**Interviews with elderly care receiver 4**

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

Female. I’m 77, I have a secondary vocational school degree.

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

My stay here is not long. I came here on oct 10th because I broke my arm.

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

I usually stay in the room and I don’t want to go outside. Sometimes I walk a bit in the corridor.

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

To be frank, I don’t think I get proper care in this nursing home because they are so short-handed now. It didn’t work when I rang the bell due to emergency. It took at least 10 minutes to have a care giver (care worker) in my room after I rang the bell, which makes these bells useless decorations.

Could you please tell me more about the details?

I could move my legs freely at the very beginning so I could not go to the bathroom on my own. So I rang the bell when I was in a hurry to use the toilet in the ward. No one came until I stained my trousers with feces. What is this bell for? A care giver (care worker) finally came after such a long time. Did I receive care? What kind of care I received here?

1. What is important to preserve care givers’ dignity in their daily work? (autonomy, privacy, respect, communication, identity, emotional support, etc.) How would you rank them? Why?

From my observation, the main work of care givers (care workers) is taking care of the personal hygiene of the elderly care receivers. They change diapers in the morning and before meals. They are all busy as there is a lack of care givers (care workers) here. Their work is very exhausting because they have to work for 12 hours for each shift from 6 am to 6 pm or from 6 pm to 6 am.

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.)

No.

1. Do you believe care robots can help with your daily life in order to improve the aspects you mentioned in question 4? Why?

I guess they can respond to my call in time. They can come immediately after I give instructions. But I can’t afford the service if it costs too much money.

1. Do you believe care robots can help with care givers’ daily work in order to improve the aspects you mentioned in question 5? Why?

Yes, the workload must be reduced with the help from robots.

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

I will insist on my ideas. Robots are machines but not human beings. How can I completely follow its suggestions?

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

I will take doctors’ advice. Human beings are much more reliable than robots. Care robots have embedded programs but not minds.

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?

There must be differences between human beings and robots. Robots can’t be real human care givers even though they can help with lots of tasks.

1. Did you use any care robots? (If yes, go to question 13. If no, skip question 13 and go to question 14.)

No.

1. What was your main reason for using it? Could you share your experience? 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, but only if I afford it.

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

I don’t know.

What kinds of functions it should have?

It’s great if it can do some executional tasks, such as feeding.

What about its appearance?

It shouldn’t look exactly like human beings.

Why?

Robots are just machines, it will be confusing if they look like humans.