**Interviews with care givers No.4**

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

Male. I’m 21 years old with a college degree.

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

7 months.

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

The main work I do every day is ward inspection, admission and discharge formalities. I also deal with unexpected situations, such as disease exacerbations.

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

34 in total. It is not very tiring because most of them are in stable condition.

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

The biggest difficulty is communication with elderly people. Many elderly people can only speak Suzhou dialect, but I can’t. Another problem is the elderly care receivers and their family give really high expectation of the outcome of the treatment. Many of them have underlying diseases, such as diabetes, apoplectic hemiplegia, and the sequelae of cerebral infarction. They need medication, transfusion and rehabilitation. There may be relapse and it is really hard for them to get fully recovered.

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?

External environment.

What do you mean by that?

I mean the facilities and medical devices are limited so I don’t have enough medical resources.

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?

We have a high elderly care receiver-care giver ratio here. The elderly people may not able to go downstairs and walk around due to the lack of company (care workers). Their activities are limited by the lack of care givers (care workers).

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. They can share some workload and they help with upgrading the medical devices.

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?

Sure. Robots can help them with walk. The monitoring robots you introduced can monitor their vital signs. But the high cost will be a big issue.

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 each case. I will take the robot’s advice if necessary. Robots are scientifically reasonable due to the big data and algorithms, which benefits elderly people’s health.

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

There are some differences between robots and human beings. I would ask doctors to discuss the issue together and hopefully come up with a better plan. I don’t think the elderly people’s family will let robots take the control in decision-making in elderly 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?

Robots can get involved in daily care and vital signs detection in our nursing home. It will be great if they can provide emotional support and chat with elderly care receivers. But it may not go well as many people are very quiet. So I guess the physical tasks are perfect for robots. Robots can be care givers only if they are perfectly functioned, but it remains a problematic issue if something goes wrong in robot care. We don’t have a simple conclusion on who to blame and who should 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. The high technology has been a trend in the society. I will use it sooner or later. In addition, it can share our workload.

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 nice if it looks like human being. Or the elderly people’s family may think it unreliable. But it is necessary to easily distinguish robots from human beings. As for the functions, I hope it can record the daily health condition of the elderly people and do physical examinations.