

Generative Ai-Based Elderly Assistance

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Abstract— *EldraHelp* which is an innovative elderly-specific personal assistant system that leverages generative AI technology to provide continuous monitoring and vocal assistance, aimed at enhancing the well-being and independence of elderly individuals. The system integrates IoT-enabled smart home appliances, including automatic lights and fans, along with sensors for temperature, humidity, heart rate, and accelerometer to detect falls. These devices are seamlessly connected to the Blynk IoT application, enabling remote monitoring of elders by caregivers and family members. In addition to its IoT functionalities, *EldraHelp* features a user-friendly webpage interface offering various interactive features. This includes video calls with caretakers and doctors, gaming options for cognitive stimulation, and reminder alerts for medication intake. The system also incorporates advanced technologies such as voice assistant and voice cloning, allowing elders to interact with familiar voices and receive personalized assistance with daily tasks. Furthermore, face recognition technology is utilized for identification and monitoring purposes, enhancing security and convenience. By integrating these cutting-edge technologies, *EldraHelp* provides a holistic solution to address the diverse needs of elderly individuals, promoting safety, well-being, and independence in the comfort of their own homes. *EldraHelp* emerges as a groundbreaking solution, harnessing the power of IoT sensors to revolutionize the way we care for our loved ones. *EldraHelp* assists the elders in a very effective way making them feel comfortable. Through the fusion of IoT and machine learning, it offers proactive solution for intervention and personalized assistance thereby enhancing the quality of life for the elderly population.

Index Terms— Internet of things, sensors, voice cloning.

I. INTRODUCTION

Elderly individuals navigate a myriad of challenges encompassing physical, emotional, social, and economic dimensions, each exerting profound effects on their overall well-being. Addressing these multifaceted concerns demands comprehensive support systems tailored to the specific needs of aging populations. Central to this endeavor is the integration of technological solutions such as voice assistance and continuous monitoring. These innovations serve as invaluable aids in assisting elderly individuals with their daily tasks, offering not only practical assistance but also enhancing their sense of autonomy and dignity. By employing voice-based systems elderly can efficiently interact with technology accessing information and performing tasks with ease. Moreover, continuous monitoring mechanisms play a pivotal role in ensuring the safety and health of elderly individuals. By detecting potential fall risks and issuing timely alerts, these systems provide caregivers and medical professionals with the means to intervene promptly, mitigating potential harm. Furthermore, such technologies facilitate proactive health management by issuing reminders for medication intake and wellness activities, promoting adherence to treatment regimens and preventive measures. Through the seamless integration of voice assistance and continuous monitoring, we can create supportive environments that empower elderly individuals to lead fulfilling and independent lives, while also offering peace of mind to caregivers and loved ones. In recent times, elderly individuals have encountered a host of

challenges that have significantly impacted their well-being and quality of life.

II. LITERATURE REVIEW

Existing elderly assistant systems comprise a spectrum of technological solutions designed to cater to the specific needs and challenges encountered by older adults. These systems typically integrate a combination of hardware and software components to offer comprehensive support across various domains. From a hardware perspective, sensors, wearables, and IoT devices form the backbone of many elderly assistant systems, enabling continuous monitoring of vital signs, activity levels, and environmental parameters. These sensors are often deployed strategically throughout the living environment to gather real-time data, which is then transmitted to a central hub or cloud-based platform for analysis and processing. On the software front, sophisticated algorithms and machine learning models play a crucial role in interpreting the collected data and deriving actionable insights. For instance, machine learning algorithms may be employed for predictive analytics, identifying patterns indicative of potential health issues or safety concerns. Natural language processing (NLP) techniques are utilized to enable voice-activated interfaces and conversational agents, allowing older adults to interact with the system using simple voice commands. Furthermore, advanced signal processing algorithms may be implemented for tasks such as fall detection, leveraging accelerometer data from wearables to detect sudden changes in motion indicative of a fall event. In addition to health monitoring and safety features, elderly

assistant systems often incorporate smart home automation functionalities to streamline daily living activities. This may include remote control of appliances, automated lighting and climate control, and integration with smart home devices such as door locks and security cameras. These capabilities not only enhance convenience for older adults but also contribute to their overall well-being and independence. Furthermore, social interaction and connectivity are addressed through features such as video calling, social networking integration, and virtual reality experiences, fostering engagement and combating feelings of loneliness and isolation. Additionally, data privacy and security measures are paramount in elderly assistant systems, with encryption protocols, access controls, and secure communication channels employed to safeguard sensitive information. Overall, existing elderly assistant systems leverage cutting-edge technologies and innovative design principles to provide holistic support tailored to the unique needs of older adults, enabling them to maintain independence, safety, and quality of life as they age in place.

