**Interviews with care givers No.8 (care worker Mrs. Ren)**

1. Could you please let me know your age, gender, education level?

Female. I’m 52 years old with a secondary school diploma.

1. How long have you been working in this nursing home?

About 5 to 6 years.

1. Could you please describe your daily work in the nursing home?

I help the elderly care receivers with their personal hygiene. Feeding and bathing them are also included in our duties.

1. How many patients do you have to take care of every day? Are you satisfied with the current workload?

I take care of 8 elderly people. The workload is not too bad, but we are really busy every day. The main issue is physical fatigue, especially when bathing them.

1. Do you have difficulties in your daily work? Which actual need is the most significant to be met?

I find it most difficult if the elderly care receivers are uncooperative especially when I help them on taking a bath. I am getting older now so that sometimes I do not have enough physical strength to manage this demanding task. Lifting them up can be very difficult if they do not cooperate with me.

1. What is important to preserve your dignity in daily work? (autonomy, privacy, respect, communication, identity, emotional support, etc.) Could you rank them by order of importance? Why?

Communication, understanding and respect. In regard to communication, many elderly people only speak Suzhou dialect, which is a big problem to me because I do not speak that language and I cannot understand them well. Also, some critically ill patients are not able to speak. Another issue is that the elderly care receivers’ family don’t understand our work, so they don’t show adequate respect, which makes us feel wronged. Another point may jeopardize our dignity is that we can be too busy to use the toilet.

1. What is important for elderly care receivers to receive good care and preserve dignity here? (autonomy, privacy, respect, communication, identity, emotional support, fair treatment, etc.)? Could you rank them by order of importance? Why?

The responsiveness. The promptness of our responses to their needs. It is really difficult for us to promptly respond to elderly people’s needs after they ring the bell.

1. Have you heard about care robots? (I will explain a bit about care robots’ definition and basic function. Some short videos of care robots will be played so that the interviewees can have an intuitive sense of care robots.)

Yes.

1. Do you believe care robots can help with your daily work in order to improve the aspects you mentioned in question 6? Why?

They can make our work a bit easy if they can do tasks. I think the main help they provide is to release physical burdens.

Do you think care robots can help you with communication and understanding you mentioned previously?

Not really. It more about physical assistance.

1. Do you believe care robots can help with elderly care receivers’ daily life in order to improve the aspects you mentioned in question 7? Why?

I don’t know what care robots are capable of. They can help elderly people to get help more quickly if robots work well and can take some simple tasks from us.

1. If the care suggestions made by a well programmed robot conflict with an elderly care receiver' will, how would you handle that? Why?

I would listen to the elderly people if they are conscious. But if they are unconscious or mentally ill, I would take the robot’s advice. I have a problem about the care robots. What if they do something wrong and who will take the responsibility?

1. If the care suggestions made by a well programmed robot conflict with yours, how would you handle that? Why?

It depends to what degree do they function. However, we cannot totally depend on them but also take human engagement into consideration.

1. To what degree should a robot get involved in care practice? What should be its role? A tool, an intelligent assistant, or even an independent care giver in the future? Why?

I think it can only give assistance as a tool. How can they be independent? It will be a disaster if it goes wrong.

1. Did you use any care robots at work? (If yes, go to question 15. If no, skip question 15 and go to question 16.)

No.

1. What was your main reason for your choice? Could you share your experience with the care robot you used? Were you satisfied with that experience? Why?
2. If you have a chance to use a care robot, would you like to have a try? Why?

Sure. I would love to if it can help us to release physical burdens.

1. If you can design a care robot to meet your actual needs, how would you design it? (expected appearance, functions, etc.)

I would prefer to humanoid ones, but it cannot be too similar with a human being. Or people may not feel good at the first look and they will not accept it.

For the functions, I want it to help us with bathing the elderly care receivers. It will be great if it can solve this big problem.