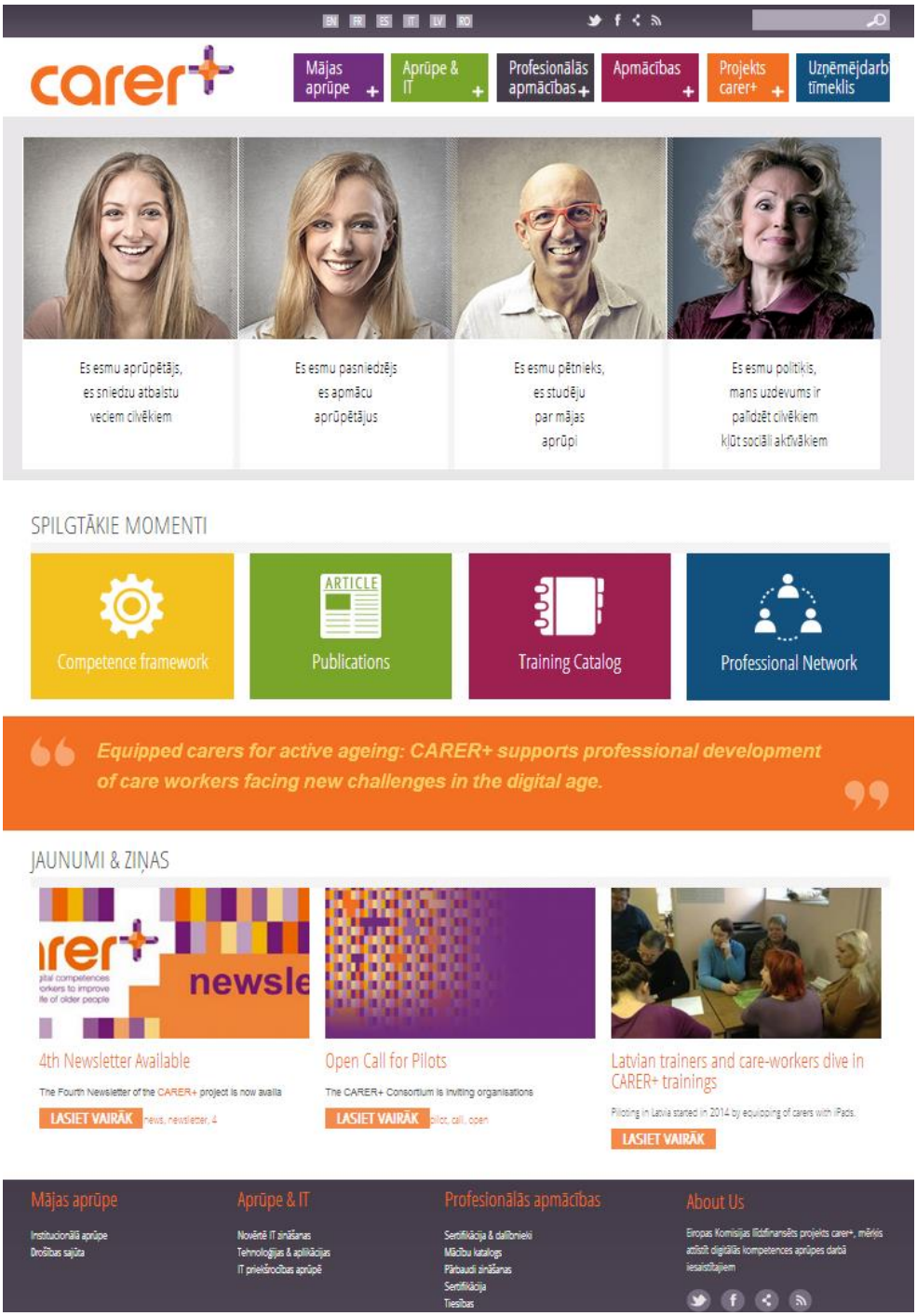
Document includes the description of work done in content creators support, produced documents and assembles published materials in project web portal.

Document explains the main web portal target audiences and publication objectives and it includes a full list of published articles and description of published Country Fact sheets gathered in Deliverable D1.3.

