



Connections in informal care: How much are they needed?

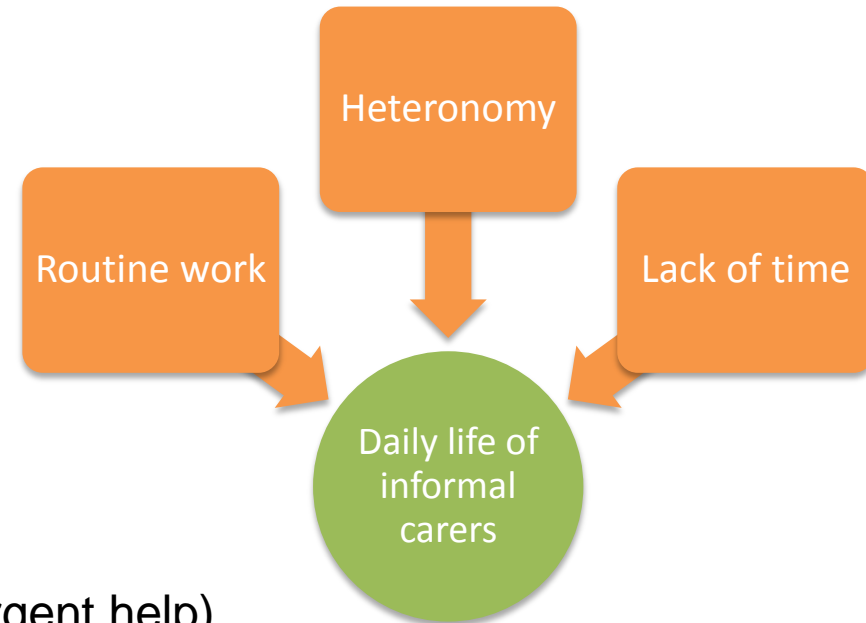
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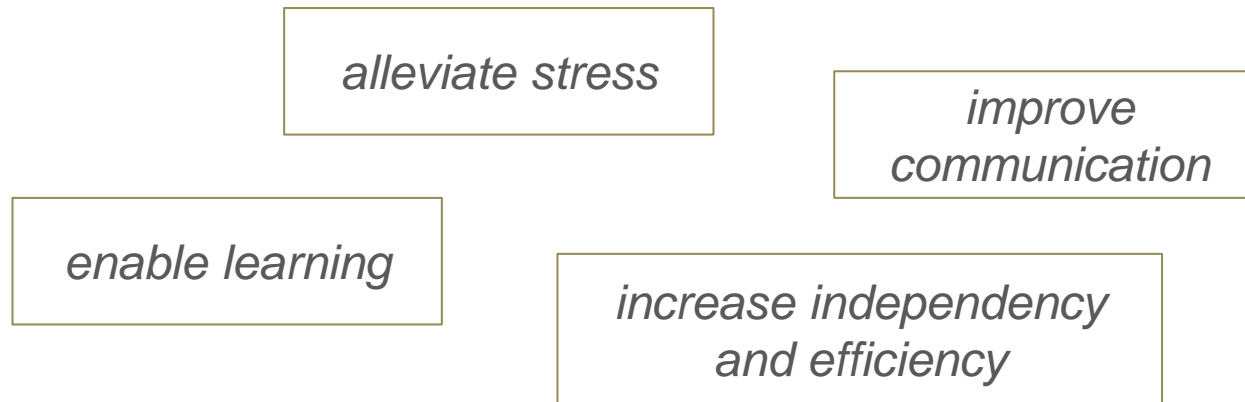


The daily life of informal carers

- Routine Work
 - Activities of a normal day usually pre-defined
 - PADL, IADL, and activities in the social area
- Heteronomy
 - Due to care receiver (e.g., needs urgent help)
 - Due to external service provider (e.g., does not arrive on time)
- Lack of time
 - Leads to social exclusion
 - Cannot meet friends or do something they like to do



