

# Sunshine and warmth in your home even in emergencies



## Maribor, Slovenia

2020 - Present

**CENTER ZA POMOČ NA DOMU MARIBOR**

Home Care Centre Maribor

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### Emergency to which the project/activity responded

COVID-19, other infectious diseases and any other emergency/crisis situations with limited interactions between people and limited access to health care

### Project description

Main goal of our project "Sunshine and warmth in your home even in emergencies" is that our entire workforce in a multidisciplinary approach, brings sunshine and warmth into homes of older people even in emergencies, especially in COVID-19 situations, situations with other infectious diseases and also in any other emergencies or crisis situations that affect interactions between people or when access to health care is limited.

### How the activity contributes to protecting or engaging older persons in responding to emergency situations

Many years of experience and practice teach us that prevention is better than treatment, and in the case of treatment, immediate targeted action is essential. In this way, we achieve enviable results and help older persons to a better and longer life in the home environment.

As part of the project we have designed a series of activities that can help seniors in crisis situations, especially in the field of relaxation and stress reduction in the event of an emergency. Individual conversations, providing basic information about the current situation, providing user-friendly information for solving problems, and above all focusing on positive thinking, were the guiding principles of the "SOS Friendly Phone". We are reaching a large number of users through telephone conversations, gathering information for further targeted assistance and identifying further actions. We are providing further assistance in the form of telephone expert advice and conversations with experts, by offering video and written materials related to mental and physical health care during emergencies.

At the same time we are providing a multidisciplinary team of experts - the "Therapeutic Team" - which resolves perceived situations in the field immediately or within a few days. Prolonged waiting for the response of the regular health care system can miss the crucial moment of the highest rehabilitation potential. After recovering from COVID-19 or other infectious diseases, immediate recovery under the professional supervision of a physiotherapist and occupational therapist is essential. With fast and adapted therapies, which we offer as an additional service to the users of the public home care service, we help older people to regain their physical capacity and eliminate the consequences of diseases. Many users who have become immobile as a result of suffering from severe forms of COVID-19 or other infectious diseases are back on their feet with appropriate and immediate rehabilitation and re-taught to perform basic daily tasks. Simultaneously with the rehabilitation of users, we are also relieving the social care system, as the older persons can continue to live in their home environment.

### Lessons learned

A multidisciplinary approach and quick action in relation to perceived situations are the key to success in ensuring the best and longest possible remain of older persons in their homes. With that we relieve the social welfare and healthcare system, which usually operates under great strain. With communication that follows at least basic gerontological methods of work and with focused conversations, we can significantly reduce and limit stressful situations that are present in emergency situations. Less stress means less illness and significantly faster recovery from illness.



**MIPAA+20**

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**Poster exhibition on Older  
Persons in Emergency Situations**