A few of the disadvantages of the existing system are listed

- **Limited Integration of Advanced Technologies:**

Many existing elderly assistant systems do not fully integrate advanced technologies such as IoT devices, voice assistance, or face recognition. This lack of integration hampers their ability to provide comprehensive support to seniors. For example, without IoT devices, the system may not be able to monitor the home environment effectively or provide timely assistance in case of emergencies.

- **Minimal Interactive Features for Seniors:**

While some systems offer interfaces for caregivers to monitor elders remotely, interactive features for the elderly themselves are often minimal. This lack of interactivity can lead to a sense of disengagement and a lack of personalization for the elderly users. Without features tailored to their specific needs and preferences, seniors may feel less inclined to use the system regularly.

- **Potential Lack of Customization:**

Potential Lack of Customization: Existing systems may lack sufficient customization options to cater to the individual needs and preferences of seniors. This one-size-fits-all approach may not adequately address the unique requirements of each user.

- **Complexity and Usability Issues:**

Some elderly assistant systems may suffer from complexity and usability issues, particularly for seniors who are less tech-savvy. These systems may have complicated interfaces or require extensive setup and configuration, making them challenging for seniors to navigate and use independently. This can lead to frustration and reluctance to engage with the system.

- **Cost:**

Certain systems, especially those with advanced features or hardware components, may come with a high cost. This can make them inaccessible to seniors with limited financial resources, who may not be able to afford the upfront costs or ongoing subscription fees associated with the system. High costs can also deter caregivers from investing in these systems for their elderly loved ones.

III. PROPOSED SYSTEM

The project aims to develop an intelligent assistant system tailored to support the elderly in their daily tasks through voice assistance and continuous monitoring, with a focus on fall detection and medication reminders. Leveraging machine learning techniques, the system will enhance the safety, well-being, and independence of elderly individuals while providing peace of mind to their caregivers. The system involves the integration of various hardware components and software technologies to create a comprehensive platform tailored for elderly care. At its core, EldraHelp utilizes IoT-enabled smart home appliances, including automatic lights and fans, to enhance the living environment of seniors. These appliances are equipped with sensors for temperature, humidity, heart rate, and accelerometer for fall detection, enabling continuous monitoring and proactive support for elderly individuals. The data collected from these sensors are transmitted to a centralized application called Blynk IoT, facilitating remote monitoring and management by caregivers. In addition to the hardware infrastructure, EldraHelp incorporates a web-based interface featuring video calls with caretakers and doctors, as well as gaming options designed specifically for elders. This web interface serves as a hub for communication and social interaction, allowing seniors to stay connected with their loved ones and healthcare providers. Furthermore, EldraHelp integrates voice assistance and voice cloning technology, enabling elders to receive personalized assistance and hear familiar voices, such as those of their children or grandchildren. Face recognition technology is also implemented for identification and monitoring purposes, enhancing security and facilitating personalized interactions. The software components of EldraHelp are built using a combination of programming languages and frameworks, including Python, NodeJS, HTML, CSS, JavaScript, Bootstrap, WebSocket, Embedded JavaScript (EJS), PeerJS, Socket.IO, C++, Firebase, and IFTTT. These technologies enable the seamless integration of hardware devices, data management, and user interface development, resulting in a versatile and user-friendly platform.

A. Project Setup

The EldraHelp system is designed to address the multifaceted needs of elderly individuals, focusing on their safety, well-being, and autonomy. The process commences with Elder Interaction, which serves as the gateway for elders

to engage with the system. This interaction provides them with a variety of options tailored to their preferences and requirements. They can initiate video calls with doctors or caregivers, enabling immediate access to medical assistance or support. Additionally, elders can participate in mind games designed to stimulate cognitive functions and provide entertainment, combating feelings of loneliness or boredom often experienced by seniors. Moreover, the inclusion of an AI-

based voice assistant empowers elders to seek information or assistance with daily tasks, enhancing their sense of control and independence. The voice cloning feature further enriches the experience by allowing elders to hear familiar voices, fostering emotional connections and reducing feelings of isolation.

