

# New Technology to Support Independent Living: User Issues

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# R&D at Liverpool

- EnableAge EU-funded project
- CareKeys EU-funded project
- SIMBAD DTI/DoH-funded project
- BT/Anchor Housing evaluation
- OTIS Internet School EU-funded project
- EQUAL project on dementia
- eInclusion project
- BTextact Centre on Community Care

# Key issue: the user perspective

- Issues of Quality of Life
- Client satisfaction
- Enablement

# Elder care: multiple stakeholders

- Who is the “user”
- Person
- Carer
- Service funder
- Care provider
- Technology provider- new player

# Problems of care

- Institutional maintenance
- Logistics, resources, culture
- Regimentation
- Routinisation
- Depersonalisation
- Lack of power



# Positive potential of technology

- Person-focused services
- Flexibility
- Responsiveness
- Empowerment
- Preventative

# Negative potential of technology

- “Problems” are located in the “person”, i.e., their “incapacities” are seen as the determinant of their ability to remain independent and ultimately their QoL
- Lack of focus on positive aspects of life, leading to overly negative view
- Lack of focus on coping and creative responses people make to their changing situation
- Focus on person ignores the contribution of situational factors
- Different problems can lead to same outcome- e.g. sensory impairment can lead to isolation as much as loss of social network

