

Rethinking technology recommendation in living with dementia

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What did we do?

- Explored tools to recommend technology and understand people's experiences using the technology, co-designed with an advisory board of people with dementia.
- Nine workshops (3 X 2 hours) across three locations - Manchester, York, Tiverton, including 41 participants
- Data collected using audio recording, observational field notes, sticky notes and diary entries

The workshops

Workshop 1

Discussed existing
technology use

Tried ADAM website to
see technology
recommendations

Chose technology to try

Workshop 2

Discussed 'Hopes' and
'Worries' for chosen
technology

Unboxing and setting up
of some technology

Participants could choose
technology before workshop 2

Workshop 3

Feeding back
technology experiences

Participants tried technology at
home for one month

ADAM: **A**bout **D**igital **A**nd **M**e

Online website to help people with dementia ‘find the right pieces of technology’.

Designed by Alzheimer Scotland with people living with dementia

To see the website, visit: **meetadam.org**

ADAM website

About me >

Getting out and about confidently >

Staying connected and in touch >

Having a safe and happy home >

Looking after yourself and feeling resilient >

Having fun and filling the day >

Having a purpose in your day >

Feeling on top of being a carer >

Choose one or more
areas

Things could be better if I had help with...

Please tick all that apply.

☐ getting ready to go out e.g. being on time and remembering what to take with me. For example, my mobile phone, keys, watch, wallet or purse, bag, jacket etc.

☐ what to take with me - mobile phone, keys, watch, wallet/purse, bag, jacket etc.

☐ feeling more confident and less stressed about going out

☐ getting to appointments and places

☐ being able to get help when I am confused or lost

☐ reassuring my family and the people who care for me e.g. is someone else worried about you going out alone?

Continue

Answer some questions
(between 2 and 9)

Thanks for helping me get to know you

I have 10 recommendations for you, based on what you said you'd like help with. Let me show you.

Here's your recommendation number 1

A photograph of two elderly women standing outdoors in a wooded area. One woman is wearing a dark top and the other is wearing a light-colored top.

Locaite is a tracker with two-way talk that also acts as a falls alarm both in and out of the home.

Locaite
Locaite GPS Fob

Find out more

Receive 10 technology
recommendations

Some of the technology people tried

- Echo Dot / Echo Show (Alexa)
- Doro Simple Phone
- Reyke Key Finder
- Loop Earplugs
- Fitbit

... and lots more



Participant Journey: Carl*



Choosing the tech

- Carl and his wife discussed the various technology at home
- Carl's wife contacted the researchers with 5 items they would be interested in trying
- One item they took home was a **Doro780X**



Setting up the tech

- Their son helped them to initially set up the phone.
- They went to Currys to get help to change the sim
- Kyle at curry's added the phone numbers and showed Carl and his wife how to use it - *"They took the time to do it. It was lovely."*



Trying the tech

- Carl put the phone straight in his pocket
- Ease of using the technology 'really easy to answer the phone'
- Found it useful to stay in contact with each other when out and about

Participant Journey: Ian*



Choosing the tech

- Already used Alexa and shared tips with other participants
- After exploring ADAM, noted several technologies he might like to try, particularly the CPR Guardian 111 Watch or a Tipper Kettle
- After discussing with his wife, Ian chose the **CPR Guardian 111 Watch**



Setting up the tech

- A smartphone was required to set up the watch
- Ian could not set the watch up as he did not have a smartphone
- Ian and his wife asked their son for help, but he couldn't set it up without a smartphone either



Trying the tech

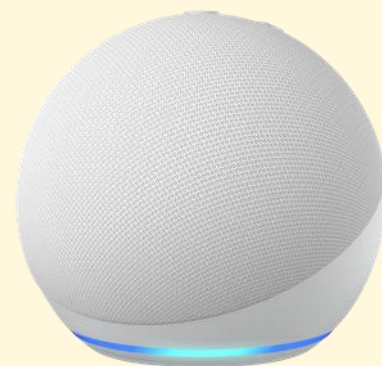
- Ian didn't use the technology as it wasn't compatible without a smartphone
- At Workshop 3, Ian reflected that a tipper kettle or hot-water dispenser might be more useful. He took information home to consider these options after the project