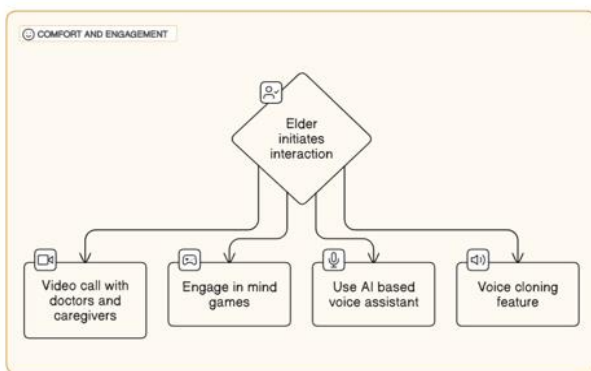


Fig. 1. EldraHelp elderly interaction flow diagram.

• Voice Cloning

In Fig 1 shows the interaction is done by voice cloning technology as it offers a profound opportunity to enhance the emotional well-being of elderly individuals by providing a sense of closeness to their loved ones, even when they are physically apart. By replicating the unique characteristics of familiar voices, such as tone, intonation, and speech patterns, voice cloning enables seniors to experience the comforting presence of family members or friends through personalized audio messages or recordings. This technology not only fosters emotional connection and companionship but also promotes memory recall and reminiscence therapy by triggering cherished memories of shared experiences. Moreover, voice cloning helps alleviate feelings of loneliness and isolation by facilitating ongoing communication and support from distant relatives, especially in today's globalized world where families may be geographically dispersed. During times of stress or illness, hearing the reassuring voice of a loved one can provide comfort and reassurance, offering seniors a source of strength and positivity. Ultimately, voice cloning technology serves as a powerful tool for promoting social engagement, emotional well-being, and quality of life for elderly individuals, enriching their daily lives with the enduring presence of those they hold dear.

• Videocall

Implementing a video call feature within an elderly care system represents a transformative advancement in remote healthcare delivery. Through a user-friendly interface accessible via a dedicated app or portal, elderly individuals and their caregivers can easily initiate video calls with healthcare providers, facilitating real-time consultations and support. This feature streamlines appointment scheduling, allowing seniors to access medical expertise from the comfort of their homes, eliminating the need for arduous travel to medical facilities.

• Cognitive Games

The elders can play cognitive games in our Eldrahelp dashboard and it will improve their mental health by playing these games.

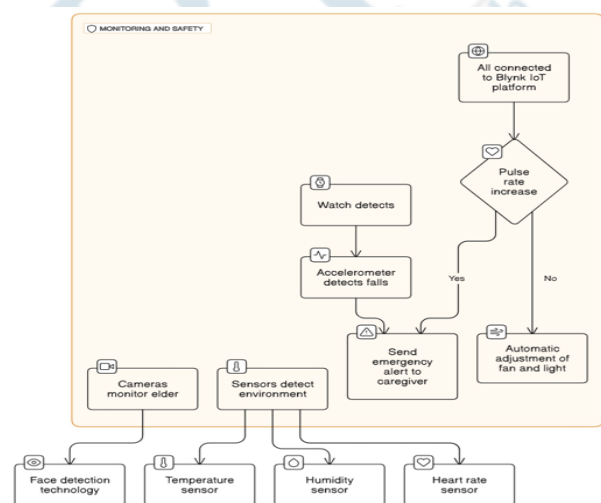


Fig. 2. EldraHelp IOT flow diagram.

Fig 2 shows the deployment of cameras equipped with face detection technology, enabling real-time monitoring of the elder's activities and movements within their living environment. Additionally, an accelerometer integrated into a wearable device serves as a proactive measure to detect falls or sudden movements, alerting caregivers promptly in the event of an emergency. Furthermore, hardware sensors for temperature, humidity, and heart rate provide vital health monitoring data, facilitating early detection of potential health issues and ensuring prompt intervention when necessary. Once data is collected from these monitoring components, it undergoes thorough analysis to ascertain the appropriate response. If anomalies are detected, such as a fall or abnormal vital signs indicating a potential health emergency, an emergency alert is immediately triggered and relayed to the designated caregiver. This ensures timely assistance and intervention, mitigating the risk of further complications or injuries and promoting the elder's safety and well-being. Moreover, the system's proactive approach extends to the automatic adjustment of fan and light settings based on sensor data, optimizing the elder's living environment for comfort and safety. By maintaining optimal

environmental conditions, EldraHelp enhances the elder's physical comfort and overall well-being, contributing to a higher quality of life. In summary, EldraHelp embodies a holistic approach to elderly care, leveraging advanced technology, proactive monitoring, and immediate assistance to empower elders to age in place with dignity, autonomy, and peace of mind.

