**Interviews with care givers No.6**

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

Female. I’m 23 years old with a bachelor’s degree.

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

2 weeks.

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

My job tasks include transfusion, ward inspection and medication dispensation. Also, I provide daily nursing to elderly people, such as feeding and cutting their nails.

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

I take care of 25 people approximately. The workload is not too heavy.

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

From my point of view, the lack of understanding from the elderly people’s family is the biggest issue. Sometimes we (nurses) are occupied with other tasks so that we cannot respond to the elderly care receivers’ needs immediately. Their family may think the care we provide is not so good and they blame us for it.

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 respect and understanding. We need more understanding from the leaders of this nursing home. We don’t have enough care givers (care workers) so the workload is heavy. There is a lack of communication between the elderly care receivers’ family. They do not know the purpose of a certain task in medical care and life nursing so that they can not understanding the importance and necessity.

You also mentioned respect?

Yes, I mean we should communicate with the elderly care receivers’ family to let them know the importance of our work. If they recognize the significance and show more respect to us, it will be easier for us to do our work and we will feel the job is more meaningful.

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?

In my opinion, it’s the emotional support and the living environment. In the aspect of living environment, living here more or less reduces the daily human interaction for the elderly care receivers as they hardly go outside (of the nursing home). A few of the elderly people who can take care of themselves in daily life mentioned that they cannot interact with their paralyzed roommates. The emotion support from their family also play a key role. The elderly care receivers can be disappointed and may have a feeling of being left out. In addition, care givers’ support and encouragement are helpful as well.

Which aspects do you mean?

Emotional support and a good living environment benefit the elderly people’s physical and mental health, which also contributes to the preservation of their dignity.

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 play a focal role in healthcare if they can communicate. For instance, the elderly care receivers’ family can easily receive information from the robots, such as basic medical knowledge, the vital signs of the elderly people and the disease progress.

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 is great that the Paro you showed in the video can communicate with the elderly people, especially those with dementia. We can hardly communicate with them because they don’t give responses due to dementia.

So you believe robots can help with providing emotional support and a better living life?

Yes, the elderly care receivers will have better moods if having company and simple communication with 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?

In any case, care should be patient-centered. They are always the focus in care. Care robots only play a role of assistant.

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

I would look up some references from medical books. After clarifying the basic principles and discuss which option is better.

What kinds of principles do you mean?

The central one is non-maleficence. And some other detailed principles in medical area.

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 must be in the hands of human. They cannot perform tasks independently without human control. Otherwise, elderly people’s safety and health will be jeopardized due to the robots’ incapability of dealing with accidents.

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?

I would learn more about it and then give a try. I am willing to using it because of its high technologies and functions that can literally provide assistance to me.

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 horrible if it looks exactly like a human being. As for the functions, I want it to learn the work procedure and daily tasks of doctors and nurses so that it can play a role of assistant to remind me of the tasks I may forget to do. Another function it should have is ward inspection. By monitoring the elderly care receivers, it can alert us in case of accidents, which helps us a lot as we are shorthanded here.