

Innovation in residences for the elderly: from retirement homes to experiential aging contexts. The Tertianum Comacini case study.

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Abstract: Hospitality has emerged as a key concept in the field of aging, with the potential to transform the way we approach senior care and aging. By emphasizing person-centred care, creating welcoming environments, and fostering meaningful connections, a hospitality-oriented approach can significantly enhance the quality of life for seniors. This paper explores the impact of hospitality in aging on well-being and the role of innovation. Firstly, it examines the evidence supporting the positive impact of hospitality on physical, emotional, and social well-being in seniors and secondly, it discusses the potential of innovation to enhance hospitality experiences for seniors. The paper concludes with a case study on the Tertianum Comacini facility and its philosophy, which was implemented in a senior living community to enhance hospitality and improve the overall well-being of residents.

Keyword:

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|--------------------------|--------------------------|
| - Aging Population | - Senior Care Innovation |
| - Hospitality Principles | - Person-Centred Care |
| - Experiential Aging | - Tertianum Comacini |
| - Innovation | - Community Engagement |
| - Lean Organizations | - Wheeler Manager |

I. Introduction

The aging population is growing at an unprecedented rate, posing significant challenges and opportunities for societies worldwide and as people live longer, the need for innovative approaches to senior care and aging in place becomes increasingly critical. One promising approach is the integration of hospitality principles into senior living environments because hospitality, with its focus on service, comfort, and customer satisfaction, can provide a framework for enhancing senior living and promoting longevity. And retirement homes, once the standard, are increasingly seen as outdated and inadequate in addressing the diverse needs of today's older adults.

In response, a new paradigm of experiential aging contexts is emerging, and these innovative approaches focus on enhancing the overall quality of life through person-centred care, technological integration, and community engagement. This article wants to explore this evolution in elderly care, using the Tertianum Comacini as a case study to illustrate in practice how these concepts are implemented in Tessin (CH).

II. Methodology

This study employs a qualitative research design, utilizing case study methodology to explore the integration of hospitality principles and the development of experiential aging contexts in senior living environments. The focus of the case study is Tertianum Comacini, a pioneering senior living community in Tessin, Switzerland. This design allows for an in-depth examination of the implementation of innovative approaches in elderly care and their impact on residents' well-being (Hollweck, 2015; Yin, 2014).

The data collection for this study involves multiple sources to ensure a comprehensive understanding of the phenomenon under investigation and the primary methods of data collection include observations and

documents analysis with the aim of exploring experiences with the implementation of hospitality principles, the role of person-centred care, technological integration, and community engagement. Non-participant observations will be carried out to observe daily activities and interactions within the Tertianum Comacini community and will focus on how hospitality principles are integrated into daily routines and the overall atmosphere of the community (Spradley, 1980). Additionally, thanks to Salvatore Granata's participation as co-author of this research, internal documents such as policy documents, care plans, resident feedback, and operational reports will be analysed. External documents, including regulatory guidelines, industry reports, and academic literature related to senior living and hospitality in elderly care will also be reviewed to provide context and depth to the findings (Bowen, 2009).

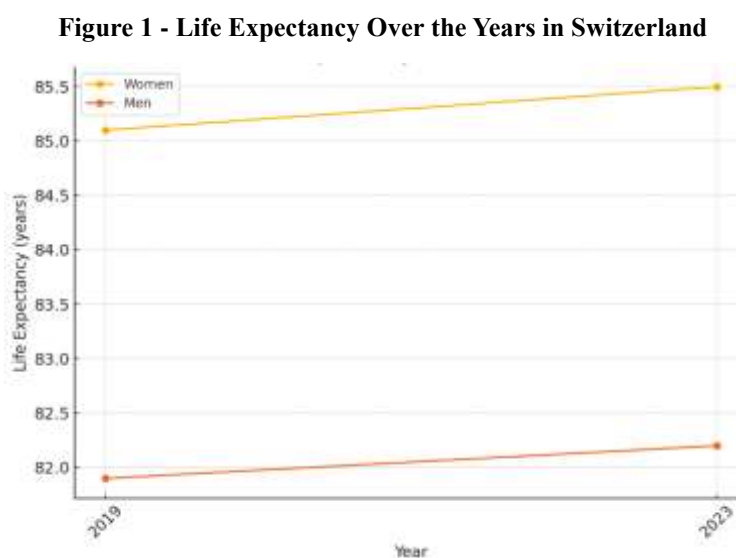
The study acknowledges certain limitations, including the generalizability of findings. As a case study, the results may not be applicable to all senior living communities but can provide valuable insights into similar contexts. Potential response bias in interviews and surveys is another limitation, as participants may provide socially desirable answers (Podsakoff et al., 2003). Additionally, time constraints may limit the depth of longitudinal analysis, focusing instead on a snapshot of the current implementation and its impacts.

