

Evaluation of the three main interventions Komp, AKT svipp and Meals and information in Arendal municipality

Content

1.0	Meals and Information	3
1.1	Organization of the project	3
1.2	What has been achieved	5
1.4	Whether the intervention will be continued after the end of the project period.	5
1.5	Survey	6
2.0	AKT svipp (transport service)	8
2.1	Survey and interviews	8
3.0	Komp	11

1.0 Meals and Information

The purpose of the project was to enable people to participate in the local community in an active and independent way, thereby reducing loneliness and counteracting passivity.

1.1 Organization of the project

A group of 23 regular participants met once every 14 days, to:

1. Have education and orientation about local community offerings, interest organizations and other relevant topics for the target group. They received information about KOMP and AKT svipp among other things.

2. Eat a meal food together, for enjoyment, conversation and a good fellowship. We believed that these two points could lower the threshold for active participation in the local community.

The events were carried out partly at Hisøy and partly at Tyholmen Volunteer Centre. The recruitment went through a report in the local newspaper. The demand was enormous, and we created a waiting list in case of dropout. We took in three people more than planned. Registration went to the project managers, who assessed their needs through conversations. The project employee then ensured the follow-up and information to the participants. The project started in May through June, and then continued from August until Christmas. The sessions were conducted every two weeks.



1.2 What has been achieved

See answers from the survey. Throughout the project, we have also received regular verbal feedback from participants. They then report improved quality of life, joy in being able to participate, getting information and get new friends. They have engaged in the various topics and lectures and expressed interest and joy over this.

1.3 How many have benefited from the intervention within the target group:

Throughout the project, the registered participants have expressed joy over participating and enjoying the content of the seminars. It is natural to think that this also has an impact on their surroundings. We have also had volunteer helpers involved in the project. They came in with a desire to contribute and be useful, but also with a desire to meet other people. They have expressed that being part of this project has meant a lot to them. This is also according to the purpose of the project.

There were 23 participants. In addition, two volunteers. We also assume that those who in other ways have relationships with the participants have indirectly benefited from our project.

1.4 Whether the intervention will be continued after the end of the project period.

This measure will not be continued as it was for economic reasons. We incorporate the success factors and experience into the further planning of new projects, and in our daily work. This year we are seeking funding for similar projects, targeting single adult men. This type of project has proven to be of very great value to everyone who participates. We want to continue to offer variants of this, so that as many people as possible can get the offer. However, this requires project funding from relevant grant schemes.

1.5 Survey

Questionnaire after 12 events

Gender	Participants (N=10)
Woman	9
Men	1
Age	68-89

Experience

Experience of Meal and Information meetings	Number
1 (very bad)	
2 (pretty bad)	1 (wanted to be served, not buffet)
3 (neither/or)	
4 (pretty good)	1
5 (very good)	8

What do you think about the Meals and Information meetings?

- It's great to get together with others
- Met nice people and received information about activities in the municipality. Very good food too.
- Made the day better
- This has been very helpful to me. I have received information about many activities in the municipality.
- Arendal municipality does a lot for us seniors
- A lovely place to come to, instead of sitting alone at home.
- Is a lot of everyday life. Nice place to come to.
- Very nice staff, nice people who participate in the meetings. Good food and good lectures. I was looking forward to getting out and being with like-minded, great conversations.
- Properly informative
- Getting together and letting others ask
- Cozy with togetherness and making new acquaintances
- Meet new people
- Good place, food and lectures
- Felleskap
- Nice fellowship and several "food-useful" lectures
- Joy in everyday life to meet nice people
- Always nice people who lead and make it cozy for us, and always good, healthy food. Great to get to know more. Always topical topics to hear from the lectures
- Getting out among people
- Very nice and positive. Good and varied offer

Something you could imagine could have been done differently/better;

- Better information
- Could have received more information about activities from the municipality
- Facilitating new meetings
- Better speakers
- Teleslynge
- Difficult with a ride if you want to visit the Volunteer Center another time
- More singing, music and sing-alongs

How did you get to the event;

