



Often, the physical, psychological and social pressures upon people who care for relatives suffering from dementia are high. Relief facilities, such as the Night Café remedy can be of great assistance.

www.gerinet-leipzig.de



"Innovative services within the health care sector have to be demonstrably cost-effective. Partnering and working closely with the Fraunhofer Center has enabled us to develop a structured, customer-centric and economically sustainable service design for the Night Café."

(Lysann Kasprick, Project Manager, GeriNet Leipzig)

Innovative services for people with dementia

The GeriNet Night Café in Leipzig provides support to dementia sufferers and their relatives. Researchers of the Fraunhofer Center developed a model for an economically sustainable service.

Recognizing the potential for innovation

Many people suffering from dementia get mixed up in their day and night routines, which can put a significant strain on relatives who care for them. The GeriNet Night Café was set up in the Leipzig region to address this issue by providing care to sleepless patients. Working with this Leipzig-based network, the Fraunhofer Center used a research approach to improve the viability of this business model. Using findings from service-provision research, the "Price and Service Management" Unit developed a customer-centric process design and simulated the different options in terms of cost-effectiveness.

Since autumn 2013, dementia sufferers have been able to receive night-time care at the facilities of the German Red Cross (DRK) in Leipzig. The Night Café aims to help patients get back into a normal day and night routine, delay their entry into care homes and prevent them from ending up in hospital.

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Service design refers to the process of using scientific research methods to design services. This is usually carried out in close cooperation with the enterprises concerned in order to ensure that the design meets customer and market requirements.