Future research could expand on this study by conducting longitudinal studies to assess the long-term impact of hospitality principles and experiential aging contexts on residents' well-being. Comparative analysis of multiple senior living communities could be performed to identify best practices and factors that contribute to successful implementation of innovative approaches and incorporating quantitative research methods could complement qualitative findings and provide a more comprehensive analysis of outcomes (Creswell & Plano Clark, 2011).

III. The aging population

The world is experiencing a significant increase in the proportion of seniors: according to the United Nations, the number of people aged 60 and over is expected to double by 2050, reaching nearly 2.1 billion (United Nations, 2019). This demographic shift presents both challenges and opportunities for healthcare systems, economies, and social structures but is crucial to say that the aging population trend is not uniform across all countries. Developed nations such as Japan, Germany, and Italy are experiencing more rapid aging compared to developing nations, creating varied impacts on national policies and economic strategies (Harper, 2014) while developing countries are also facing the dual burden of aging populations while still managing issues related to economic development and public health (United Nations, 2019).

Life expectancy in Switzerland, after a significant decline during the COVID-19 pandemic, rebounded in 2023 reaching record highs of 85.5 years for women and 82.2 years for men (Unisanté, 2023) with an improvement of three to four months compared to 2019 (Figure 1). The analysis, based on data from Unisanté and the Federal Statistical Office (FSO), highlights a decrease in overall mortality rates in 2023 (FSO, 2023).



Source: created by the authors

This demographic shift will result in a higher demand for senior care services, encompassing residential care, home care, and specialized medical services for age-related conditions and a critical aspect of future senior care in Switzerland will be the focus on health expectancy, which refers to the number of years individuals can expect to live in good health (FSO, 2023). Moving forward, healthcare policies and innovations will likely prioritize enhancing the quality of life for seniors, ensuring they remain healthy and independent for as long as possible.

IV. The role of hospitality in senior care

Hospitality is traditionally defined as the friendly and generous reception and entertainment of guests, visitors, or strangers (Oxford English Dictionary, 2020). In the context of aging, hospitality involves creating environments that prioritize comfort, personal attention, high-quality service for seniors and this approach emphasizes the importance of person-centred care, where the needs and preferences of individuals are at the forefront.

Historically, senior care models have focused primarily on medical and basic needs, often neglecting the holistic aspects of well-being and the integration of hospitality principles into senior care represents a paradigm shift towards a more comprehensive approach that addresses the physical, emotional, and social needs of older adults (Ball et al., 2000). This evolution reflects a growing recognition of the importance of quality of life in addition to medical care and nowadays a new concept is making its way into the hospitality landscape, namely *Aging in Place*. Aging in place refers to the ability of older adults to live in their own homes and communities safely, independently, and comfortably, regardless of age, income, or ability level (Wiles et al., 2012). This concept emphasizes the importance of creating supportive environments that enable seniors to maintain their quality of life and independence because research shows that this approach is preferred by most seniors, as it allows them to stay connected to their communities and retain a sense of autonomy (Scharlach et al., 2012). However, aging in place requires adequate support systems, including accessible housing, community-based services, and healthcare.