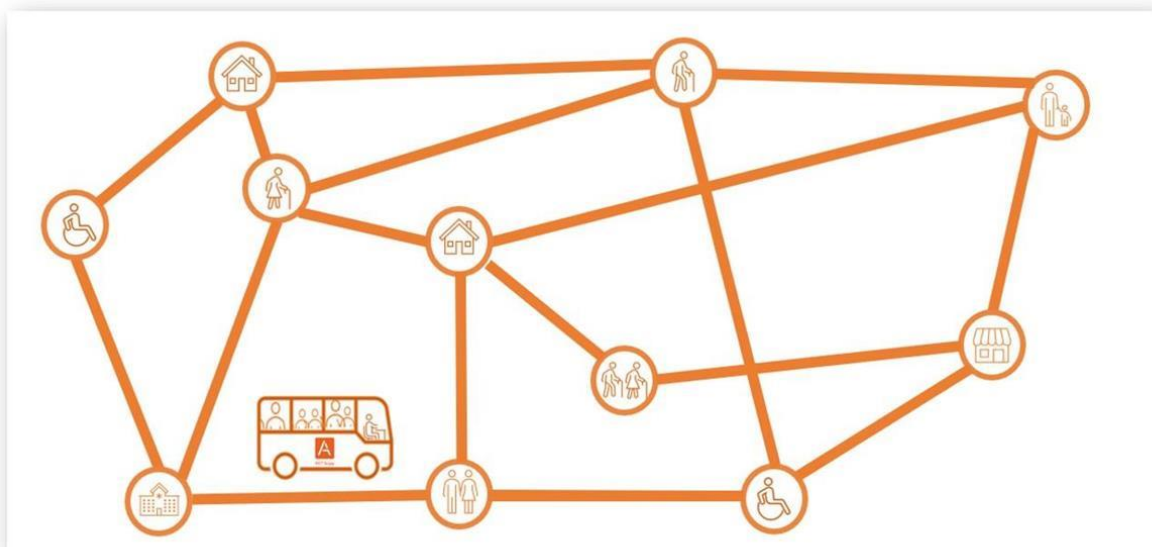
- AKT svipp

Contact with participants afterwards;

- Yes, been to computer classes together
- Several

2.0 AKT svipp (transport service)

AKT Svipp is a pilot project created to improve transport services and provide new travel opportunities for seniors. AKT Svipp is a carpooling service that only runs on your order. They pick seniors up where they are and drive them to the place they want (limited area for now). Seniors can order AKT svipp via phone, app or online. There are 118 unique departure addresses in Arendal, some of which are used by many travellers. AKT svipp had a minimum of 60 unique users in the last 30 days, probably a lot more than this.



<https://www.akt.no/planlegg-reisen/bestillingsruter-og-akt-svipp-samkjoringstjenester/akt-svipp-samkjoringstjenester/hva-er-akt-svipp/>

2.1 Survey and interviews

Two project members participated in a drive to talk to elderly people who drove with AKT svipp and the bus driver.

Story from the bus driver: I meet elderly people who wouldn't have made it to the city without us, who now get out every day. We have a wheelchair user who lives alone. He rarely got out before. He then had to pay NOK 400 for a taxi one trip. Now he pays NOK 18 for the road and drives AKT svipp daily to go out to drink coffee with friends. He says he's got a new life.



Gender	Participants (N=11)
Woman	8
Men	3
Age	70-92 (one participant was 50)

Why do you use AKT svipp?

- It is easy
- Effective
- It allows me to go out
- Bad balance so it AKT svipp is nice
- Health issues so I cannot drive
- To get to the city
- Do not have a car
- Nice to get from place to place
- Better price than a taxi
- It's a long walk to the bus stop

- I have become depended
- wouldn't have gotten out if not

How easy is it to order AKT svipp?

- It is easy on the mobile phone (app)

How often do you use AKT svipp?

- Weekly
- Daily (I need to get out)

How did you get information about the service?

- Meat and Information gathering
- Newspaper
- Talked to a friend

How do you think about AKT svipp and how does it works compared to other transport services?

