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OECD Workshop Tokyo

Technology & Seniors

- A Focus on the Individual -

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The Individual:

What is an elderly person looking for when making decisions regarding their future? Do people retire or simply decide to embrace different opportunities that are more appropriate to their life circumstance.

All people, regardless of age, are generally looking to lead a *Purposeful Life* and need to be provided the physical, educational & spiritual support to do this in a independent, dignified & *normal* way within a community. Some seek to do this in a purpose designed community of like-minded people who share common beliefs & values. All people share the same basic desires throughout life however as age increases a person places a different emphasis on some things due to the circumstances they find themselves in. Often this is governed by the state of an individual's health. The common thread for most people is their needs will "*CHANGE*".

To have a fulfilling Lifestyle, Thomson Adsett believe there are seven elements that need to be considered and that in general an elderly person through the ageing process usually has a slightly different (perhaps more insightful) view of what is required to meet those needs. The 7 key elements are:

1. Purposeful Life:

- Maintain the ability to make choices.
- Access to "work" as appropriate.
- Access to family, friends and the broader community
- Access to hobbies, pets, gardening and the like
- Access to community activity like entertainment, civic activity, group activity, shopping, or the like.
- Access to personal grooming services

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BRISBANE: 12 Fleet Lane, PO Box 3348, South Brisbane, Queensland 4101 Australia
Telephone +61 7 3840 9999 Facsimile +61 7 3846 3672 Email bne@tagroup.com.au Web www.thomsonadsett.com

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Thomson Adsett Pty Ltd ABN 76 105 314 654

2. Independence:

- Physical independence is about environment
- Accommodation that is configured appropriately for a persons changing needs
- Accommodation with easy access to appropriate transport.
- Accommodation with easy access to community and activities
- Access to appropriate mobility aids
- Personal independence is about the ability to make choices and make independent decisions. (IE sitting in the rain, not eating breakfast, going out to the races)

3. Support

- Through assistance with daily living:
 - Cleaning, washing, bed making & the like
 - Feeding, bathing, toileting etc.
 - Medical assistance, drug management, wound management & the like
- In mobility through provision of appropriate mobility aids & education
- In wellness through structured physical exercise & activity
- In terms of the mind to address issues like depression, anxiety, dementia management of the initial onset.

4. Education

- Health & wellness management:
 - General knowledge
 - Structured learning
 - Fitness Learning
 - Taking responsibility for Wellness

5. Spirituality

- Through access to spiritual guidance and like minded people
- Opportunities for discussion and debate
- Time for contemplation and reflection

6. Dignity

- Through the ability to make choices
- Through the way an individual is treated by their carers
- Through the respect an individual is provided

7. Normality

- Through the lifestyle choices available
- Through the way an individual is treated in society
- Through daily life activities

- Real Life not a 'stage set'
- Home not Hotel

To understand how best to serve a person, one must first understand how best to fulfil their needs and rate all solutions against the above eight (8) Criteria.

In all cases of service delivery the focus should be on the Individual.

The Use of Technology:

A designer, when designing a solution to a problem using technology, is usually designing a component or system that is a solution to a specific need, the more demanding or complex the need the more sophisticated the technological solution will be.

In general, technology:

- gives you the ability to communicate
- gives you access to information
- gives you a method to cope with a physical or mental disability

The main concern using technology to solve problems, is that designers focus on single issues and specific needs and often not the whole problem or context. In terms of the individual, their needs within a *seniors living* framework are, in a very literal sense, linked between three categories being:-

- Care needs
- Assistance with daily living requirements
- Socialization needs

It needs to be acknowledged that people, **not technology**, ultimately address a persons needs. In terms of a technological solution, it is not uncommon for a well meaning organization to come up with the following technological solution to address the above needs:

- Care needs addressed with a Nurse Call System and intercom/phone system
- Assistance with living needs addressed with a Nurse Call System and intercom/phone system.
- Socialization needs addressed with a intercom/phone system and a television

Yet when rating the solution against the seven criteria previously established

- The solution (Nurse Call & Phone) makes a significant contribution in terms of support
- The solution (Phone & Television) makes a small contribution in terms of Independence & Education

- The solution makes no contribution in terms of Purposeful Life, Spirituality, Dignity, Normality
- The solutions flexibility is limited to the quality of the Nurse Call System and individuals generally have no control over the phone system or Television.

The Technical Solution was based upon meeting specific needs only so when rated against the greater needs of the individual, the solution falls short of expectations.

Again it is important that both technology and decision-makers are directed to focus on the Individual.

The Technology Brief:

There is a predisposition in our industry to design solutions around what generic software and hardware is available in the market; select the components on the basis of their features; and "*Band Aid*" the pieces together. This means that a brief is developed by "looking at what other people can provide" and not what a person actually needs.

What a designer should do when trying to solve a problem using a technological solution, is to work with a client to establish an understanding of what outcomes are required and provide a solution around the outcomes required by the persons affected by the solution.

In terms of Seniors Living design, in all cares the designer should identify the resident group and profile them to identify the specific needs of each group. All design work would be developed around this & then should be tested.

If two people were chosen case studies to analyse the issue – calling them for the purpose of the discussion - Jack & Jill, Jack is a 68 year old male who until recently was working as an accountant. His work was his life but a mild stroke has affected his right side & affected his mobility.

Jill is a 82 year old female who is a carer, has a full family life but is now having trouble keeping the apartment clean and preparing meals while caring for her partner. Her Husband is mildly demented and from an Italian background where English was not his first language

What type of solution should be provided for these two cases such that it caters for both of these people.