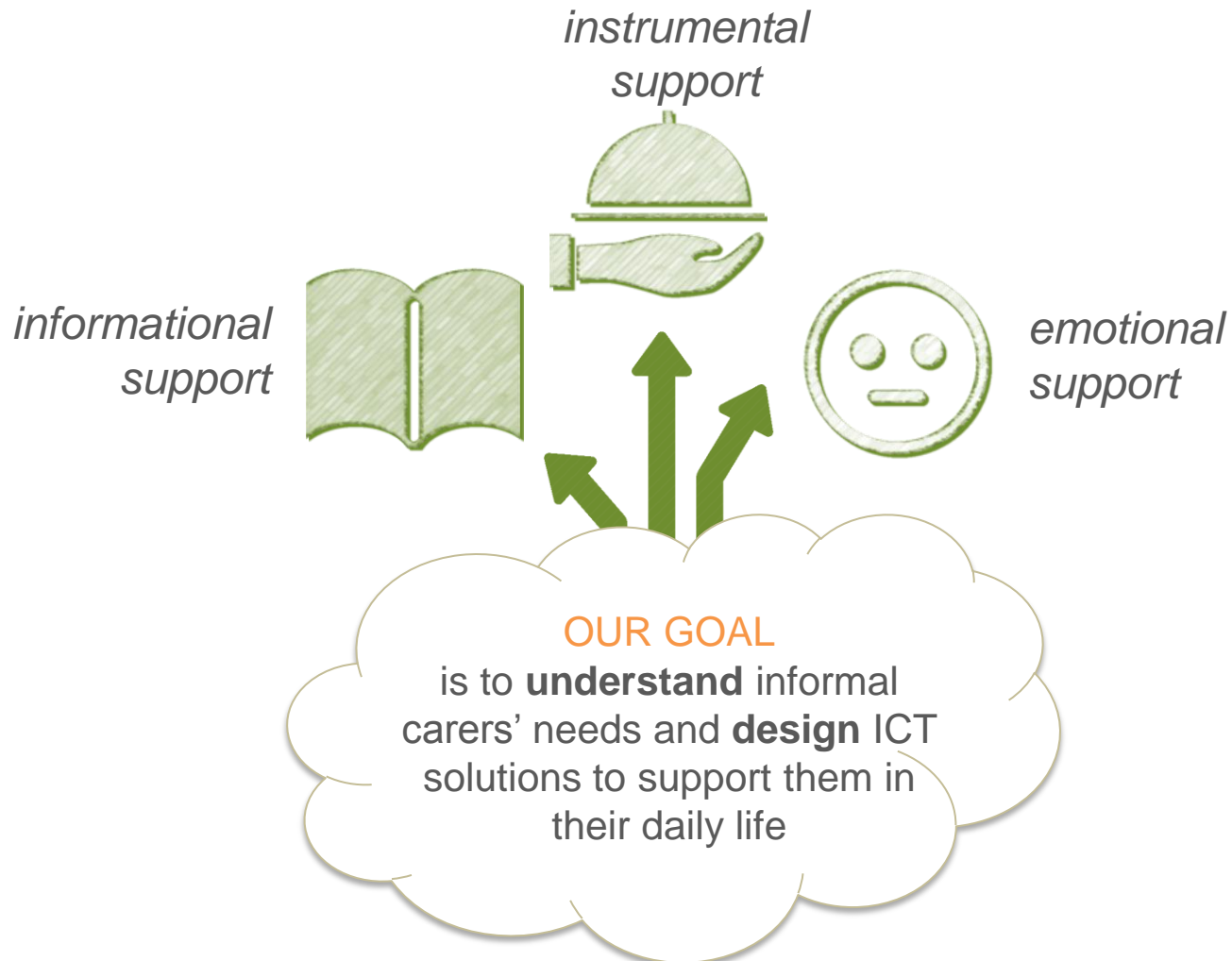
The Online Platform for Informal Carers



OUR GOAL
is to **understand** informal carers' needs and **design** ICT solutions to support them in their daily life



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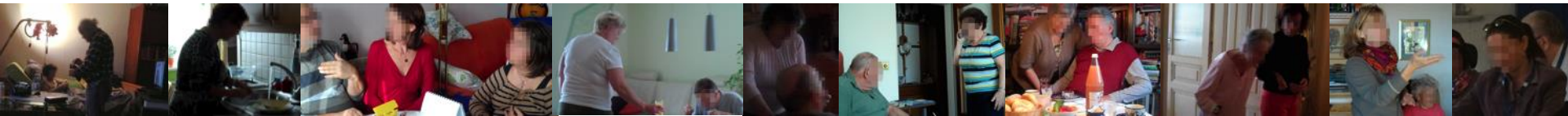