● Fall Detection

A fall detection system employing accelerometer sensors operates on the principle of continuously monitoring the acceleration data of the wearer. Accelerometers are microelectromechanical systems (MEMS) that measure acceleration forces along multiple axes. In this context, they are typically worn by individuals in the form of wearable devices such as smartwatches, pendants, or even embedded within clothing or accessories. These sensors constantly collect acceleration data in real-time, recording movements and changes in velocity. The collected data is then processed by a fall detection algorithm, which is typically implemented on a microcontroller or a connected device such as a smartphone or a dedicated fall detection unit. This algorithm is designed to analyze the acceleration patterns and identify specific characteristics associated with falls. Such characteristics may include rapid downward acceleration followed by an impact, sudden changes in velocity, and abrupt changes in orientation. Heartbeat sensors, typically integrated into wearable devices like smartwatches, continuously measure the wearer's heart rate using photoplethysmography technology. This data is transmitted wirelessly to a centralized IoT platform, where advanced algorithms analyze it in real-time to detect irregularities or deviations from personalized baseline patterns. Any abnormalities in heart rate trigger immediate alerts to caregivers or healthcare providers, enabling prompt interventions and medical assistance if necessary. Fig 3 shows DHT11 temperature sensor which are deployed both within the elder's living environment and on wearable devices to monitor ambient and body temperature, respectively. These sensors transmit temperature data to the IoT platform, where it undergoes analysis to identify variations that may indicate fever, hypothermia, or environmental conditions affecting the elder's comfort and health.



Fig. 3. DHT11 Temperature sensor.

Alerts are generated for caregivers in case of abnormal temperature readings, prompting them to take appropriate

actions such as administering medication, adjusting room temperature, or seeking medical attention as needed. Pulse sensors are used to check the elders heart rate and it keeps a track of it and if there is a sudden increase in heartbeat then it notifies and emergency message to the By integrating these sensors into an IoT-based health tracking system, caregivers and healthcare providers gain valuable insights into the elder's physiological status and living conditions. Early detection of abnormalities or adverse environmental factors enables proactive interventions, personalized care, and improved health outcomes for the elderly individual. Moreover, the continuous monitoring facilitated by IoT technology offers peace of mind to both elders and their caregivers, promoting independence, safety, and overall well-being in aging populations.

● Smart Automation

In an IoT-enabled environment tailored for elderly care, the incorporation of smart light switches allows for a seamless integration of technology into everyday living, providing elders with enhanced control over their lighting while offering caregivers remote monitoring capabilities for added peace of mind. These smart switches, equipped with IoT functionality, feature intuitive interfaces designed specifically to accommodate the needs of seniors, with larger buttons, tactile feedback, and easy-to-read indicators. By simply pressing a button, which is by using Blynk IOT app elders can effortlessly turn lights on or off without the need for complex maneuvers or physical exertion, promoting independence and autonomy in their daily activities. Moreover, caregivers can remotely access and manage the lights through a smartphone app or voice commands, enabling them to adjust lighting levels, set schedules, and receive notifications of any anomalies or emergencies.

IV. METHODOLOGY

The methodology adopted in this study integrates two key technologies: Voice Cloning and Internet of Things (IoT), to achieve the objectives outlined. The process encompasses distinct approaches for each technology domain

A. Internet Of Things Methodology

1. Wearable Device Design:

The wearable device integrates multiple sensors, including heart rate and temperature sensors for health monitoring, and an accelerometer for fall detection. Carefully calibrated, the accelerometer is strategically positioned within the wristband or smartwatch to detect sudden changes indicative of a fall event. The device is designed for user comfort with a lightweight, ergonomic design, adjustable wristband, and intuitive interfaces on the smartwatch display.

