

TECHNOLOGY THAT CARES

Lessons from homecare innovation across 5 EU countries

87 homecare professionals across Sweden, Denmark, the Netherlands, Belgium, and France shared their honest experiences using innovative technologies to improve care for older adults.

Here's what they told us.

Technology does *not replace* personal care. **It enhances it.**






60% of respondents say they do not provide less personal care when using digital tools.

57% of respondents say they can provide more care per day thanks to efficiency gains.





50% of respondents say tech helps them plan their working day.

72% of respondents feel their professional responsibility is unchanged.

Lessons per country

-  Strong municipal leadership, structured planning, and staff training are critical.
-  Change management, staff involvement, and communication are key.
-  Tailored support and training for both staff and clients boost adoption.
-  High costs and rigid funding models limit uptake; need coordinated processes and training.
-  Mixed adoption; reliability and user-centred design determine success.

Technologies making a difference

-  **Digital visits** Remote care via tablets or cameras: saves time while maintaining personal engagement.
-  **Digital lock systems** Smartphone access replaces physical keys; improves safety and emergency response.
-  **Medicine dispensers** Automates medication schedules; supports independence and reduces unnecessary visits.
-  **Personal alarm systems** Provides fall/emergency alerts; supports safety and peace of mind.

Innovative technologies = better efficiency, independence, and quality of care.

The ACE project's findings reveal that technology complements, not replaces, human connection.

When implemented with trust and training, it improves both workflow and well-being.



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