All created content is in compliance with the project general Dissemination guidelines ï Deliverable D7.2. Dissemination and consensus building - *Dissemination and Communication Plan.*

Management, content update and animation

In the time period of March 2013 ï March 2015 in total 368 articles have been published in web portal http://carerplus.eu/, country fact-sheets have been published for all European Union countries in five categories in English and all project piloting partner languages (Latvian, Romanian, French, Spanish, Italian). Country fact-sheets have been gathered and published also separately in Deliverable D1.3. Published articles were created in English and/or pilot partner country languages. Posts targeting the carers and/or trainers (as example ï blog posts) were written in Pilots country languages and in English. Posts targeting policy makers and researchers were mainly created in English.



Technical support

Web Page testing has been done in June 2013 ï August 2013 by using Trello, suggestions and evaluation has been provided to WP leaders, all recommendations have been implemented.

In order to encourage project partners for sustainable web page management fallowing guidelines have been created:

- Carer+ web portal publication guidelines
- Technical guidelines - How to use the web portalõs CMS?

Individual consultations with web portal content creators had been organized via online

meetings and e-mail correspondence.

Types of publications

In order to cover all target audiences various types of publications were published in the web platform. Based on the responsibilities and activities within the project, partners produced:

- Press releases;
- Blog posts (carer personal experience in project implementation);
- Event posts (pictures, videos are recommended);
- Pilot performance reports;
- Validation/Training reports;
- Studies in sector (eHealth, home care etc.).

All created publications are in compliance with the project general Dissemination guidelines ï Deliverable D7.2. Dissemination and consensus building - *Dissemination and Communication Plan.*

Produced articles by project partners

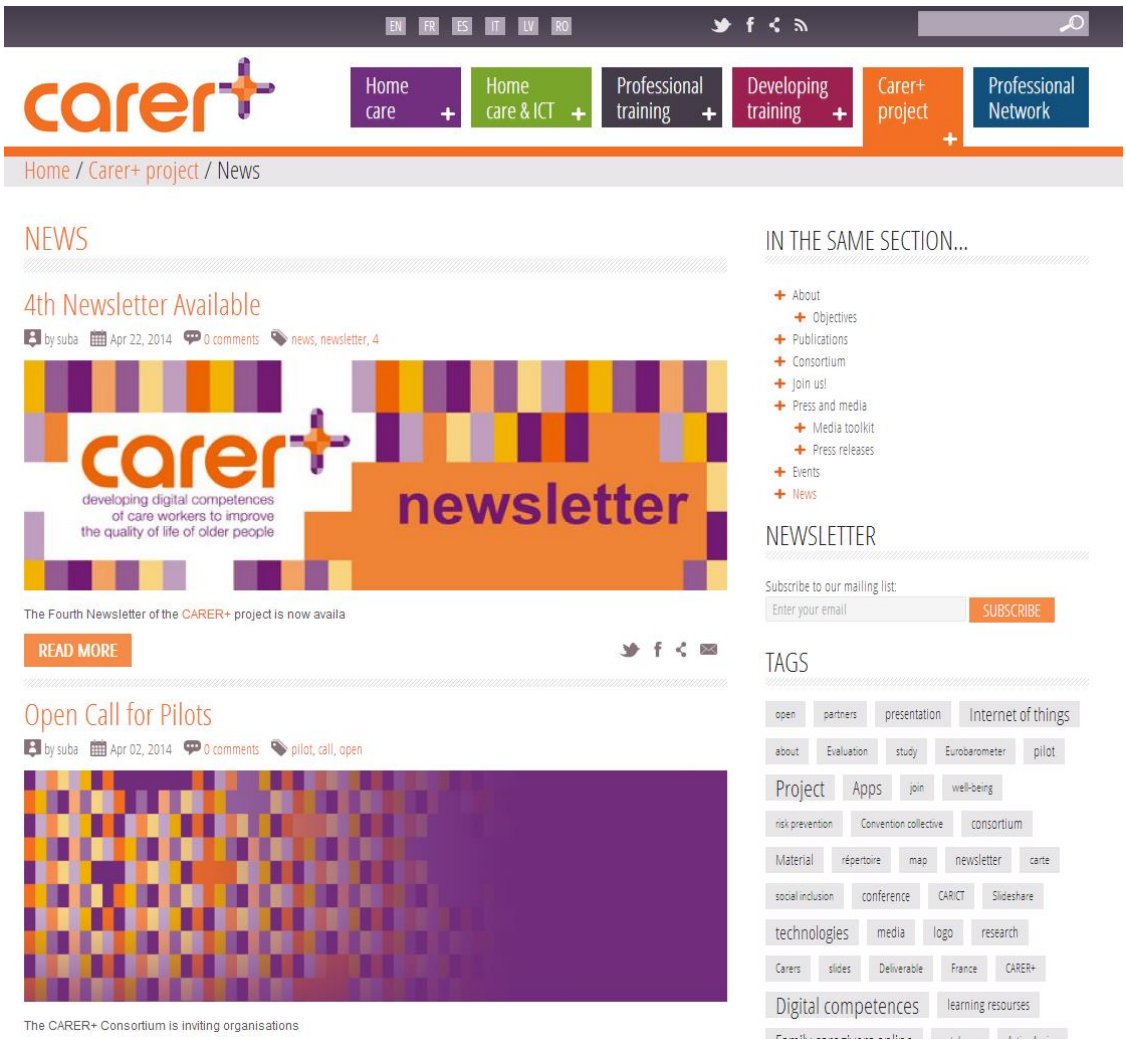
The main objective of the dissemination through web platform ï to create awareness among the different actors involved in the Carer+ projects from caretakers to general public.