2. Health Monitoring and Fall Detection:

The heart rate and temperature sensors continuously monitor vital signs, while the accelerometer detects falls. In

the event of a fall, the accelerometer triggers an alert mechanism, providing auditory, visual, or haptic feedback to notify the wearer and caregivers. Data collected by the sensors is wirelessly transmitted for analysis, enabling prompt detection of health anomalies and fall events. The proposed methodology involves the integration of multiple sensors within a wearable device, including heart rate and temperature sensors for health monitoring, and an accelerometer for fall detection. The accelerometer, a key component of the wearable device, is carefully calibrated to detect sudden changes in acceleration, which are indicative of a fall event. This accelerometer is strategically positioned within the wristband or smartwatch to ensure optimal sensitivity and accuracy in capturing fall-related movements. The wristband or smartwatch housing the sensors is designed with user comfort and convenience in mind. It features a lightweight and ergonomic design, ensuring that elderly individuals can wear the device comfortably throughout the day without experiencing discomfort or irritation. The wristband is adjustable to accommodate different wrist sizes, while the smartwatch display provides intuitive feedback and user-friendly interfaces for easy interaction.

3. Sensor Integration and Placement:

The proposed system incorporates multiple sensors, including a heart rate sensor, humidity sensor, and temperature sensor, to monitor vital physiological parameters and environmental conditions. The heart rate sensor is positioned in close contact with the user's skin, typically on the wrist or chest, to accurately measure heart rate variations.

4. Sensor Data Collection:

Sensor data is collected in real-time using the integrated sensors, with each sensor continuously measuring its respective parameter. Data from the heart rate sensor provides insights into the user's cardiovascular health, while data from the humidity and temperature sensors offer information about environmental conditions.

5. Preprocessing of Sensor Data:

Raw sensor data undergoes preprocessing to remove noise, outliers, and artifacts that may affect the accuracy of measurements. Signal filtering techniques, such as digital filtering and signal averaging, are applied to enhance the quality of sensor data.

6. Feature Selection

Relevant features are extracted from the preprocessed sensor data to characterize physiological and environmental phenomena. Feature extraction methods specific to each sensor are employed to capture essential characteristics of the data, such as heart rate variability, humidity levels, and temperature fluctuations. Statistical analysis techniques, such as mean, variance, and frequency domain analysis, are utilized to derive meaningful insights from the sensor data.

B. Machine Learning Models for Health Monitoring:

Machine learning models are developed to analyze sensor data and predict health-related outcomes, such as detecting anomalies in heart rate patterns or predicting health risks based on environmental factors. Supervised learning algorithms, including support vector machines (SVMs), artificial neural networks (ANNs), and decision trees, are trained using labeled datasets to classify health states and predict future outcomes.

1. Real-Time Monitoring and Alerting:

The system continuously monitors sensor data in real-time and triggers alerts or notifications when abnormal or critical events are detected. Threshold-based alarms and anomaly detection algorithms are employed to identify deviations from normal physiological parameters or environmental conditions.

Users and caregivers receive timely alerts via mobile applications, email notifications, or visual indicators, enabling prompt intervention in case of emergencies or health-related concerns.

2. Voice Cloning

The methodology employed in this study follows a systematic approach to train a model for voice cloning using Recurrent Neural Networks (RNNs). The process encompasses data acquisition, preprocessing, model architecture design, training, evaluation, and deployment.

Data Acquisition:

A dataset containing paired samples of text and corresponding speech recordings from the target speaker was collected.

Data Preprocessing:

Text data underwent tokenization and numerical conversion, while speech data was processed to extract features such as mel-frequency cepstral coefficients (MFCCs).

Model Architecture:

A sequence-to-sequence model with an encoder-decoder architecture was designed for voice cloning.

The encoder utilized Long Short-Term Memory (LSTM) or Gated Recurrent Unit (GRU) cells to process input text sequences and generate a context vector.

The decoder employed similar recurrent layers to decode the context vector and generate the corresponding speech waveform.

Training:

The model was trained to learn the mapping between input text sequences and corresponding speech waveforms.

Optimization algorithms such as Stochastic Gradient Descent (SGD) or Adam were employed to minimize the loss function, with training conducted in mini-batches.

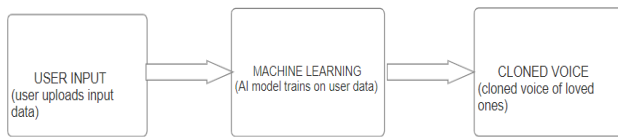


Fig. 4. Working of Voice cloning

V. RESULT AND ANALYSIS

The integration of IoT sensors for multi-parameter monitoring, encompassing heart rate, temperature, and humidity, alongside accelerometer-based fall detection, video call functionality, and voice cloning through machine learning within EldraHelp, constitutes a sophisticated convergence of cutting-edge technologies tailored for elderly care. In Fig 5. there are hardware parts where Nodemcu ,pulse sensor,temperature sensor,humidity sensor are present to keep a track of the elders health such as heartbeat,temperature and humidity. There is an accelerometer which is used for fall detection and it will detect if there is a fall of elders and sends alerts to the caretakers. There is also smart automation included where there is a fan and light where the elders can use that Blynk IOT app to switch on or off the light and fan as per use. The fall detection mechanism harnesses principles of inertial measurement and pattern recognition, extracting nuanced motion signatures to discriminate between routine activities and potentially hazardous incidents. In Fig 6 it shows the app screen which is done using Blynk IOT where the elderly person can view their temperature,heartrate,humidity and switch on or off fan.

