



**CFGM Técnico en atención a personas
en situación de dependencia
Servicios socioculturales y a la comunidad**

ANEXO PARA ANDALUCÍA

English for social and health carers

ALTAMAR

Anexo para Andalucía



Andalusian Public Health System

Public Health System

In Andalusia the acronym SAS is more likely to conjure up images of healthcare than air travel. It stands for Servicio Andaluz de Salud, or Andalusian Health Service.

The SAS is an autonomous body dependant of the Junta de Andalucía Health Board. Its mission is to guarantee health care to all citizens of Andalucía. All health centres, specialized treatment centres and hospitals belong to the SAS.

SAS also provides you with the opportunity to participate in the service by donating blood, registering as an organ donor and providing feedback on the services you receive.

Additionally, the public health service runs a number of very useful information services that can help you with both general and specific questions and health problems, including specific risks related to this region and climate, for example heat stroke.

Register and obtain medical health care for residents

On receipt of the letter of authorization sent by the INSS (National Institute of Social Security) you have to take it along with your passport (and a photocopy) or ID card (and a photocopy), your Certificate of Registration of Residence (and a photocopy) to their nearest health centre where they will have to sign an application form to be included in the Andalusian Data Base of Users of the Medical Health Care System. (DBU).

The SAS will register you and send you a health card. Even though the card may take time to arrive, medical care is effective once you have signed the form and registered). The services offered to residents are: the Health Card, Medical assistance, emergency treatment, and subsidized medicine which is free for pensioners and 60% off for all others.

Register and obtain medical health care for non-residents

EU members have to take their passport or ID (and a photocopy) and their European Health Card or form issued from home country authorizing temporary health care abroad (and a photocopy) to their local office. There, they will have to sign an application form to be included on the DBU (Andalusian Data Base of Users of the Medical Health Care System).

Non-EU members will have to bring the Certificate of Right to Medical Health Care for temporary periods issued from their country of origin. Only Andorra, Brazil, Chile, Ecuador, Morocco, Peru and Tunes have bilateral agreements with Spain.

Non-residents will receive: Medical assistance during their stay in Spain, emergency treatment and subsidized medicine which is free for pensioners and 60% off for all others. To qualify for free medicine, it is necessary to be over 65 and to present an officially translated document proving the receipt of a pension.

Treatment

Once registered on the DBU, it is very easy to obtain treatment. There is an appointment system that can be used either by phoning the number of SALUD RESPONDE (Health Care responds) 955 54 50 60 and they will give you the appointment or entering the web page of INTERS@S (type inters@s into a search engine).

You will need to state your identification number (the same one that you used when you registered), your date of birth and your name and surname.

You can then choose the appointment you wish. The emergency number to call is 902 50 50 61.

Children

All foreigners under the age of 18 that are in Spain have the right to medical assistance in the same conditions as Spaniards.

Pregnant

Pregnant woman that are in Spain also have the right to medical assistance during the pregnancy, birth and post-partum treatment.

Adapted from: <https://www.andalucia.com/living/health/home.htm>

Health Andalusia App (App Salud Andalucía)

The Health Andalusia App ('Salud Andalucía' App) is the reference mobile application for all users of the Andalusian Health Service (SAS). Its objective is to provide information and offer services related to healthcare to those who use mobile devices, within the framework of its mobility strategy development.

'Salud Andalucía' was launched in 2020 by the Regional Ministry of Health and Families of Andalusia with the aim of having a central repository of all the institutional mobile applications in the Andalusian Public Health System, being one of the technological tools helping to improve citizen healthcare. It gives access to a catalog of Apps adopted by the Andalusian Public Health System such as 'Health Responds' ('Salud Responde', to request and manage primary care appointments'), 'Donate Blood' ('Dona Sangre', for blood donations), 'My Prescription' ('Mi Prescripción', with all medications), 'Vaccines' ('Vacunas', on vaccinations) or 'Radar Covid' (to help to prevent the spread of COVID-19), together with access to relevant health information and related news. 'Salud Andalucía' has two specific tools on COVID-19: a self-test and a virtual assistant.

The App also links to ClicSalud+, where citizens can access their digital health record. When the account is activated in the App preferences, confirmation notifications of telephone appointments, PCR test results or negative antigen tests are received. Until mid-2021, a total of 26 M notifications of telephone appointments and 5.5 M negative results of PCR or antigen test have been issued via SMS or as a notification in the 'Salud Andalucía' App.

Access to the European Union's Digital COVID-19 Certificate is also available through this 'Salud Andalucía' App, allowing safe travels within EU countries.

With an exponential growth since March 2021, the 'Salud Andalucía' App already has more than 320,000 users, (reaching 655% growth in Android terminals).

Adapted from: <https://futurium.ec.europa.eu/en/active-and-healthy-living-digital-world/wellbeing-and-health-promotion/best-practices/health-andalusia-app-app-salud-andalusia?language=fr>

The Department for Equality, Conciliation and Social Policies

Socio-Educational Group in Primary Health Care (GRUSE)

GRUSE is a program for mental health promotion and prevention. It is a socio-educational group initiative for: improving healthy coping strategies for everyday difficulties; and providing protective factors for general health, and specifically for mental health (health assets). The groups are led by social workers in primary care, with the first phase targeting women who access health centres with unspecific complaints and need support to face their everyday lives with greater opportunities.