Participant Journey: Sally*



Choosing the tech

- Sally struggles to use a mobile phone due to difficulties with reading and writing
- Following conversations at home, Sally and her husband suggested they try an **Echo Dot**



Setting up the tech

- Struggled to set up the Alexa due to needing to download an app and not having the password for the app store
- Grandchildren aged 16 & 18 supported them to set up the technology
- Sally's husband shared *"there is very little information in the box so we could not have set the device up on our own"*



Trying the tech

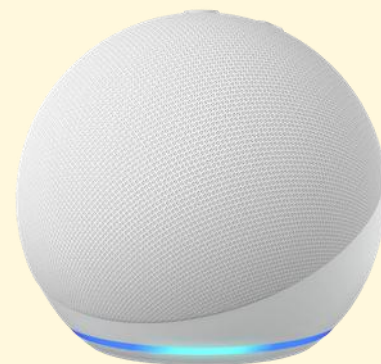
- *"It gives someone with dementia an extra tool to access music, podcasts and ask questions"*
- Following a conversation with a friend, they found out about the Echo Show, which has a screen.
- They are planning to buy an Echo Show

Participant Journey: Trevor*



Choosing the tech

- Trevor took home an **Echo Dot**
- Trevor hoped the technology he tries would be useful for his memory
- Portability was important for Trevor



Setting up the tech

- Trevor chose not to unbox the Echo Dot. Trevor shared that he has a phone that he uses, that works, and he is happy with that
- *"I haven't concerned myself because that system works"*



Trying the tech

- *"There would have been no additional benefit for us to use the (alexa)"*

Some considerations for conducting technology research

- Ownership - is it temporary?
- Who is speaking?
- Real world experience vs offering support
- Availability of wider support systems
- **Participating in research**

Participating in research

“ I wouldn't have tried it because I don't really think I would have understood what it actually could do for me. But now I've experienced it and because of what I know it can do, that might be something now that I may think about in the future”

“it's opened a little bit of a window for me... I might just get one of them and really think about using it more... So, I'm all for it. I really am.”

“If I hadn't tried this technology (through the project), I wouldn't have thought about it or tried one as we haven't had anything like this”

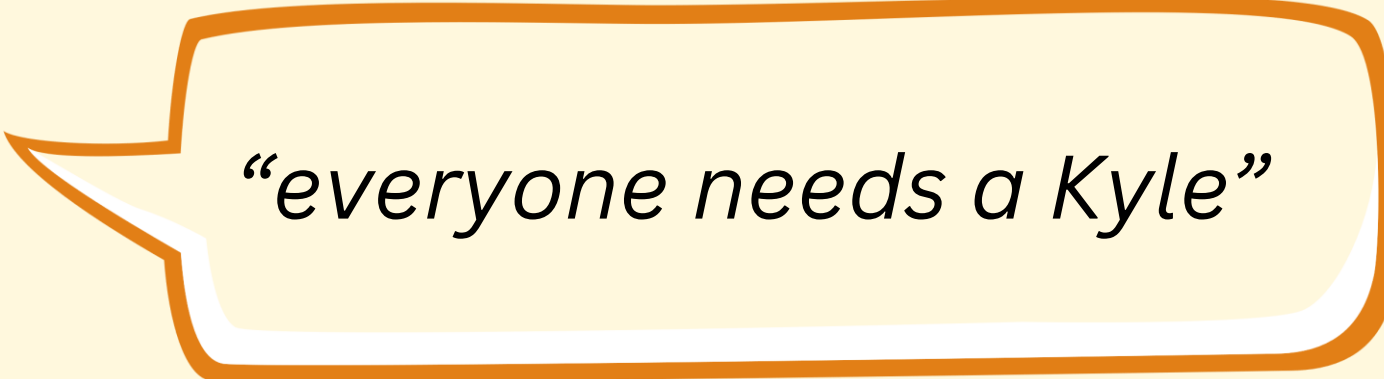
“So, this (research project) has been a great process. And if it wasn't for this, I wouldn't have accessed the small thing“

Support Seeking

Nearly everybody required additional support, often using wider family systems (children, grandchildren)

People sought outside support, including visiting Curry's and John Lewis

What about people that do not have additional support available?



“everyone needs a Kyle”

Thank you for listening!

*How are people supported
to find and use technology?*

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BRIDGES
Dementia Network+



University of
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