Traditional models of senior living, such as nursing homes and assisted living facilities, often focus on medical care and basic needs. While these models provide essential services, they can sometimes fall short in addressing the holistic needs of older adults, including social interaction, mental stimulation, and emotional well-being (Ball et al., 2000). Nursing homes, for example, have been criticized for their institutional atmosphere and lack of personalized care (Castle & Engberg, 2006). Assisted living facilities offer more independence but may still lack the engaging environment needed for optimal aging (Mitchell & Kemp, 2000) so that there is a growing recognition of the need for more diverse and innovative models of senior living that prioritize quality of life alongside medical care. One example of this new paradigm shift is the rise of luxury senior living communities that offer hotel-like services and amenities where these facilities often include gourmet dining options, concierge services, wellness programs, and a range of recreational activities (Chaulagain et al., 2021).

V. Impact of hospitality on seniors' well-being

The integration of the hospitality concept in new residences for the elderly may have a lot of benefits and positive impacts, such as the *physical well-being*, which is a crucial component of overall health, particularly for seniors, where hospitality-oriented senior living environments can significantly enhance physical well-being by promoting healthy behaviours, providing nutritious meals, and encouraging physical activity. Research has shown that environments designed with hospitality in mind can lead to better health outcomes for residents (Rowe & Kahn, 1997). For example, many hospitality-oriented senior living communities offer wellness programs that include fitness classes, walking clubs, and access to physical therapy services. These programs not only help maintain physical health but also provide opportunities for social interaction and engagement, which are important for overall well-being (Chodzko-Zajko et al., 2009).

Another critical aspect of quality of life for older adults is the *emotional well-being*. Hospitality-oriented care emphasizes creating a welcoming and supportive environment that fosters positive emotions and reduces stress where personalized care, attention to individual preferences, and the creation of a home-like atmosphere can significantly enhance emotional well-being (Pizam, 2010). Studies have shown that older adults who live in environments that prioritize hospitality report higher levels of satisfaction and happiness (Kendig et al., 2012).

Elements such as personalized service, aesthetically pleasing surroundings, and opportunities for meaningful activities contribute to a sense of well-being and fulfilment.

Finally, the *social well-being* is closely linked to emotional health and overall quality of life where hospitality-oriented senior living environments foster social connections and a sense of community by providing spaces and opportunities for social interaction. Activities such as group dining, social events, and intergenerational programs can help reduce feelings of loneliness and isolation (Holt-Lunstad et al., 2010). The Humanitas Foundation's model, where students live alongside older adults, is a prime example of how hospitality can enhance social well-being (Arentshorst et al., 2019). Such intergenerational programs promote mutual understanding and respect, enriching the lives of both older adults and younger people.

Applying hospitality principles in senior living can significantly enhance the quality of life for residents and different research indicates that environments designed with hospitality in mind can lead to higher levels of resident satisfaction and well-being (Cutler & Kane, 2009). Elements such as personalized care, aesthetically pleasing surroundings, and a variety of activities contribute to a more fulfilling living experience for older adults. Studies have even shown that social interaction and a stimulating environment can have positive effects on the mental and physical health of older adults, potentially contributing to increased longevity (Holt-Lunstad et al., 2010). The possibility to engage in social activities and maintaining relationships are crucial for mental health, reducing the risk of depression and cognitive decline (Cacioppo et al., 2011). Moreover, environments that promote physical activity, proper nutrition, and mental stimulation can help prevent or manage chronic conditions, leading to better overall health and longevity (Rowe & Kahn, 1997).

Incorporating hospitality into senior living can also offer economic benefits: a focus on customer satisfaction can lead to higher occupancy rates and improved reputation, attracting more residents and potentially lowering healthcare costs through preventative care and wellness programs (Sloan et al., 2017). Also, operational efficiencies can be realized through the implementation of hospitality-driven practices, such as streamlined service delivery, effective staff training programs, and the use of technology to enhance resident experiences and operational management (Jones et al., 2013).

