**Interviews with care givers No.1**

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

Female. I am 39 years old with a secondary vocational degree.

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

For 13 years.

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

My main job is to manage the daily work of nurses and care workers. I am also responsible for ward management and nursing quality management.

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

In addition to the management work, I do some hands-on work as well. I feed about 4 elderly care receivers and help them with washing and turning over. I do manual evacuation of feces when necessary. As for the workload, it is not too bad.

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

Generally speaking, I can manage my work. I think the most urgent issues are the lack of care givers (care workers) and the lack of care givers’ (care workers) professional education. Many of them didn’t receive adequate education, which caused some inappropriate communication with the elderly care receivers and their family. Besides, we don’t have enough care givers (care workers) here. Many people (care workers) come and go.

What do you mean inappropriate?

Sometimes they can’t explain the medical knowledge correctly due to the lack of vocational education. In some circumstances, they are not mindful of the tone they talk to care receivers and their 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?

I would say communication and understanding.

With whom?

I mean the leaders in the nursing home, the elderly care receivers and their family. Our ultimate goal is for the elderly people. Efficient communication and mutual understanding can boost our work efficiency and productivity. We would be more confident when receive more respect from them, which gives us more motivation and courage for a better job.

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?

It should be respect. They should be cared nicely and genuinely. The paralyzed people still have dignity and deserve to be respected. Our careful and genuine care contributes to the elderly people’s health, which may reduce our workload in turn.

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 don’t think so. Care robots may take practical and simple tasks, which cannot contribute to communication and understanding in human contact. They can reduce some physical burdens but cannot replace humans.

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?

Paying respect to people would be very difficult for robots. There is a huge lack of understanding between people and machines. The problems such as the manual evacuation of feces I mentioned before still can not be solved even if we use robots in care. They just can’t do that. They won’t work as gently as humans.

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

It depends on the elderly care receiver’s health condition and his/her will. It’s necessary to keep him/her informed instead of taking the robot’s advice directly.

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

It depends on each case. Decisions should be made on the case-by-case basis. We should think about what kind of care he/she actually needs and then provide personalized care.

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?

Care robots may become independent care givers if they can be quite human, sophisticated and able to observe nuance. It will take some time for elderly care receivers and the society to aware and adapt to the fact that care robots can take some task in elderly care.

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.)

Yes.

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?

A company came and gave us a try on their product, a robot taking care of urination and defecation. We didn’t think it was a satisfying machine. It required the users lying in bed to keep legs straight all the time, which is inconvenient and unfriendly for the fragile elderly patients. Its size was too big and it hurt the users’ skin. Anyway, none of us liked the robot.

1. If you have a chance to use a care robot, would you like to have a try? Why?

I’d love to if it is well-designed.

What do you mean well-designed?

It cannot hurt elderly users and has multiple functions if possible.

What is your main reason for trying another robot sometime?

Care robots can more or less give us some assistance. Also trying to use robots is beneficial to the development of robots.

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

I’d prefer if it is cute with a small pet appearance. As for functions, we need it to do physical care tasks. Ideally, it is capable of communicating with people, namely, elderly care receivers and care givers.