The DHT11 sensor, installed in the elder's living space, continuously monitors the temperature and humidity levels. As the temperature rises above a preset threshold, the sensor detects this change and sends a signal to the EldraHelp system. In response, the system automatically adjusts the air conditioning or activates a fan to cool down the room, ensuring the elder's comfort and well-being. Integrated with the Blynk IoT platform, the EldraHelp system allows for remote control of household appliances such as lights and fans through a smartphone or tablet. Using the Blynk mobile app, the elder or caregiver can easily adjust the brightness of the lights or the speed of the fan with a simple tap on the screen, without the need for physical exertion.

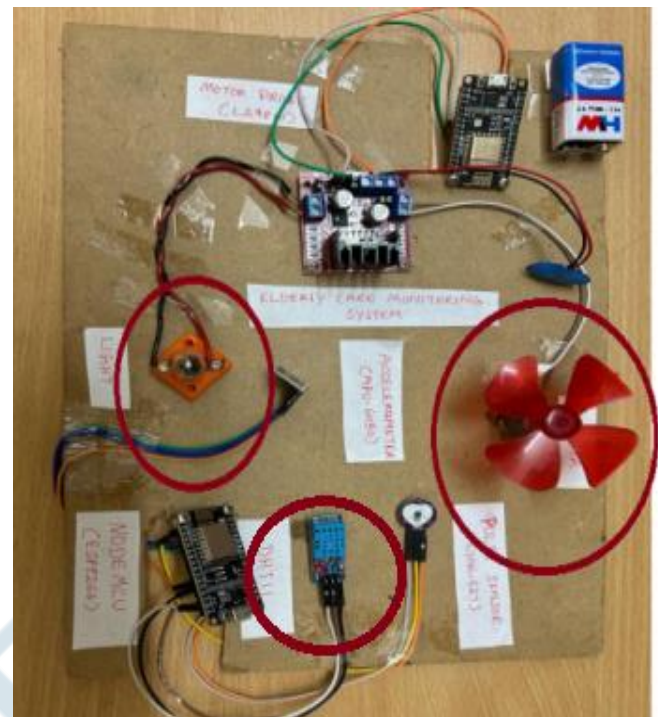


Fig. 5. EldraHelp IOT.



Fig. 6. Blynk IOT app screen

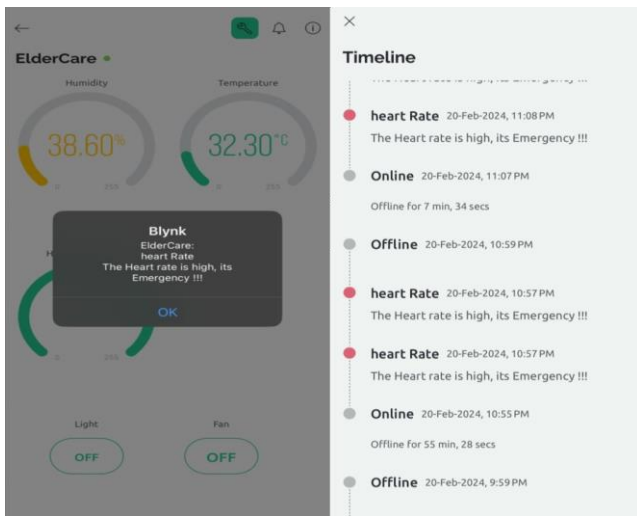


Fig. 7. Heart sensor triggers alert if it is high.

An elderly individual with a history of heart-related issues experiences an irregular heartbeat while resting. They may not notice the change immediately, but it could indicate a potential health concern. The HW-827 pulse sensor, worn by the elder as a wearable device, continuously monitors their heart rate in real-time. If the sensor detects an abnormal pulse rate, such as irregular heartbeats or elevated resting heart rate, it immediately alerts the EldraHelp system as shown in Fig 7. The system then notifies the caregiver or sends an emergency alert, prompting them to check on and thereby alerting them to look after the elders and take care of them.