VI. The Evolution of Elderly Residences

As mentioned above, the majority of retirement homes have provided a basic level of care, focusing primarily on medical needs and daily living assistance where these institutions often have a clinical atmosphere, which can contribute to feelings of isolation and dependency among residents (Mitchell & Kemp, 2000). While essential services are provided, the holistic needs of older adults, such as social interaction, mental stimulation, and emotional well-being, are often neglected (Castle & Engberg, 2006).

In contrast, experiential aging contexts aim to create environments that support the holistic well-being of older adults where this kind of approach emphasizes person-centred care, where the preferences and needs of individuals are prioritized. Experiential aging contexts usually integrate innovative technologies, community engagement, and personalized services to enhance the quality of life (Kendig et al., 2012). This shift reflects a broader understanding of aging, recognizing the importance of dignity, autonomy, and engagement in the lives of older adults.

We can say that person-centred care is a foundational element of experiential aging contexts: this approach involves tailoring care and services to the individual needs and preferences of residents, rather than adopting a one-size-fits-all model. Person-centred care promotes autonomy, respect, and a sense of belonging, which are crucial for the well-being of older adults (Boggatz, 2020). The community engagement is another critical aspect of experiential aging: creating opportunities for social interaction and involvement in community activities helps combat loneliness and fosters a sense of purpose. Intergenerational programs, partnerships with local organizations, and community events are effective strategies for promoting social well-being (Veeroja et al., 2024). Finally, innovative technologies play a significant role in enhancing the quality of life in elderly residences. From smart home devices and health monitoring systems to virtual reality (VR) and robotics, technology can provide personalized care, improve safety, and foster social connections (Peek et al., 2014). For example, VR can offer immersive experiences that stimulate cognitive function and provide emotional enrichment (Dhunnoo et al., 2024).

While the integration of hospitality into senior living presents numerous benefits, it also comes with challenges as higher operational costs, the need for continuous staff training, and potential resistance to change from traditional care models (Kane et al., 2003). Financial constraints can be a significant barrier, especially for non-profit and public senior living facilities and strategies to overcome these challenges include seeking partnerships with hospitality organizations, applying for grants and funding opportunities, and exploring innovative revenue models (Stone, 2000).

THE TERTIANUM COMACINI CASE STUDY

Tertianum Comacini, a private “Living and Care Centre” (Figure 2) was inaugurated in July 2019 and forms part of the Tertianum AG group, which operates over 90 healthcare facilities across Switzerland.

Figure 2 - The Tertianum Comacini facility



Source: Tertianum Comacini.

The centre features 75 protected apartments and a 30-bed care department, with additional services such as a Bistrot, hair salon, podiatry, and physiotherapy.

Other services, such as a beautician and acupuncturist, can be found within the facility, while the available health services are complemented by a general practitioner's surgery, a psychiatrist's office and a psychologist. These diverse offerings enable residents to lead an autonomous life while benefiting from on-site healthcare and recreational amenities. The garden and public park at the entrance to the facility, together with the large car park, complete the facility's offer.

This model reflects an ongoing trend toward "Aging in Place," which allows elderly individuals to remain in their communities, surrounded by familiar environments and support networks (Wiles et al., 2012). At Tertianum Comacini, apartments are designed to be barrier-free, facilitating accessibility and ensuring the safety of residents with physical limitations. The inclusion of emergency call systems further underscores the importance of safety in these autonomous living arrangements (Tertianum, 2024).

Person-Centred Care and Tailored Assistance

Person-centred care is central to Tertianum Comacini's philosophy, aligning with broader healthcare principles that promote individualized care plans based on each resident's unique needs and preferences. This approach is increasingly recognized as essential in geriatric care, improving both satisfaction and outcomes for elderly individuals (McCormack et al., 2010). Residents in protected apartments can access the "Inhouse-Spitex" service, a flexible home care system that provides medical assistance as prescribed by physicians. This model reflects the integration of healthcare services into residential settings, offering both scheduled and on-call

medical care. By accommodating the growing medical needs of residents in a non-institutional setting, Tertianum Comacini ensures continuity of care while promoting independence.