Carer+ target market has been categorized in four main groups:

- Institutions, organisations and individuals who are directly involved in adult care ï Care workers & Care givers;
- Institutions, organisations and individuals who are training carers; super trainers;
- Local/ regional/ national/ international policy-makers - Certification/ Accreditation Authorities ï Social Care GOs and NGOs;
- Research Community, Association of General Practitioners, Doctors, VET professors.

The objectives of the created web page content work in details are:

- To disseminate the project results and activities, and ongoing work according to the target groups;
- To inform the general public about the project activities and create awareness among citizens;
- To reflect the validation activities and involved carers experiences on different project implementation phases.



Based on the set objectives partners have produced articles published in www.carerplus.eu web portal including the following:

- Security and risk prevention at home
- Caring for older people at home
- eHealth goes mobile
- Webnapperon2
- Digital Competence Framework
- Handbook for Pre-Pilot, Pilot and Post-Pilot Phases
- Anticipating a new and vital role for care workers as a œCarer+ô
- Information for care recipients
- Information for family members (informal caregivers)
- Information for Care workers
- CARER+ Presentation on Slideshare
- Anticipating a new and vital role for care workers as a œCarer+ô
- European project CARER+ launched to develop care workers digital competences

- CARER+ Press release
- Open call for interest
- First Validation Workshop gives óGold Starôto Competence Framework
- CARER+ Competence Framework presented at EDEN 2013 Annual Conference
- CARER+ to be presented at the ñRethinking Learning: Transversal competences in the spotlight" Conference
- La sperimentazione CARER+ in Italia
- Pre-pilot in France launched
- Our Third Newsletter is Available
- Piloting News: Mentors receive training in Romania and Latvia
- In the Spotlight: Piloting news
- VOTE! DISCO II Nominated for Austrian Lifelong Learning Award 2013
- Second Newsletter posted
- VIDEO | Romanian partner interviewed by local press
- Rights and responsibilities of elderly in long-term care
- What can governments do to help carers?
- Skillage: an Online assessment tool
- "Oe-ist" (How's it going?) - A simple communication tool for at-home care givers
- Senior living-how technology can help
- Download our flyers!
- Research paper: CARER+: TOWARDS A DIGITAL COMPETENCE FRAMEWORK FOR CARE WORKERS IN DOMICILIARY CARE
- 4th Newsletter
- CARER+ Digital Competence Framework full publication
- Open Call for Pilots
- Digital Competence Framework now downloadable
- SociŪlie aprÎ pÙtaji sŪk apgÎ t planġetdatorprasmes (in Latvian)
- Latvian trainers and care-workers dive in CARER+ trainings
- La troisième édition de notre newsletter est disponible (in French)
- Rights and responsibilities of elderly in long-term care
- What can governments do to help carers?
- Skillage: an Online assessment tool
- "Oe-ist" (How's it going?) - A simple communication tool for at-home care givers
- Senior living-how technology can help

