

Interview Results & Analysis (Elderly)

Please note that some questions are divided into two forms, one for the participant and another for their parents. Questions asked for the elderly themselves are labelled “(elderly)” while others are labelled “(for parents)”. Questions without a label mean they are identical for both groups.

Q1: Which of the following things do you or your parents usually do? Do they have any other hobbies?

- a. Drink tea b. Play chess c. Tidy up the yard d. Clean the house e. Play with pets
f. Listen to the radio/watch TV g. Doing sports h. Other

No of Interview	Answer
1 (for parents)	c, d, g. In addition, they like to chat with their friends.
2 (elderly)	a, f, g.
3 (for parents)	b. In addition, they sometimes play electronic chess with others online.
4 (elderly)	a, c
5 (for parents)	a, e. My father also likes to play golf in his spare time
6 (elderly)	c, d, f. Do you know about the sister tea party? I often invite my bestie to my home to drink tea, eat snacks, and chat!
7 (for parents)	d, g. Other than that, I like to read books, especially books that are about food. It's really a pleasure to investigate food

Analysis: One participant selects b, e and g; two participants pick f; three select a, c and d. According to the result, most participants have noticed that their parents usually drink tea, do housework and do exercises by themselves while only a few of them would like to try some different activities such as playing with pets, using electronic devices including TVs and radio.

By analysing these results, it is evident that most seniors tend to do things alone and not to interact with others frequently. However, some minor samples say their seniors interact with other people, although some are based on the online platform.

Q2. Do you or your parents usually use electronic devices?

No of Interview	Answer
1 (for parents)	No
2 (participant)	Yes
3 (for parents)	Yes, they usually use mobile phones to contact or do something else.
4 (participant)	No
5 (for parents)	Yes
6 (participant)	Yes, of course.
7 (for parents)	Yes, I often use my iPad to read e-books, it is really convenient.

Analysis: More than half of the responses show that they and their seniors can use electronic devices, including mobile phones and the iPad, to contact people or read e-books. However, there is still one response that points out his parents don't use any

electronic devices.

By analysing, it is clear that many older people know about the basic function of electronic devices, which is great since those electronic devices will increase the chance of survival once the accident has happened.

Q3. What do you think is not quite comfortable while using electronic products?

No of Interview	Answer
1 (for parents)	They are less able to use electronic devices and they are less able to absorb and teach complex functions that they do not understand.
2 (participant)	Some electronic products have many bugs, which sometimes wastes a lot of time and affects my experience of electronic products.
3 (for parents)	Electronic products are too expensive, and in pursuit of a higher-end brand and a more comfortable experience, suppliers often charge unreasonable prices. They always say it wastes money.
4 (participant)	Dependence on electronic products will make the body weaker, cell phones are said to have radiation, electronic products and automation are developing faster and faster, but people's health is worse than one generation.
5 (for parents)	With my guidance, my parents can use a projector to watch movies. But nowadays, electronic devices are developing so fast. I could only teach them to use some basic functions because I couldn't quite figure out the complicated ones.
6 (participant)	The words on my phone are so small that I have to wear my presbyopia glasses every time in order to read and respond to my besties' messages.
7 (for parents)	I think electronics have brought me a lot of conveniences, they have largely enriched my solitary life, I can see the changes in the world without leaving my home, and I can use it to share the joys of life with others, but it does make me more of a nerd, for example, my kids are always calling to urge me to be outside.

Analysis: This is a pretty controversial question. Five of seven participants conclude the reason for their seniors or themselves not to use an electronic product is complicated using experiences, expensive to buy, unreliability, UI designs are not friendly to older people and some health concerns. On the other hand, the other two responses give positive attitudes for electronic products as they think it is not as hard as people expect to use them, so those seniors can get familiar with electronic devices after being taught. Some elderly participants also realise that electronic devices really bring convenience and enrich their life.

By analysis, many older people do have difficulties using electronic products, and some of them even do not trust the electronic device very much. Only a few participants take a positive view on making seniors use electronic devices.

Q4: What do you think is the current assistance provided by society to the elderly living alone? Do you think the help is sufficient? What other kinds of support do you think the community can provide for the elderly?