The care guidelines consider the importance of respecting the individual's desire to achieve maximum autonomy and self-determination, and this principle is applied and extended not only to healthcare provided with greater intensity in the care unit but also to the individual as a human being deserving of respect without distinction. In particular, the experience at Tertianum Comacini has shown that the general desire of elderly residents in the protected apartments is to remain as autonomous as possible in their new home for as long as possible. Therefore, the goal of the Centre is to support their safe stay, despite the potential difficulties that may arise over time due to various causes (the most common are related to aging, the onset of illnesses, and the absence of a family support network) and create a "protected environment" that can extend beyond the walls of the private apartment where healthcare may be provided if necessary. Creating a "favourable environment" is primarily achieved by promoting awareness of the contribution of each individual, as a resident, in shaping the environment around them. As researchers suggests (McCormack & McCance, 2006) person-centred care contributes to a more dignified aging experience by empowering individuals to make decisions about their care and living arrangements. This aligns with the centre's goal of enabling residents to stay in their homes for as long as possible, delaying or avoiding the need for institutionalization.

Progressive Activation of Services

Tertianum Comacini adopts a progressive care model, where services are activated based on the evolving needs of each resident. For instance, residents may initially choose to receive only lunch at the Bistrot but can later opt for additional meals as their health or preferences change. This flexible approach helps residents maintain their autonomy while ensuring that their needs are met as they age. According to research on care transitions (Coleman & Boulton, 2003), this gradual increase in support services helps reduce the risk of sudden health declines by ensuring timely intervention.

Access to an apartment is contingent upon the signing of a private pension contract, which includes a rental fee that varies depending on the type of accommodation chosen. This contract can be supplemented, even progressively and in response to the individual's increasing needs or temporarily due to short-term requirements (even for just a few days or weeks), with various services offered by the facility. Housekeeping and other domestic services are also progressively introduced, allowing residents to maintain control over their home environments. This model of incremental support mirrors findings from studies on "Supportive Housing" for the elderly, which highlight the importance of enabling residents to perform as many tasks as possible independently while providing assistance when necessary (Golant, 2011).

Another common example of the progressive activation of services is the meal service at the Bistrot, usually initiated with lunch to ensure the consumption of a substantial main meal, until the individual expresses the need or desire to extend the service to breakfast and/or dinner. Changes in the individual's preferences regarding this service, whether increasing or decreasing, may be identified based on a direct request from the elderly person to the dining staff or administration, or because of the nurse's observation of an increased need for support with food and hydration. In both cases, changes often require a flexible approach to care that must be dynamic and often progressive, involving several parties, including the individual themselves and, for example, the family caregiver (who may handle grocery shopping or meal preparation). Doing like this, the elderly person is encouraged to maintain their autonomy in procuring, preparing, and consuming meals according to their remaining capabilities.

The use of other services within the facility is also optional and independent: it is evident that access to services (e.g., hairdresser) helps the elderly better manage their schedule and, more generally, organize their day. Should the elderly person no longer be able to meet their basic needs, or if conditions no longer allow them to continue living in the apartment, institutionalization may become necessary. In such cases, the individual can choose to move into one of the rooms in the Care Unit – Nursing Home on the sixth floor, to benefit from major care.

The experience at Tertianum Comacini highlights a better response, acceptance, and integration into a care room by elderly individuals who have been living within the Centre for some time compared to those arriving directly from their home, often after hospitalization and with an inability to return home following the resolution of an acute health issue.

Community and Social Engagement

Community engagement is another key feature of the Tertianum Comacini model, where residents are encouraged to participate in a variety of social and recreational activities, ranging from intergenerational programs to cultural events. These initiatives aim to reduce social isolation, a significant risk factor for cognitive decline and other health issues in older adults (Cacioppo & Cacioppo, 2014). By creating opportunities for social interaction within and outside the centre, Tertianum Comacini fosters a sense of belonging and community, contributing to overall well-being.