- Pick up at the door
- Flexible and easy
- Everyone(seniors) should use it
- Good help to get out
- It works very well
- It has affected everyday life in a positive way
- Nice to meet people
- Easy to get out
- Nice drivers
- Now I can go out every day and have a more social life
- I hope we can keep the offer so that we function better in everyday life and can become self-reliant

Wish for improvements?

- Even easier app
- Extended service (more buses and extended driving route)

How easy is it to order AKT svipp?

- It is easy on the mobile phone (app)
- Works good
- Information is accessible
- Use the phone
- Use the app

How satisfied are you form 1-5:

- All participants answered 5

3.0 Komp

Evaluation of Komp was conducted through workshops with employees, interviews/surveys with older users.

The workshops were conducted in September 2022 and April 2023, and the interviews/surveys were conducted in May 2023.

3.1 Summary from workshops

Good experience:

1. Good experiences with comp for social contact with others. Feel that one is along for the ride by getting pictures from relatives. Experience that one is part of the family, and "that one has been there oneself". Can be put to sleep, so that one releases and puts it on/off. Then it goes all by itself. People with dementia especially benefit from the comp screen.
2. Komp screen when mom can't pick up the phone anymore (meets a need). When you can't connect in any other way. Or when family lives far away. Great pleasure from contact with family when using comp.
3. Prevent loneliness and exclusion, keep in touch with family
4. Increased security, respite care and guidance (not only family living far away), but also contact in everyday life
5. Easy to use
6. Help with practical things in everyday life
7. Closer family ties
8. Share meal via comp, training plan via comp
9. Cognitive stimulus for people with dementia

Challenges:

1. Economy – those who cannot afford a comp screen themselves
2. Language challenges increase loneliness and isolation
3. Users of comp without a network (relatives) to follow up comp increases loneliness. It is important to map the user's network before distributing comp. It is important that the use of comp is anchored with relatives. Next of kin must use comp actively for it to be a good experience
4. Some users experience the comp screen as noise if it is left on all the time. Many people use the hibernation function

3.2 Survey with users of Komp

Age: 92 years

Gender: Women's

Acquisition: Got it this fall to try it out. Had it for over 6 months.

User's thoughts: Think it's nice to get pictures and say that it is used for both ringing and pictures. She finds it easy to use.

Frequency: Once a day, and she feels like relatives send out pictures sometimes.

How has it changed everyday life? Female feels she gets a better overview of what the family is doing and can follow along better.

Calling function: Uses the calling function- relatives calling.

Age: 91 years

Gender: Women's

Acquisition: Got it early last fall. Had it for over 6 months.

User's thoughts: She says that she is now very pleased, but that she actually declined as she feels insecure about technology. The idea after she's used it is that it's super user-friendly with just one button.

Frequency: Several hours a day. She turns it on at mealtimes and off when all the pictures have gone round. She says that it is fun to see when a message comes up that she has 3 new photos and can then sit and guess who has submitted the pictures.

How has it changed everyday life? A lot of fun with new pictures to keep an eye on. She gives it a score of 10/10 and says it's going to be a miss if it goes away.

Call function: The only negative thing the user had to say about kompén was that the call function did not work quite for her as she is a little too hard of hearing to hear what relatives say on the screen. She also thought the photo was a little delayed.

Age: 89 years

Gender: Women's

Acquisition: Got to borrow it when she was still living at home, and returned it when she moved into living and care home because she felt the living room was too small to have a comp and a TV and wanted someone else to enjoy it.

User's thoughts: She says that it is very good and that it was fun to see the family, especially the great-grandchildren. Very happy with Kompén when she lived at home, thought it was user-friendly.

Frequency: Used it every day.

How has it changed everyday life?-

Calling function: Used the calling function a bit when she lived at home.

Age: 91 years

Gender: Women's

Acquisition: The daughter came with Kompen. Had it for over 6 months.

User's thoughts: I appreciate having a comp so that she can follow what relatives are doing around, and says that when she sits alone at home, it is nice to have something to look at.

Frequency: several times a day, but turn it off in the evening. She feels she gets new shots often.

How has it changed everyday life? She replies that it hasn't changed anything special in everyday life, but that it's very nice to have and appreciates that she can continue to have it.

Call function: Calls both with it and receives calls from relatives.



