Social care program: Using advanced speech recognition technologies for social care initiatives

Summary

Profile type	Company's country	POD reference
Business Offer	**Spain**	**BOES20240425023**

Profile status	Type of partnership	Targeted countries
PUBLISHED	**Outsourcing agreement** **Commercial agreement** **Supplier agreement**	**• World**

Contact Person	Term of validity	Last update
JACOPO CONTAVALLI	**7 May 2024** **7 May 2025**	**7 May 2024**

General Information

Short summary

Speech technology company offers innovative program for social care, targeting isolated and lonely people, including:
•Telemonitoring platform that supports via Smart Speaker devices for remote companionship and assistance.
•AI-based empathetic conversational assistant for patient communication and therapy management.
•Human-led support complementing technology for holistic care and autonomy, integrating virtual reality and emotion management.
•Digital inclusion program for elderly individuals

Full description

The company, a Spanish SME leader in speech technology, presents a comprehensive program tailored for social care initiatives.

It aims to combat unwanted loneliness, bridging the digital gap and promoting active ageing through innovative technology solutions.

This program encompasses proven techniques in alleviating loneliness: psychoeducation, cognitive training, social skills development, multidisciplinary interventions, promotion of physical activity, mindfulness training, and leisure

activities to foster social skills and perceived social support.

This programme involves new technologies, guided by specialised therapists, including AI, VR and an Empathy&Feeling tool:
  - AI (Artificial Intelligence): Smart speaker devices, such as Alexa or Echo, enable users to improve reasoning, learning, creativity, memory and small aspects of life organisation, facilitating tasks such as managing medical appointments, calls, group video conferencing and family interactions.
  - VR (Virtual Reality): VR glasses project realistic scenes and objects, creating a therapeutic immersion that exercises body and mind through past, present and future realities.
  - Empathy&Feeling tool: This tool analyses the emotions of speech to locate basic emotions and monitor participants' emotional states from a therapeutic point of view.

The programme rests on 4 main pillars:

1. The human support provided by therapists. This is the human part that complements the technological part, so that the programme makes sense and can make the assessment that guarantees holistic care. The idea is to combine technology with VR and emotion management in order to proactively address the needs of vulnerable people.

2. A telemonitoring platform, providing remote support and companionship through Smart Speaker devices (Alexa, Echo or similar), particularly beneficial for individuals in isolation and/or loneliness situations.
It captures data in real time, facilitating remote monitoring for therapists and/or relatives.
It allows to automatise certain processes so that people in private homes, residences, etc. can be supervised and attended when needed.
In addition, it provides advice, manages alerts and offers telecare, integrating the platform with administration information modules or private information modules.

3. AI conversational bot, developed by the company, that facilitates fluent communication and therapy management, employing empathetic AI to engage with patients and alert caregivers as needed.
It enables chat and voice-based conversational environments, designed to adapt to specific needs, and provide with deep data analysis to improve service quality and empathy.
With this bot, KPIs can be generated to measure the degree of empathy generated and the evolution of the user's emotional state.

4. Digital inclusion of older people equips them with essential digital skills, fostering inclusion and participation in the digital age.

This innovative program aligns with the target audience's needs, offering a holistic approach to social care while leveraging cutting-edge technologies for positive social impact.

Advantages and innovations

• State-of-the-art speech technology expertise.
• Tailored solutions for social care needs.
• Integration of AI, virtual reality, and emotion management.
• Holistic approach combining human and technological support.

Technical specification or expertise sought

Partners with expertise in social care, telemedicine, and digital inclusion are sought for collaboration.

Stage of development

Already on the market

Sustainable Development goals

• **Goal 3: Good Health and Well-being**

• **Goal 5: Gender Equality**

• **Goal 10: Reduced Inequality**

• **Goal 17: Partnerships to achieve the Goal**

IPR Status

Secret know-how

Partner Sought

Expected role of the partner

Ideal partners would be:

- Private institutions (for example private residences). Hybrid service options for individuals at home or in need of residential care, especially those experiencing loneliness and isolation.

- Public administrations (social affairs/policy and innovation/technology departments).

Comprehensive support services, including technical support and training, are provided to ensure successful implementation and usage of the platform.

The Spanish company is committed to cooperate providing data tracking, follow-up of results, and continuous improvement.

Type of partnership

Type and size of the partner

Outsourcing agreement

Commercial agreement

Supplier agreement

- **SME 11-49**
- **SME 50 - 249**
- **Big company**
- **R&D Institution**
- **Other**

Dissemination

Technology keywords

- **01003003 - Artificial Intelligence (AI)**
- **01005006 - Visualisation, Virtual Reality**
- **03007 - Sound Engineering/Technology**
- **01004001 - Applications for Health**

Market keywords

- **02008002 - Voice recognition**
- **02007021 - Other Artificial intelligence related**
- **05010001 - Safety for the elderly**
- **02007020 - Artificial intelligence programming aids**
- **02007016 - Artificial intelligence related software**

Targeted countries

- **World**

Sector groups involved