The proposed animation activities follow a calendar that offers a daily activity for residents, whether internal or external, with voluntary participation. The various activities, often carried out in collaboration with external partners, are designed to foster socialization and bring joy to the entertainment and engagement of the elderly (Figure 3).

Figure 3 - The Cinema activity



Source: Tertianum Comacini.

However, these activities do not represent the entirety of the social interaction promoted at Tertianum Comacini. In fact, it is the relationships that spontaneously form between individuals within the Centre that create a sense of community. The elderly, encouraged by the surrounding environment, develop, nurture, and maintain relationships with those they prefer. Choosing with whom and when to interact, something that may seem natural throughout life, becomes much more challenging in old age.

The commitment to encouraging and stimulating relationships, while respecting each individual's self-determination, is a daily and constant effort within the Centre and is supported not only by the animation team but by all staff members, not just healthcare personnel. For instance, the Bistrot staff contribute to fostering a welcoming environment by familiarizing themselves with the preferences of residents as "regular customers," including offering seating based on the elderly person's known habits, origin, or preferences. Since the Bistrot is a public space, it can be frequented by patrons, as well as residents and their guests and family members, with whom they often spend time together. In this way, the "dining room" (and the garden in springtime) becomes a place for social gathering and spontaneous interaction, even for non-resident elderly visitors.

Another responsibility of the Bistrot staff, along with the entire Centre's personnel in other respects, is that of "social guardian": due to their familiarity with the residents' habits and preferences, if the staff notice a change in routine, such as an absence from lunch, they notify the care unit staff to check on the resident's well-being. This monitoring activity, which is explained to residents before they enter the facility, is not intended to intrude on their private lives but is viewed by the residents themselves as a "good neighbourly duty." For this reason, as well as for the suspension of certain services, residents generally inform the administration of any planned extended absences, such as for vacations.

In general, all staff working within the facility are responsible for ensuring the safety of residents, including asking unknown individuals they may encounter on the floors to identify themselves and state the reason for their presence. Furthermore, the integration of public spaces like the Bistrot and garden areas enables residents to interact with visitors, enhancing social inclusion. Research has demonstrated that environments designed to encourage social interaction can significantly improve the quality of life for elderly individuals (Engelen et al., 2021). Tertianum Comacini's model aligns with contemporary theories of experiential aging, where the environment plays an active role in shaping the aging experience.

The Shift Towards Experiential Aging

We think that Tertianum Comacini represents a broader shift in elderly care, moving away from traditional, institutionalized models toward more dynamic and engaging living environments. The concept of "Experiential Aging" emphasizes the importance of creating spaces that not only meet the medical and physical needs of elderly residents but also enhance their emotional, social, and cognitive well-being (Karol & Smith, 2018). This approach fosters active aging, where elderly individuals are empowered to continue contributing to their communities and enjoying rich, fulfilling lives.

By offering a variety of on-site services and fostering a supportive community environment, Tertianum Comacini allows residents to shape their own aging experience. This innovative approach is reflective of the evolving nature of elderly care, which increasingly recognizes the importance of holistic, person-centred models that prioritize quality of life.

VII. Future Directions and Implications

For the future of this new experiential aging contexts policymakers play a vital role in promoting the integration of hospitality into senior living; this can include supporting innovative models of care, providing funding for research and development, and creating regulatory frameworks that encourage high-quality, person-centred care (Stone, 2000). Policymakers should consider the broader social determinants of health, such as housing, transportation, and community services, when developing policies for senior living. By addressing these determinants, policies can create supportive environments that enable older adults to age in place and enjoy a high quality of life (World Health Organization, 2015).

Continued research is essential for understanding the impact of hospitality on aging and longevity; this can include studying the long-term effects of hospitable environments on health and well-being, exploring new technologies and innovations, and developing best practices for implementation (Rantz et al., 2014). Research should also focus on the diverse needs of the aging population, including cultural, socio-economic, and geographical differences. This can help develop tailored approaches that address the unique challenges and opportunities faced by different groups of older adults (Walker & Maltby, 2012).