A senior citizen, prone to falls due to balance issues, accidentally slips while walking in their home. They are unable to call for help as they lie on the floor, experiencing pain and discomfort. Integrated into a wearable device or attached to the elder's personal items, the MPU-6050 accelerometer continuously monitors the user's movements and detects sudden changes in acceleration, such as falls. Upon detecting a fall, the accelerometer sends an immediate alert to the EldraHelp system as shown in Fig 8. The system then notifies the caregiver or sends emergency services to the elder's location, ensuring prompt assistance and potentially preventing further injury or complications.

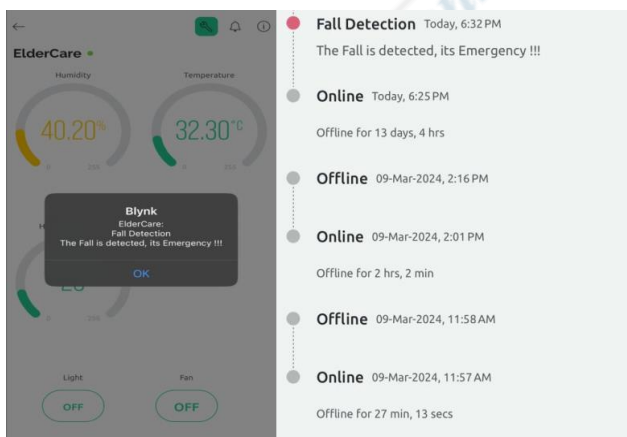


Fig. 8. Fall detection alert.

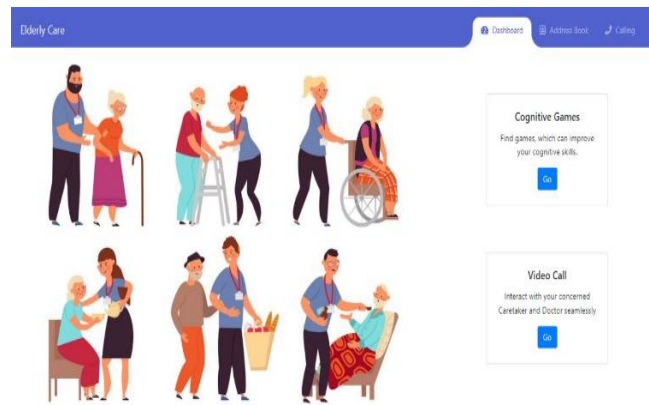


Fig. 9. EldraHelp Dashboard.

In Fig 9 Eldrahel dashboard where the elders can video call their caretakers and doctors and also play cognitive games

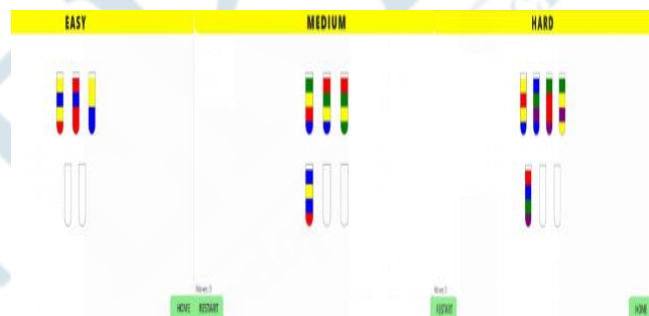


Fig. 10. Cognitive games.

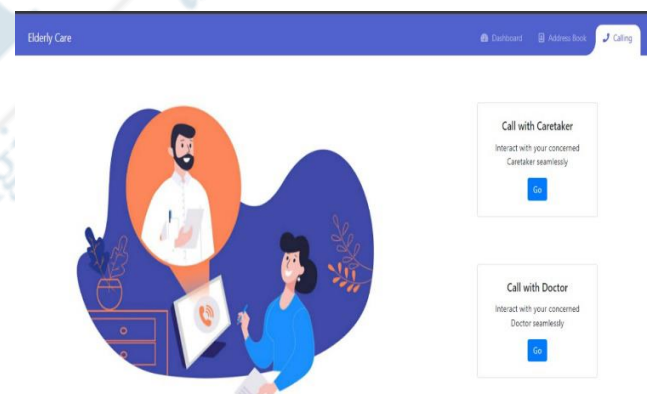


Fig. 11. EldraHelp video call.

