

The Concerted Service Window

Contexte

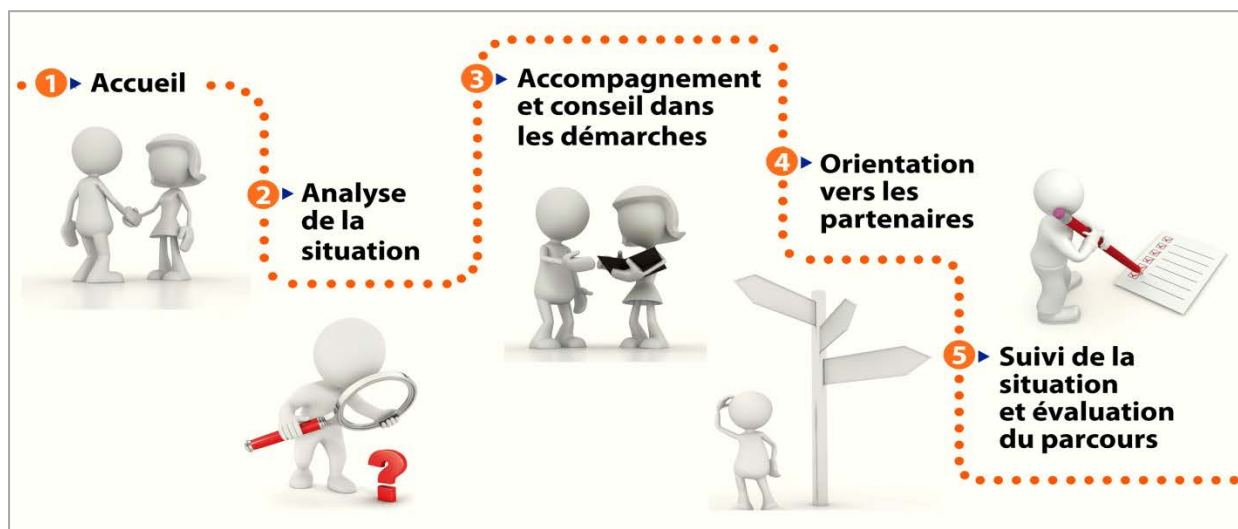
Frailty becomes more frequent with advancing age. It's a medical, social and societal issue and, as such, should be detected early to allow preventing or delaying the state of dependency.

The Regional Ageing Institute (IRV) tackles this issue through an innovative approach where the concept of the "risks of frailty", which precede the state of acknowledged frailty, is fully incorporated.

The Concerted Service Window is an innovative approach to targeting retirees or pre-retirees and orientating them towards solutions adapted to their specific needs, within a short circuit. The CSW consists of a window opening to a cluster of services.

Objectives

Propose an adapted and coordinated service offer to people detected at risk of frailty. The service offer is spread over several stages: interviews, situation analyses in regards to frailty risks, advice, guidance, orientation, follow-up and pathway evaluation.



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In practice

Seniors involved in the project meet with a Prevention case Manager who will orientate them to local services adapted to their needs, generating behaviours in favour of healthy ageing.

Each situation is monitored by the case manager, who contacts people after 6 months in order to evaluate their pathway. The seniors who have been orientated are followed-up every six months through a dynamic tool called the Frailty Star, a simplified 20-question grid with 4 axes (somatic, cognition, psychosocial, nutrition), to better measure the impact of prevention actions.

Prospects

The use of the Active and Healthy Ageing questionnaire is of precious help to health professionals as well as to local actors counselling seniors, which demonstrates the relevance of Regional Institute of Ageing concept.

Existing tools will be improved through new technologies (specifically the creation of a tool enabling the following-up of situations) and making available partners labelled by Carsat's expertise Concerted Window: methodologies and tutorials on the Regional Institute of Ageing.

The purpose of the project is to transfer competencies to local actors, thus enabling expansion of the Concerted window approach by training and mobilizing partners. The Carsat will continue to oversee the coordination, training of professionals, research and evaluation.