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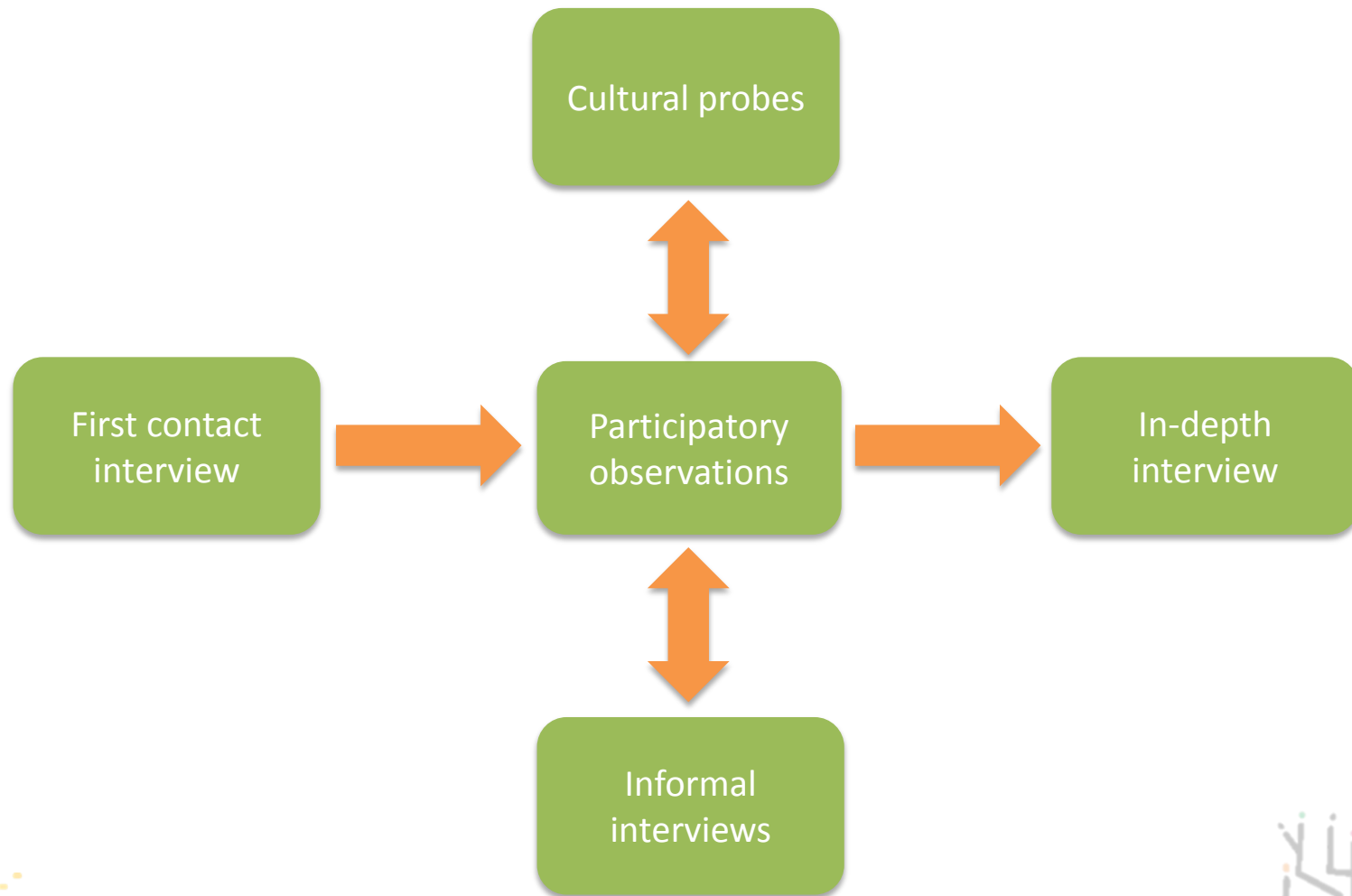


Understanding the Users' Context: Sample

- 10 informal carers
 - 9 female, 1 male
 - 5 caring for spouses, 3 caring for parents, 2 caring for children
 - 2 are not living in the same household
 - 55 to 80 years old; average was 64 years
 - 2 still working