Another very crucial aspect is the technological advancements that offer significant opportunities for enhancing hospitality in senior living: smart home technologies, for example, can support aging in place by providing safety features, health monitoring, and convenience. These technologies can help older adults maintain their independence and improve their quality of life (Peek et al., 2014). Even the last technology as virtual reality (VR) and augmented reality (AR) can be used to create immersive experiences and stimulate cognitive and social engagement. VR and AR applications in senior living can include virtual travel, cognitive training, and interactive social activities, offering new ways to enrich residents' lives (Lin et al., 2018).

Collaboration between the hospitality industry, healthcare providers, and community organizations can drive the adoption of hospitality principles in senior living where partnerships can lead to the sharing of knowledge and resources, the development of new services and amenities, and the creation of supportive networks for older adults (Phillips et al., 2011). And community engagement is also crucial for creating environments that support aging in place. Initiatives that involve older adults in the planning and design of services and facilities can ensure that their needs and preferences are adequately addressed (Veeroja et al., 2024). The integration of hospitality principles can also enhance personalized and preventative care in senior living. Personalized care involves tailoring services and interventions to the unique needs and preferences of each resident, promoting individualized attention and support (Boggatz, 2020) where preventative care focuses on maintaining health and preventing illness through proactive measures such as regular health screenings, wellness programs, and lifestyle interventions. By creating environments that promote healthy behaviours and provide access to

preventive services, senior living communities can improve residents' health outcomes and longevity (Kelly et al., 2010). An inclusive design ensures that senior living environments are accessible and welcoming to individuals of all abilities and backgrounds creating spaces that accommodate diverse needs, such as mobility aids, sensory impairments, and cultural preferences. Inclusive design fosters a sense of belonging and supports the dignity and independence of all residents (Farage et al., 2012).

Traditional elderly care facilities often operate within rigid, hierarchical structures that can impede quick decision-making and effective communication and these bureaucratic barriers can lead to suboptimal care, resident dissatisfaction, and increased operational costs (Castle & Engberg, 2006) while experiential aging contexts emphasize person-centred care, community engagement, and the integration of innovative technologies to enhance the quality of life for older adults. These contexts require flexible, dynamic organizational structures that can adapt quickly to the needs of residents (Ball et al., 2000) and a lean organization usually reduces unnecessary procedures, streamlines communication, and focuses on delivering high-quality, responsive care (Droste, 2007). It can easily hypothesize the possibility of introducing the figure of the Wheeler Manager, the new dynamic role within lean organizations, responsible for ensuring smooth operations, facilitating communication, and implementing continuous improvements. This role is crucial in bridging the gap between different levels of staff and enhancing overall efficiency (Traversa, 2024).

Finally, sustainable design is an important consideration for future senior living environments: sustainable practices can include energy-efficient building designs, the use of environmentally friendly materials, and the implementation of waste reduction and recycling programs. These practices contribute to the well-being of residents and the broader community (McGain & Naylor, 2014).

VIII. Conclusion

The integration of hospitality principles into senior living and the shift towards experiential aging contexts represent significant advancements in elderly care; by focusing on person-centred care, integrating innovative technologies, and fostering community engagement, these approaches can greatly enhance the quality of life for older adults. The Tertianum Comacini case exemplifies these principles in action, demonstrating the potential benefits and challenges of this approach, and as societies continue to age, embracing innovation in elderly care will be essential for ensuring that older adults can live fulfilling and dignified lives. This approach illustrates a successful model of innovative elderly care that integrates person-centred approaches, progressive service activation, and community engagement.

As the global population continues to age, such models will become increasingly important in shaping the future of care for older adults and we can state that by embracing experiential aging and creating environments that promote autonomy, dignity, and social inclusion, facilities like Tertianum Comacini are leading the way toward more humane and empowering aging experiences.

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