Groups of 8 to 15 women meet once a week for an hour and a half for a total of 8 sessions.

- Created in primary health care settings and led by social workers, with assistance from managers, public health colleagues, and mental health professionals as needed.
- All clinical management units and primary health district directors have pledged to support this initiative.
- Women's admission pathways into groups.

Women can access the groups through referrals from primary health care providers, as well as referrals from mental health and social services. They can, however, gain access on their own initiative.

Following that, social workers interview the candidates, assess them, and decide which women will join the group.

2015: The women's group programs will be continued. The evaluation study officially started. GRUSE has been adapted for groups of women who live in socially excluded areas. Development of materials and planning of a new GRUSE program for men experiencing psychosocial discomfort and/or at risk of exclusion in order to mitigate the emotional impact of the current socioeconomic crisis, primarily unemployment or precarious employment, using a gender approach.

Aims:

- Encouraging the identification and use of personal and community health assets.
- Facilitating healthy coping strategies for everyday difficulties.
- Addressing gender inequalities.
- Preventing mental health problems.
- Improving accessibility and user pathways into and within the health system.

Adapted from: <https://www.esn-eu.org/members/regional-government-andalucia-department-equality-conciliation-and-social-policies>

Active Participation Centres for Older People

Through a law amendment that changed the former "Day Centers" into "Active Participation Centers" (from Decree 122/1997 to Decree 72/2012), a number of centres were established as part of this regional initiative to support and promote active ageing policies at a regional level.

Hence, the centres already existed and depended on the Regional Ministry, which eased their use as centres of active ageing that promote greater volunteering and participation of older people in decision-making.

It is a tactic designed to make active ageing policies more accessible to senior citizens and give them more say in how decisions are made. It was put into place as a result of transforming outdated systems to meet modern demands, building more democratic structures, boosting social interaction, and spreading messages about active and healthy ageing.

Through their programmes, the active participation centres offer the idea of improving a healthy lifestyle. They plan social, cultural, recreational, musical, and sporting events as well as events for crafts, travel, and self-help. Mobility, handicraft skills and cognitive decline, and emotional skills are the three categories of activities. Along with these seminars, the centres might also provide other services like podiatry, hairdressing, and legal counsel, interact with other programmes like Inturjoven's Active Tourism.

Additionally, the centres aid in the provision of social services. Finally, they plan events to commemorate the autonomy of the region on significant dates like "Older People's Day" or "Día de Andalucía".

Overall, aims of the project includes:

- Giving elderly individuals the knowledge, the tools and the chances they need to be active socially and physically.
- Promoting active ageing initiatives.
- Bringing older people closer to the active ageing policies that have been approved by the regional ministry of equality, health, and social policies.
- Giving access to services (hairdressers, podiatrists, healthy canteen) at more affordable pricing.
- Providing possibilities for volunteerism and involve older persons in decision-making.

Adapted from: <https://www.esn-eu.org/members/regional-government-andalucia-department-equality-conciliation-and-social-policies>

Health Checks for Older People in the Age Range 65+

The 'Health check for 65+' is provided by the Andalusian health service's primary care centres throughout the region of Andalusia. The initiative's goal is to facilitate the early detection and prevention of frailty in older people by implementing care plans and interventions chosen based on tests, questionnaires, and functional performance assessments, in order to help older people improve and maintain their independence and quality of life.

The initiative was proposed in collaboration with the Andalusian health service and two scientific societies that provided evidence for the programme. These scientific societies take a multidisciplinary approach to family medicine and family and community nursing, including nurses and social workers.

The introduction of new standardised tests that reduce variability, the periodic assessments following pathway design, the detection of early warning signs, and the overall satisfaction of the population have all been successful elements of the initiative.

The overall goals are to detect early warning signs of health problems in people 65 and older, as well as to implement evidence-based health promotion and fragility prevention measures to improve older people's independence, health, and quality of life.

Specific goals include:

- Identifying and registering people aged 65 and older who live in Andalusia.
- Categorising people's level of independence.
- Identifying health problems and care needs.
- Improving co-ordination mechanisms between care professionals and primary care centres.
- Improving access to primary care for the target population.

Adapted from: <https://www.esn-eu.org/members/regional-government-andalucia-department-equality-conciliation-and-social-policies>

The General Directorate for Social Services and Assistance to Drugs Addictions

According to Decree 174/2009, May 19th, the General Directorate is responsible of the planning and follow-up of Community Social Services, the development and implementation of the necessary policies to overcome social exclusion and the assistance to drug addictions and the coordination of those actions carried out in this area in Andalusia.

