

# **The Practical Progression of Social Design in Community Work: A Case Study of Elderly Care with Homie Care Model in Puli**

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## **Abstract**

The INNOSERV project was officially developed by European Union wide countries since 2012. The INNOSERV research policy emphasized the concepts of social innovation is a user-centered service design and approach for existing welfare systems. To identify the crucial activities and useful service design approach in community work practices, a participatory action research with social innovation (user-centered design) was adopted from a fieldwork in Puli.

Our findings indicate that “triggering the value co-creation processes for main stakeholders”, “introducing and integrating multi-disciplinary talents and limited resources”, and “finding appropriate solutions through participatory and user-centered designs with social innovation” were major continuous progression in social service design. The Homie Care model may provide a useful experience for future research on social innovative practices and offer some specific recommendations for policies for long-term care.

**Keywords: Community Work, Social Design, Action Research**