- Download our flyers!
- Research paper: CARER+: TOWARDS A DIGITAL COMPETENCE FRAMEWORK FOR CARE WORKERS IN DOMICILIARY CARE
- 4th Newsletter
- CARER+ Digital Competence Framework full publication
- Open Call for Pilots
- Digital Competence Framework now downloadable
- SociŪlie aprĪpŪtaji sŪk apgĪt planģetdatorprasmes (in Latvian)
- Latvian trainers and care-workers dive in CARER+ trainings
- La troisième édition de notre newsletter est disponible (in French)
- Hands-on Experiences for Social Care in Romania - Piloting news
- Exchanging Experiences: Policy visits in Romania
- Learning to use ICT with elderly: Photoalbum of pilots and policy visits
- European Summit on Innovation for Active and Healthy Ageing
- 3rd Healthy Ageing 2014
- EUREGHA Conference Dec 2nd: 'Integrated Care in Practice'
- Book launch: Education and Training Monitor 2014
- 7th European Public Health Conference. Mind the gap: Reducing inequalities in health and health care
- Home Automation & Smart Living Event 2014
- Supporting quality integrated care: Policy and practice at local, regional and national levels
- International Council on Active Aging - The ICAA Conference 2014
- 18th International Nursing Research Conference
- The rise of the Silver economy
- eHealth Week 2015: Save the Date
- International Telecare and Telehealth Conference
- Integrated care - how can technology help?
- 6th European Conference on Personal and Household Services
- Consultation for ICT 4 Ageing Society Strategic Agenda
- Policies for Ageing Well with ICT
- 5th Newsletter Now Online
- French Carers' Social Network Launched
- From Carer to CarerPlus: developing digital competences in the care worker sector

- From Carer to CarerPlus: enhancing digital competences in the care worker sector to improve the quality of life of older persons
- Innovate UK launches the Long-Term Care Revolution
- Northern Ireland: A leading European region in healthcare system transformation
- Health and social care leaders set out plans to transform people's health and improve services using technology
- Original guidance on continence care for people with dementia living at home
- Serbian Project SAVE
- MotivÜcija ï bÎ t moderniem vecvecÜkiem
- EU Policy News: The Social Protection Committee report on long term care
- Towards integration of palliative care in an age-friendly EU
- Adequate social protection for long-term care needs in an ageing society
- Implementation report on the Commission Communication on a European initiative on Alzheimer's disease and other dementias
- The subjects of care and support networks
- Home Care Across Europe (2013) - European Observatory of Health Systems and Policies/WHO
- Home Care Across Europe
- Informal care, but at what cost?
- Caring for older people at home: The logic of caring
- Reliance on informal female carers still prevalent
- Rights and responsiblities of elderly in long-term care
- What can governments do to help carers?
- Free Online Course: Ageing Well: Falls
- Falls can be avoided- have your home analysed!
- GO ON you can do IT to assess and improve online skills
- Apps for carers to Ipad, IPhone and Android
- 7 Best (and Worst) Apps for Caregivers
- 12 Apps to keep carers organised
- Apps to Help Carers in Their Job
- Robots in the elderly care
- What do patients and carers WANT from health apps?
- Europeans becoming enthusiastic users of online health information
- Virtual reality and serious games to improve wellbeing of elderly and vulnerable groups

