

# HoCare2.0 Pilot

## SOCIAL AMBULANCE

The Social Ambulance is dedicated to complex help to the clients and their care-givers as a new part of „The Centre for Family Care Providers“. The Centre offers free support to those who take care of a family member at home. This Centre offers:

- Social counselling,
- Orientation in contributions,
- Mediation and cooperation with registered social services or other facilities,
- Psychological counselling,
- Group activities (self-help group for caring),
- Palliative counselling.



Senior



Public  
Service  
Provider



HoCare2.0  
Representative



Carer



Researcher

## ACTIVITIES

- On-line Questionnaire CWAM
- Compare Case Analysis (mapping)
- Desk research
- Low-fidelity prototypes

## AND THE END?

We feel that the contribution to quality of care has been very high and clearly, we intend to maintain this new element into the future.

I see the good level of management of my case and see the development in care organisation. I am glad to see the improvement.



## PARTICIPANTS

professional care providers and employees  
care recipients  
informal or family care providers



## WHAT WE LEARNED

- If possible, provide regular supervision and "crisis intervence training" for the social ambulance workers, mainly those who work with the palliative care clients/relatives.