**Interviews with care givers No.5**

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

Female. I’m 27 years old with a bachelor’s degree.

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

3 years.

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

My tasks are ward inspection, drug prescription, course record and dressing change. I also do practical nursing work such as catheter and stomach tube insertion. Half of my patients are paralyzed or suffering from dementia.

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

I take care of 30 people approximately. The workload is manageable.

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

The care givers (care workers) don’t have enough medical knowledge. They are not always able to correctly understand and convey messages from us to the elderly people’s family.

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. I can’t communicate well with people who are not completely conscious. There are difficulties in communication with the family of elderly care receivers. They lack medical knowledge and have no idea about how to deal with disease exacerbations. They can’t accept it if the elderly care receiver gets worse after the admission, so they blame the doctors and nurses.

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?

Respect. They have more or less restraints here, especially the people with dementia and poor mental situation. For the people who are conscious, we should respect them on their thoughts on their treatment.

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?

I think so. It would be convenient if they can do ward inspection for me. I can see what is happening in the wards sitting in my office. Medical information can be monitored and recorded, which makes it easy for the discussions with elderly people and their family.

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?

It depends. Robots may need elderly people to cooperate with them for certain tasks. People completely lose mobility can hardly provide cooperation and they will probably not receiver assistance from the robots.

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 will take the robot’s advice but also listen to opinions from the elderly people and their family. Some elderly care receivers’ characters are changed greatly once they have diseases. The compliance with treatment becomes poor as the elderly people are afraid of the uncertainty in the future treatment. So we can’t completely follow their opinions.

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

It depends on the case. The advice generated from big data is not necessarily applicable for a specific case. We need to make judgement based on the actual needs because the input to the algorithm is fixed but the medical situation is changing continuously.

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?

Robots can help a lot if the functions are developed well. However, robots cannot be an independent care giver despite of the success in functions in the future. They should always be under control of human beings and it is better for robots work together with human care givers.

Why?

Who should be responsible if something goes wrong? Robots can never take responsibilities.

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?

Yes, it can help with our work, especially release carers’ physical burdens.

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

It would be better if it looks like a machine. The elderly people may not like the humanoid ones. I hope the robot is equipped with a small screen so that it can help me with ward inspection, vital signs monitoring and communicating with elderly care receivers.