Moreover, the incorporation of video call with caretaker and doctor as shown in Fig 11 helps elders to have an call with their doctors or caretakers incase they want to be consulted or if they feel any discomfort and capabilities leverages robust video compression algorithms and low-latency communication protocols, enabling seamless bidirectional communication channels between elderly users and designated caregivers.

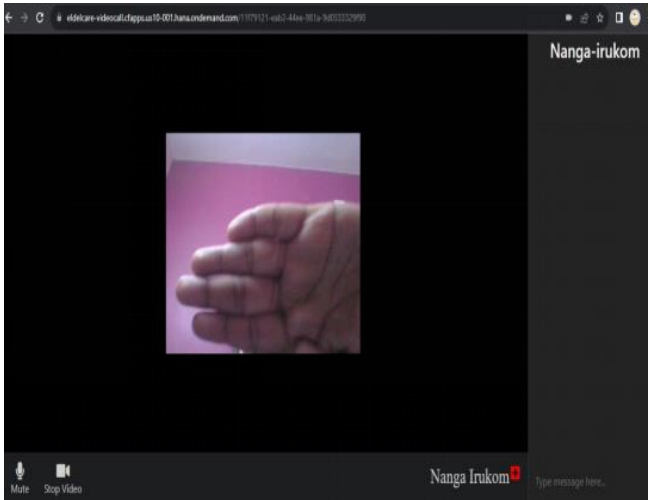


Fig. 12. Video Call

Voice cloning technology offers a profound way for elderly individuals to feel the presence of their children, even when they are physically distant. By replicating the unique characteristics of their children's voices, this technology allows seniors to experience familiar warmth and comfort. Imagine an elderly parent, living alone or in assisted care, longing to hear the voices of their children who may live far away. With voice cloning, this longing can be transformed into a tangible connection. By playing back recordings on a device or integrated into their surroundings, such as a smart speaker, seniors can immerse themselves in the familiar sound of their child's voice. Whether it's a simple greeting, a loving message, or a shared memory, the cloned voice provides companionship and emotional support. Beyond emotional comfort, voice cloning also offers practical benefits. Seniors may require reminders for medication or daily tasks.

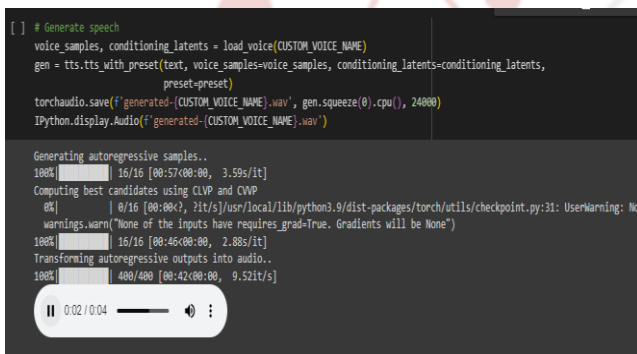


Fig. 13. Voice cloning

VI. FUTURE ENHANCEMENTS

The future development of our automated voice cloning application encompasses several key aspects aimed at expanding its reach, improving user experience, and enhancing security measures. In the realm of elderly care, the integration of Internet of Things (IoT) technology and voice assistants presents promising avenues for future enhancements. Leveraging IoT devices for remote

monitoring and assistance, coupled with voice assistants for intuitive interaction, holds potential to revolutionize elderly care services. Future enhancements may entail the development of IoT-enabled smart home environments equipped with sensors for monitoring vital signs, activity levels, and environmental conditions. These sensors can seamlessly collect real-time data, which is then analyzed to detect anomalies or emergency situations, providing timely alerts to caregivers or healthcare professionals.

VII. CONCLUSION

In conclusion, the integration of IoT sensors for multi-parameter monitoring, accelerometer-based fall detection, video call functionality, and voice cloning through machine learning in EldraHelp represents a paradigm shift in elderly care technology. This comprehensive system showcases the synergistic convergence of advanced engineering disciplines, including sensor technology, signal processing, machine learning, and communication protocols, to address the unique challenges faced by aging populations. By seamlessly integrating these cutting-edge technologies, EldraHelp not only offers real-time health monitoring and emergency response capabilities but also fosters social connectivity and emotional support for elderly users. The successful implementation and ongoing As we continue to innovate and iterate upon this foundation, the horizon for assistive technologies in elderly care remains bright, promising a future where compassionate and intelligent support is accessible to all.

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