- Article in Literarni Noviny: 25 years of Czech welfare
- Technology-enabled Public Libraries Can Help Improve the Quality of Life of the Rural Elderly
- Ageing society and ICT. A new growth industry?
- D-LIVER: EU project designs home care system for liver patients
- Challenges of Ageing Societies in the Visegrad Countries
- Strengthening the rights of older people in care
- Momentum reports on the critical success factors for telemedicine
- Exercise to prevent falls and fractures
- Active ageing is much more than exercise according to a researcher at the University of Copenhagen
- Ensuring privacy in assisted living solutions
- Ageing well in Wales
- Healthy Ageing: European Policies and Initiatives
- What can Social Capital and ICT do for Inclusion?
- ICT enabled independent living for elderly ï status quo analysis published
- Smart Caring Cameras for Safe and Independent Living of the Elderly: A Non-Wearable Technology and Service for Fall Detection
- What is "active ageing"?
- Action 78: Reinforce the Ambient Assisted Living (AAL) Joint Programme
- Ambient Assisted Living in Rural Areas: Vision and Pilot Application
- ICT solutions and new health technology facilitating integration in home care
- Active Ageing and the Potential of ICT for Learning
- New publication ôICT for Ageing Well- Listen to what older persons think!ô
- Connected Care Network to support the care sector
- Technologies and social inclusion: ICT as a tool to support lifelong learning and intergenerational dialogue
- Technologies and social inclusion: staying connected with reality
- Tecnologie, relazioni di aiuto e corresponsabilità - parte seconda
- Technologies, helping relationships and shared responsibility ï part 2
- Technologies, helping relationships and shared responsibility ï part 1
- Best practice package to engage seniors in ICT
- ICT in Support Of Long-Term Care: Cases in UK and France
- Peter Oakley: the Internet Grandad

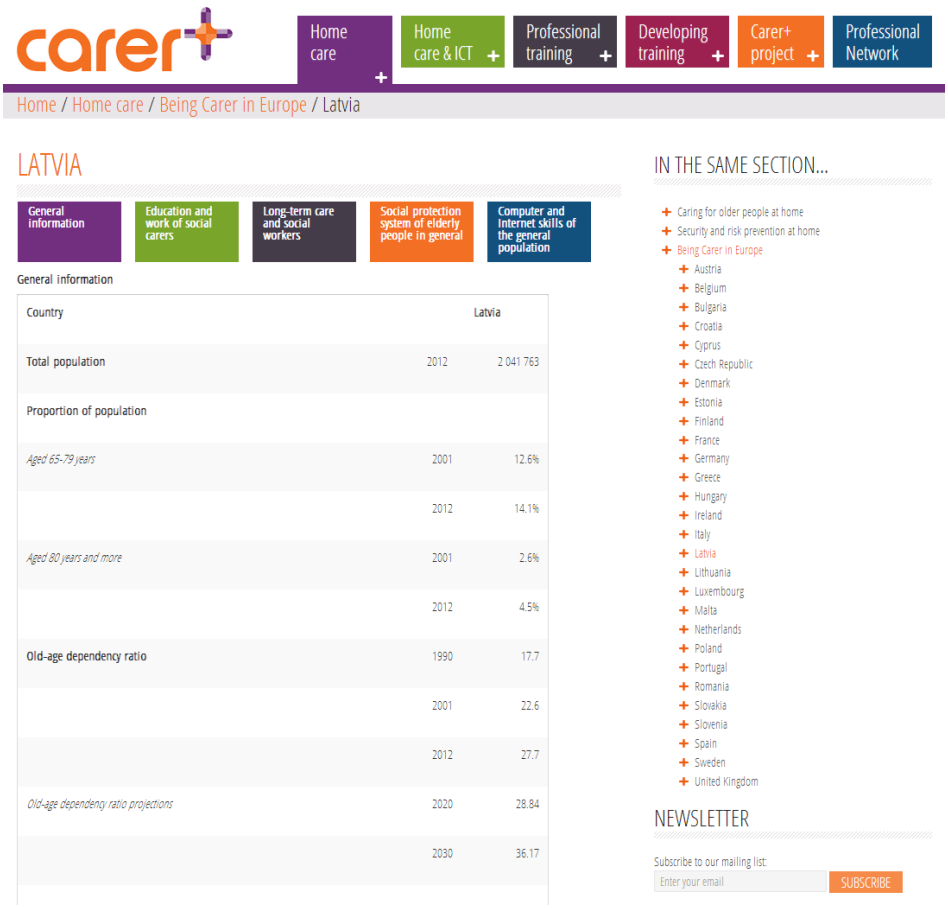
- How one community helped its elderly
- Social media and older people: Promising future?
- Network for the Market Uptake of ICT for Ageing Well
- AMBIENT ASSISTED LIVING JOINT PROGRAMME
- ICT solutions and new health technology facilitating integration in home care
- CareNet project
- CARICT - ICT-based solutions for caregivers
- The E-Care Project: A coordinated regional approach
- Maintien à domicile : la situation des personnes âgées en France
- La robotique dâassistance à la personne. Promesse et verrous
- Aktīvas vecumdienas un tehnoloģijas
- AprĪpes klientu reakcija dalībai projektŪ
- ZinŪganu pŪrbaude
- DigitĀlŪs kompetences ietvars
- DigitĀlŪs kompetences ietvars
- Projet européen CARER+ : La FEPEM emmène une délégation française en visite d'étude en Lettonie
- Les aidants en France.
- Politiķu pieredzes apmaiŅa
- Planşetdatoru lietoşana ikdienŪ- dalībnieku viedoklis
- Use of the Modern Technologies in Care Demonstrated at Seminar
- SeminĀrŪ demonstrŠmoderno tehnoloģiju izmantoşanu aprĪpŠ
- Preses konference 18.08.2014
- Comment valoriser vos compétences?
- Le ICT come strumento di supporto per lâapprendimento continuo e il dialogo intergenerazionale
- Participate!
- Social Care Policy-Makers Meet in 5 Countries
- Latvian seniors receive Pan-European certificates proofing their ICT skills
- Sirmgalvji planşetdatoros skatŪs ziŅas un apmeklŠdraugiem.lv
- Introduction des compétences numériques dans le domaine de lâaide à domicile
- IT priekşrocības aprĪpŠ
- Droşības sajŪta
- AprĪpŠtŠju sŪkotnĒjŪs IT zinŪganas