Jack's Needs and Requirements:

1.0 Purposeful Life Requirement

- Maintain the ability to make choices and access to “work” as appropriate.
- Access to community activity like entertainment, civic activity, group activity, shopping, or the like.

Outcome

- Access to a phone, a computer and the WEB so he can continue to work as long as possible.
- Access to a "Function and Entertainment Menus" linked to the TV.
- Access to Self Help services like shopping

2.0 Independence Requirement

- Physical independence is about environment,
- Accommodation with easy access to appropriate transport.
- Access to appropriate mobility aids

Outcome

- Access to a Phone and the WEB
- Access to Self Help services to organize Mobility Aids and Transport
- Voice activated lights & AC
- Appropriate Equipment

3.0 Support Requirement

- Through assistance with Medical assistance, drug management, wound management & the like
- In mobility through provision of appropriate mobility aids & education
- In wellness through structured physical exercise & activity
- In terms of the mind to address issues like depression, anxiety, dementia management of the initial onset.

Outcome

- Access to a Emergency Call System and Phone
- Access to the WEB (Tele-medicine)
- Access to Education on Wellness & the preparation of a Wellness Program
- Access to a GYM
- Access to Self Help services to organize Counseling, Mobility Aids and Transport

4.0 Education Requirement

- Health & wellness management through Fitness Learning & Taking responsibility for Wellness

Outcome

- Access to Education on Wellness & the preparation of a Wellness Program
- Access to a GYM

5.0 Spirituality Requirement

- Through access to spiritual guidance and like minded people

Outcome

- Access to Self Help services to organize Spiritual Counseling.

6.0 Dignity Requirement

- Through the ability to make choices
- Through the respect an individual is provided

Outcome

- Access to interconnected services that are structured in a way that Self Help is Self Help.

7.0 Normality

- Through the lifestyle choices available
- Through daily life activities

Outcome

- System designed in a way where choices are available and easy to access.

Jill's Needs and Requirements:

1.0 Purposeful Life Requirement

- Maintain the ability to make choices.
- Access to family, friends and the broader community
- Access to community activity like entertainment, civic activity, group activity, shopping, or the like.
- Access to personal grooming services

Outcome

- Access to a phone, and the WEB so she can maintain her links to her Family.
- Access to a "Function and Entertainment Menus" linked to the TV.
- Access to Self Help services for Grooming

2.0 Independence Requirement

- Accommodation that is configured appropriately for a persons changing needs
- Accommodation with easy access to community and activities
- Personal independence is about the ability to make choices and make independent decisions.

Outcome

- Access to a Phone and the WEB
- Access to Self Help services to organize Care for Husband

3.0 Support Requirement

- Through assistance with daily living
 - Cleaning, washing, bed making & the like

- Feeding, bathing, toileting etc.
- In terms of the mind to address issues like depression, anxiety, dementia management of the initial onset.

Outcome

- Access to a Emergency Call System and Phone
- Access to "Hotel Services Menus" linked to the TV to organize cleaning, washing & meals.
- Access to Self Help services to organize Counseling, Mobility Aids and Transport

4.0 Education Requirement

- Health & wellness management including taking responsibility for Wellness

Outcome

- Access to Education on Wellness & the preparation of a Wellness Program
- Access to a GYM

5.0 Spirituality Requirement

- Through access to spiritual guidance and like minded people

Outcome

- Access to Self Help services to organize Spiritual Counseling.

6.0 Dignity Requirement

- Through the ability to make choices
- Through the respect an individual is provided
- Through the respect an individual is provided

Outcome

- Access to "Italian Language" content on TV & in service & Self Help Menus
- Access to interconnected services that achieve Self Help.

7.0 Normality

- Through the lifestyle choices available
- Through daily life activities

Outcome

- System designed in a way where choices are available and easy to access.



The Solution:

The design of the System would incorporate the following *Components & Features* that address not only the functional requirements of the operator but also the needs of the Individual.

System Design Brief:

Integrated system incorporating:

- Emergency Call System
- Fire Alarm System
- Phone System and Data System
- TV System

Generally:

- System designed in a way where choices are available and easy to access.
- Wi-Fi intercommunication system designed in a way where there is a High degree of interconnectivity of the staff to allow Care & Hotel services to be coordinated.
- Access to interconnected services that are structured in a way that Self Help is Self Help.
- Access to a phone, a computer and the WEB that can be used for Private & Business use by residents
- WEB Based Tele-medicine
- Interactive TV with access to a
 - "Function and Entertainment Menus" for Social functions
 - "Wellness Menu" for wellness education & training
 - "Hotel Services Menu" for cleaning, washing & meals
- Self Help services through either the phone or Interactive TV for
 - Shopping
 - Personal Grooming
 - Part-Time care
 - Mobility Aids
 - Transport
 - Counseling
 - Spiritual Counseling
- Access to "Foreign Language" content and translation on TV & in service & Self Help Menus
- Voice activated lights & AC
- Appropriate Equipment selections

Thomson Adsett believes that technology needs be structured around the needs of the individual & the required outcome. Technology, if designed correctly, can provide the opportunity for an **Individual** to live an independent & purposeful lifestyle while allowing the provider to deliver the



services in a seamless & efficient way that supports the resident to live in a ***dignified & independent*** way.

Technology should be used to support the Individual, **Focus on the Individual.**

