

# Help at Home

## The programme

"Help at Home" is an initiative implemented through programmes that are run by several municipalities in Greece with a view to meet the basic needs of social care.

This helps ensure the **independent living of older persons**, people with permanent or temporary social problems or health issues, and persons with disabilities.

This initiative began with a pilot project in 1997 in the **Municipality of Peristeri, Athens**.

## Beneficiaries of the service

The beneficiaries of the programme are individuals with disabilities or **elderly people** selected based on socio-economic criteria such as low income and/or absence of a family environment.

## The staff

The staff of each programme should consist of at least a social worker, a nurse and a family assistant. The **social worker** supervises the programme, assesses needs, organises the visits and services offered, gives psychological support and conducts research to identify possible challenges. The **nurse** offers preventive health services. The **family assistant** provides company, support with house chores, and grocery shopping.

## The approach

- 1 The person in need of support or someone from their environment can ask to join the programme, and, after assessment, can send a formal request.
- 2 The support is provided based on the needs of the users in a rotating schedule.



Greece



## Contacts

Ministry of Health and Welfare  
in Greece and Municipalities

## The model

Help at Home provides **home support services to elderly persons** and persons with disabilities who live alone and need care, health support, and to perform daily activities.

The purpose of this programme is for the beneficiaries to **live in their home and avoid social exclusion**. Based on individual needs, the programme's coordinator determines the frequency of the visits and the services which will be provided to each of the persons in the programme. The staff provides visits to their houses on a rotating schedule and offers them support.

In March 2020, the Help at Home service initiated a new programme called **"Prevention at Home"** for the support of residents in rural and insular areas with a population under 20.000 inhabitants. It will provide home medical examinations, and will forward the results to their doctors through ICT systems.



**Elderly live in their own home**



**Avoid social exclusion**



**Avoid institutionalisation**



**Provide care and health support daily**



## Strengths

- The programme enables beneficiaries to live in their own environment.



## Weaknesses

- Staff shortages.
- Services fragmentation.
- Lack of funding and technological infrastructure.
- Inadequate training of the staff.