

Japan Post's Mimamori — Postal-Worker Home Visits for Elderly Living Alone

Digital Inclusion · Good practice · Japan

Quality score: 92/100

Evidence strength: Strong

Summary

Since October 2017, Japan Post's Mimamori service sends postal workers on monthly check-in visits to older people living alone, reporting wellbeing to family via an app. A 2019 study of 524 subscribers found a mental-health gain only among the most socially isolated.

Key dimensions

Dimension	Score
Innovation level	3/5
Sustainability (ongoing)	1/1
Evaluation evidence	1/1
Demonstrated reach	1/1
Documented learning	1/1

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-09-02

[Japan Post Co., Ltd.](#) — accessed 2026-09-02

[Japan Post: Promoting Healthy Lifestyles — Other Initiatives](#) — accessed 2026-09-02

[PMC: Does the Home-Visit Communicating Service by Postal Workers Improve the Mental Health of Older Persons Living Alone?](#) — accessed 2026-09-02

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