- InstitucionŰlŰ aprÎ pe
- FAQ ï CARER+ Open pilot
- I soggetti della cura e le reti di assistenza
- Organizarea focus grupurilor pentru masurarea impactului proiectului in Romania
- Testarea cunoκtinŞelor acumulate ca urmare a derulŁrii cursului pilot în România
- Beneficiile proiectului CARER+ in rândul îngrijitorilor la domiciliu în România
- Impactul proiectului Carer+ in Romania
- Vizitele de studiu din cadrul programului CARER+
- Furnizarea serviciului de îngrijire la domiciliu utilizând tehnologia Carer+
- Servicii integrate de furnizare a îngrijirii la domiciliu pentru persoanele vârstnice
- Instrumentele TIC contribuie la creŕHerea eficientei furnizŁrii serviciilor de îngrijire la domiciliu
- Portalul european pentru profesionalizarea îngrijitorilor ŕHi a persoanelor care oferŁ îngrijire
- Primele saptamani de training din proiectul Carer+ ï modulul CunoŕHin”el fundamentale la Hunedoara
- Instruirile din cadrul proiectului Carer+ au demarat in judetul Hunedoara
- Lansarea etapei de pilotare a proiectului Carer+ in România

Country data sheets are accessible here: http://carerplus.eu/content/being-carer-europe.

All data have been categorized under 5 sections:

- General information
- Education and work of social carers
- Long-term care and social workers
- Social protection system of elderly people in general
- Computer and Internet skills of the general population



Total amount of published articles: **368**. Fact sheets are available in Latvian, English, Romanian, French, Spanish, and Italian.

During the 1st year of the project preparatory work has been done for successful management, content update and animation of the Carer+ web portal. During the 2nd and 3rd year of the project active content update and also publishing of project results and piloting outcomes in the portal has been done in English and all piloting languages.

IPERIA, FR
FEPEM, FR
TELECENTRE, BE
3S, AT
IRS, IT
UNIMC, IT
KCL, UK
ARCOLA, UK
EDEN, UK
EOS, RO
LIKTA, LV
UBIQUIET, FR
SNFCCC, SE
LSA, LV

supported by
Competitiveness and Innovation framework Programme
ICT Policy Support Programme