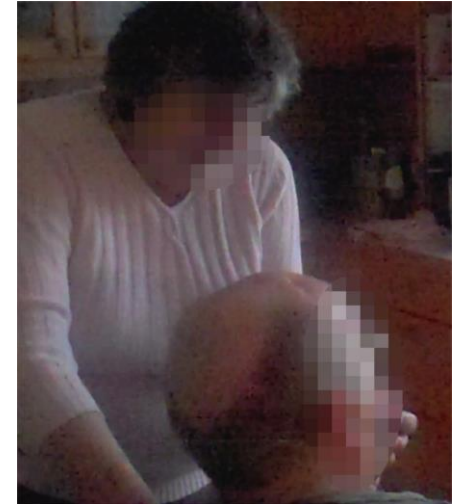


Understanding the Users' Context: Process

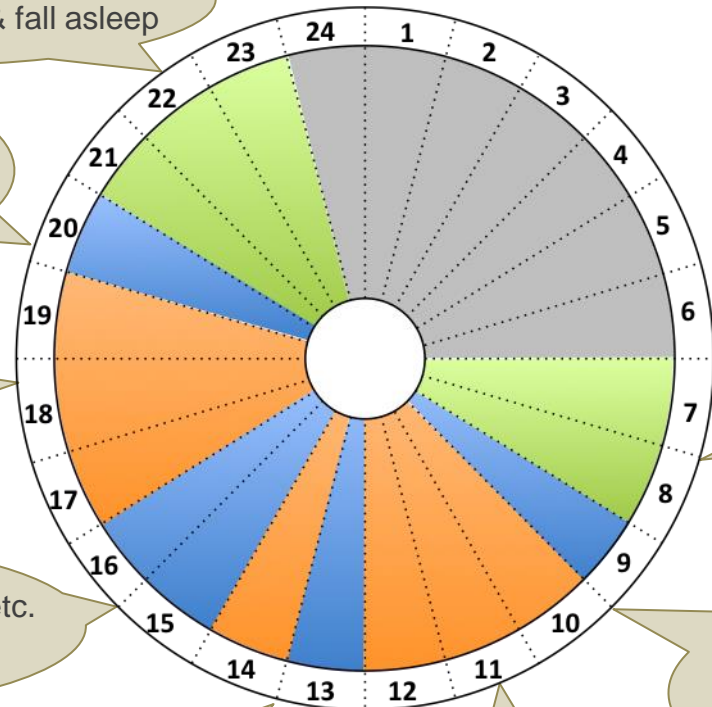
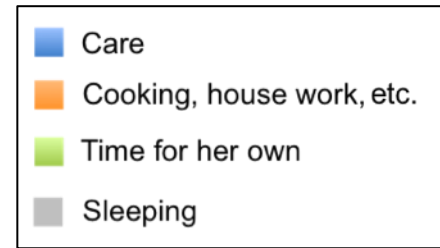


The case of Mrs Pünktlich

- Mrs. Pünktlich
 - 79 years old
 - Retired
 - Suffering from rheumatism
 - Interested in reading and gymnastics
- Family and friends
 - Married
 - 2 sons and 1 grandchild
 - Meet with friends rarely and most of the time in her home
- Care situation
 - Cares for her 84-years-old husband who is paralysed after an accident
 - For more than 6 years



The case of Mrs Pünktlich: Typical day



Watching TV with the husband,
Goes to bed: reading & fall asleep

Feeding her husband,
having her own dinner,
helps the home help

Housework,
organisation stuff,
etc.

Gymnastics, shower,
breakfast

Housework, organisation stuff, etc.
Help and coffee break with
physiotherapist

Prepare and feed breakfast to husband,
brush his teeth, help the nurse,
housework/cooking/etc.

Eat her own lunch,
help the nurse,
feed lunch to husband

Housework, cooking,
supermarket, doctor



... professionals

- Need to plan the whole day around their arrivals and adapt if necessary
 - Information *in advance* about who is coming for help and when
 - Information *asap* about any delay
- Carer is not living in the same household
 - Possibility to meet external help personally
 - If not possible: technology support for exchange



... care receiver

- Technology to support the mobility and enhance safety feeling of carer, e.g.
 - Surveillance mechanisms for Mrs Pünktlich to check over her husband when she is at the doctor, the supermarket etc. while her husband is sleeping in the midmorning
 - Mobile phone with alarm function to notify her in case of emergency
- Technology to support to keep track of the care receiver, if s/he is still mobile and can go outside...
 - Whereabouts of care receiver
 - Device providing GPS coordinates of care receiver
 - Device allowing to set off alarms in case of emergency



... family and friends

- Family
 - For sharing the care work
 - Necessary to prevent social exclusion
- Friends
 - Maybe help with the care work
 - Important for social life
 - Stay in contact with video communication



... other informal carers

- If family and friends are not available...
 - Find and talk to others in similar situations
 - Also anonymously if wanted
- Joint activities: Lunch4four
 - Two couples having lunch in different places
 - Connected with video communication



- Different types of connections are needed, but informal carers do not want/need to be available all time!
 - Priority is care and care receiver.
- Need for *ambient solutions*
 - E.g., Cube signalling who is currently available for a chat
- Need for *wearable devices*
 - E.g., smart watch informing what is going on with the care receiver
 - E.g., colour-changing scarf that signals an emergency with the care receiver
- Need for *context and location based technologies*
 - Device should offer limited functionality when not at home





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