Specifically, it develops the following functions:

- The development and follow-up of Community Social Services.
- The elaboration and supervision of policies for social inclusion in Andalusia.
- The coordination and execution of interventions in Areas in Need of Social Transformation.
- The follow-up and coordination of Funds and Programmes of Community Social Action of the European Union.
- The management of actions related to social policies addressed to Roma Community in Andalusia.
- The assistance to returnees and seasonal workers and their families.
- The coordination of the Programme of Solidarity for the eradication of marginality and inequality in Andalusia.
- The promotion of associationism and social volunteering in Andalusia.
- The promotion and social integration of immigrants residing in Andalusian territory.
- The elaboration and directorship of Andalusian Plan about Drugs and Addictions.
- The coordination of the actions in the field of drugs and addictions, and the development of specific programmes for prevention, assistance and social re-insertion.
- The authorisation of Care Centres for drug dependents.
- The promotion of associationism of relatives and affected by drugs and other addictions.

The General Directorate for Social Services and Assistance to Drugs Addictions is responsible for:

- Organising 2 working groups in Spain (June 2010 and February 2011) with representatives of each partner.
- Being actively involved in the Work Package 2.
- Being in charge of the Work Package 4.
- Contributing to the project results dissemination. Actively contributing to the Work Package 8 and Work Package 6: collection of data end material for the website.
- Carrying out the pilot experimentation in Andalucía (Work Package 3): creation of a local team (with the theatre group Atalaya-TNT). Selection of the 20 young people NEETs, experimentation and monitoring.
- Organising the Spanish Musical Theatre Show to be developed during the implementation (Work Package 7). Participating to the Final Show in Liverpool and joining all meetings of the project.

Adapted from: <https://movingproject.eu/junta-de-andalucia-about.html>

The Andalusian Telecare Service (SAT)

The Andalusian Telecare Service: A proactive approach in times of changes

The Andalusian Telecare Service (SAT) is one of the largest telecare service in Europe with more than 242.700 users and handling an average of 630.000 calls a month (data from June 2021). It is a public service stemming from the Regional Ministry for Equality, Social Policies and Conciliation of Andalusia with the objectives of promoting personal autonomy, improving quality of life and facilitating healthy ageing of elderly people, people with disabilities and people in a dependent situation.

From its conception in 2002, the service has been designed as a proactive service, supported by different technical solutions and mechanisms to try and improve the quality of life of its users.

Over the years the main reason for calling our service has been the need for social contact and support. We understand that the wellbeing and social support of our users has a positive impact on their health status and therefore on the public expenditure.

Given the size and heterogeneity of our users, there has been a need to maximize the efficiency and efficacy of the service by adapting it to specific profiles and situations.

This has been achieved by developing specific solutions such as:

- APPs and mobile devices to improve the accessibility to the service, collect information and measure key indicators on the users general habits and lifestyle.
- Setting gas and smoke detectors to increase the safety of our users.
- Providing specific campaigns to alert and prevent risk situations such as the flu campaign, heat wave campaign and preventing isolation through the Christmas campaign.
- Supporting the health service in the provision of medical appointments and medical advice, specially over the last year with the COVID-19 pandemic.

Granting access to these health services allowed SAT users to get GP appointments and advice through the telecare service with more than 87.000 GP appointments provided through the SAT from March 2020 to June 2021, relieving the health service of its high workload and providing a more interactive and integrated health and care service.

Adapted from: <https://futurium.ec.europa.eu/en/active-and-healthy-living-digital-world/age-friendly-environments/best-practices/andalusian-telecare-service-proactive-approach-times-changes-0>

Twenty years of the Junta's Teleasistencia lifeline

Andalucía's telephone assistance service for the elderly and disabled now helps 245,235 people in different parts of the region

José Luis Piedra

Monday, 21 February 2022

It is now 20 years since the Junta de Andalucía set up its telephone assistance service to help people who are elderly, disabled or dependent on others, and 245,235 citizens in the region now benefit from this type of assistance. The red button which people wear on a cord around their neck has become an essential service and it is highly valued by its users, not only for use in emergencies but also as a method of support and monitoring. Many of them think of the staff at the other end of the phone as members of their family, and the regular contact helps to prevent them feeling lonely and isolated.

In the two decades since the service began, the staff have handled over 84 million phone calls and attended to more than half a million users, with an average of 14,000 calls a day. During the lockdown in 2020 the number of calls increased considerably: there were over six million, compared with 5.2 million last year.

Around 70 per cent of these calls are made by the staff for monitoring purposes, because the majority of users are over the age of 80 and the average age is 82. As women tend to live longer than men, they make up the majority of users and account for 79 per cent of the total.

During these 20 years it has become apparent that one of the growing problems which affect elderly people is loneliness, because 61 per cent of users of this service live alone. The head of the Teleasistencia service in Andalucía, José Vargas, says that technological advances in the socio-health sector and the Salud Responde app mean that his staff can make, cancel or change medical appointments for the users, and chase up appointments with specialists. This is one of the most appreciated parts of the service, which the users have scored 9.6 out of 10 in surveys.

The Teleasistencia service began with just 16 employees, who attended to 120 people. There are now 600 members of staff and the service, which has bases in Seville and in Malaga, is available 24 hours a day, every day of the year.

Adapted from: <https://www.surinenglish.com/andalucia/twenty-years-teleasistencia-20220221122212-nt.html>



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www.altamar.es