



## SYSTEM TO PROVIDE DAY-TO-DAY SUPPORT IN ASSISTED LIVING SITUATIONS

The Johanniter association is using high-tech from T-Systems and Deutsche Telekom to make life easier for senior citizens in their care.

Average life expectancy in Germany has risen by more than ten years over the past 50 years. Whereas in earlier times, older people lived as part of a family group spanning several generations, more and more elderly people live separately from their children and grandchildren. Aging also entails physical changes that make day-to-day life more difficult. Welfare organizations such as the Johanniter association have taken it upon themselves to relieve the hardships of aging as much as possible. Modern communication based on innovative ICT can be most helpful in these efforts and can make an important contribution to significantly improving the quality of life of older people. The Johanniter association is known as a progressive welfare organization. An intelligent system to provide assistance in everyday situations in the form of a networked overall package has been developed together with Deutsche Telekom and T-Systems that incorporates as far as possible the needs of the modern senior citizen in terms of automating the home, household services and digital communication.

### AT A GLANCE

- Intelligent system to provide assistance in everyday situations for automating the home, information, communication and helping people organize themselves in assisted living projects
- Connection of the QIVICON Smart-Home platform with the Deutsche Telekom's ServicePortal
- Tablets with simply structured and intuitive user interfaces suitable for users with no previous experience of computers
- Involvement of relatives, local service providers and health services
- Making the day-to-day welfare work of the Johanniter association easier
- ICT-based solution that allows people with restricted physical capabilities to remain in a domestic environment for longer



# THE REFERENCE IN DETAIL

## THE CUSTOMER

The Order of Saint John has been in existence for nearly 1,000 years and currently operates numerous care institutions for senior citizens and hospitals throughout Europe. It is the umbrella organization for Johanniter-Unfall-Hilfe e.V., Johanniter-Schwesterschaft e.V. and Johanniter-Hilfsgemeinschaften. Johanniter-Unfall-Hilfe e.V. has been involved in various social and charitable activities since 1952. It follows the tradition of the Protestant Order of Saint John, the utmost priority being to provide help from one person to another. With more than 14,000 permanent employees, roughly 30,000 volunteers and over 1.4 million contributing members, Johanniter-Unfall-Hilfe is one of the largest assistance organizations in Europe. A charitable association, it operates throughout Germany with around 300 associations at the regional and local level.

## THE TASK

To become more closely connected to the people it cares for, Johanniter-Unfall-Hilfe would like to offer a better, more purpose-oriented service for senior citizens. It is important that the people are offered services long before they become reliant on care. The intention is to help older people stay in their familiar surroundings or in improved assisted living facilities for as long as possible by providing them with household services. The Johanniter association defined convenience and security services for assisted living in the four areas of home automation, information, communication and helping people organize their own lives. The aim is to be able to integrate relatives, local service providers and health services better in the networked digital communication and household services in future.

## THE SOLUTION

The intelligent system to provide assistance in everyday situations was realized for the first time in an assisted living concept in Sarstedt, near Hanover. A key element in the solution is the combination of the open Smart-Home platform QIVICON with Deutsche Telekom's ServicePortal. The ServicePortal offers access to the household control panel and to numerous services in a clearly structured and intuitive way – even for people with no previous experience of these technologies. Each household unit is equipped with a tablet, giving residents fingertip control over lights, heating and blinds. Non-essential electrical devices are switched off by activating the “leaving the house” scenario. Residents can also use

the tablet to call up important information, including appointments, daily newspapers, weather forecasts or community events taking place in the building. The tablet will also allow residents to keep in contact with their relatives, write e-mails, make doctors' appointments, make video calls and shop online. It's also an ideal digital picture frame for photos.

## THE BENEFIT TO THE CUSTOMER

A key benefit of the innovative system to support the elderly is that it allows senior citizens to manage their own lives even if they have restricted physical capabilities. Senior citizens using this system benefit from the constant addition of new household control options and services – all without the need for experience of using computers. What's more, the Johanniter association is establishing itself in the growing and intensely competitive care market as an innovative, customer-oriented institution that focuses solely on the needs and wishes of those in its care.

“This solution convinced us not only with the wide range of potential applications, but also with its simplicity of use,” said Alexander Jüptner of Johanniter-Unfall-Hilfe e.V. “It gives us a single device that covers all functions, from calling for services to automated household functions.”

**DIE  
JOHANNITER**



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