No of Interview	Answer
-----------------	--------

1	Basic health care and community infrastructure are available for seniors to move around and socialise. Far from sufficient. I think there should be additional benefits for the elderly in terms of entertainment. For example, offering exclusive interest courses for seniors, similar to a university for seniors. In addition, the community should pay more attention to the physical and mental health of the elderly and conduct regular surveys on their physical and mental health.
2	Society has a series of measures to help the elderly like they can take buses for free, but I think it is not enough. Different types of elderly need different degrees of care. I think the community can provide free food for the elderly who cannot make food themselves.
3	In some countries and regions, elderly people who live alone can get pensions and better benefits, but as they get older, they still need someone to take care of them, and intimate care should be arranged for those who cannot be independent.
4	Nowadays, the state pension has increased slightly, which can basically cover my daily life. I am still satisfied with the government assistance. If my health fails, I may go to a nursing home. I don't need so much additional assistance. However, for an old person living alone like me, the best assistance is someone to take care of him.
5	At present, special care for the elderly living alone is rarely seen in the community, which is clearly an important aspect of social construction that needs to be strengthened. The most important concern for the elderly living alone is their physical ability. Due to brain atrophy, many elderly people living alone have difficulty walking normally so that it is impossible for them to maintain a normal life. Therefore, I hope that this piece of social construction can be increased.
6	For example, there are now many advanced nursing homes with professional staff to take care of elderly people living alone. But I think this is far from enough, I think the community should provide some special equipment for the elderly. For example, escalators should be installed in places with a high proportion of elderly people to facilitate their going up and down the stairs.
7	For the past two years, some public service stations have been set up downstairs in the community sometimes, mainly to help older people to measure blood pressure and check their teeth. Last time, they also checked my arthritis and reminded me to eat less seafood and do regular exercise. I am seventy-two years old this year, and over the years, I feel very gratified and satisfied to see that the state is gradually paying more and more attention to the elderly, especially those who live alone like us. Secondly, there is certainly a lot of room for progress, because living alone is sometimes a forced-choice rather than just one's own. If possible, I think social services should be extended first to elderly people living alone with serious illnesses, so that they can at least spend their old age peacefully.

Analysis: Five of seven responses positively reflect the current aged care system, while one response claims the current community support is insufficient. At the same time, there is also one response that complains about the existing aged care facilities

in the community as they are rarely seen in that participant's living area.

By analysing, the older people deserve care more than being given monetary pensions, more attention on their mental health is necessary. Special care services are required for elderly people with a serious illness which means a number of nurses should be recruited for various degrees of demand. Finally, infrastructural developments should follow since many older people have body disabilities and they need lifts to enter and leave the building.

Q5: What skills do you think are needed by the elderly living alone?

No of Interview	Answer
1	I think they should be able to take care of themselves and should have their own way of life.
2	They need to solve their eating and entertainment problems, which directly affects their quality of life.
3	The first thing is to have a healthy body , can do the daily diet, independent rest, no other diseases, but also maintain exercise, have the ability and space for independent activities.
4	Most importantly, we can exercise more and have a healthy body .
5	I think it's important to keep an optimistic mindset. Besides that, they should have a healthy diet and lifestyle routine. The next thing is to find their own hobbies to pass the time, it would be great if they can learn a few more skills in their age, such as playing golf.
6	I think the basic thing is to have the ability to live on their own . For example, when they are hungry, they can make food themselves , and when they are sick, they can go to the hospital and seek medical treatment in time. Another thing is to learn to organize their own lives. Although living alone sometimes makes them feel lonely, it also means that they can do anything they want to do.
7	As an elderly person living alone, I think "living alone" gives me a lot of freedom and space to live, but it also takes a lot of courage to choose to live alone, for example, you have to accept the loneliness . Secondly, when you are sick and cannot move, you not only need to overcome the physical difficulties but also require overcoming inner fears. In short, seniors who choose to live alone must have strong willpower.

Analysis: Almost every response mentions that seniors living alone should do exercise to keep healthy and cook for themselves. It is essential that seniors can have a healthy diet and entertain themselves. The mental health issue is also evident as seniors will have more freedom and space but loneliness.

By analysing, many participants think an older person should be skilled to cook, exercise and make fun to keep an optimistic mindset. Living alone means the person has to deal with many problems, not only physical trouble but the loneliness which will be beside all the time.

Q6: Have you been following the news related to elderly assistance?

No of Interview	Answer
1 (for parents)	No
2 (participant)	No
3 (for parents)	No
4 (participant)	No
5 (for parents)	Yes
6 (participant)	Yes, I often pay attention to this aspect of the news, because I think it is related to me.
7 (for parents)	Yes, I am often concerned about pensions for seniors.

Analysis: Four of seven participants said “No”, while other participants said they always follow this topic of news. There seems no significant relationship between their answer and age and the role of the participant.

By analysing, many people are not interested in following aged care-related news, which means promotions and explanations about helping older people are necessary, especially the urgent attention on older people who live alone.

**Q7: What do you think about the efficiency of the current social assistance?
What do you think can be done to shorten the assistance time?**

No of Interview	Answer
1 (for parents)	I think the community should pay regular attention to the physical condition of the elderly living alone (the frequency of visitation is determined by the physical condition of the elderly). Furthermore, they can arrange volunteers to take care of them if they are willing to do so.
2 (participant)	To provide the elderly people with portable and convenient equipment so that they can call for help in case of danger, and set up special institutions to deal with these calls for help.
3 (for parents)	I think it is the best choice to arrange for a person to take care of the elderly living alone. If the elderly people do not like to be disturbed, a one-button alarm device can be set up in the place where the elderly often move.
4 (participant)	The community can arrange elderly people who cannot take care of themselves to nursing homes . For those elderly who can take care of themselves, a monitoring device can be installed because an accidental fall of the elderly person is a matter worthy of concern.
5 (for parents)	The news is often full of unfortunate stories of elderly people living alone who died in accidents at home without timely help, and it is clear that we pay little attention to such a special group of people living alone. Without the help of social infrastructure, I think we can encourage the elderly living alone to live together in a community or consider living together under the same place so that they can take care of each other through their peers, thus reducing the number of cases where there is no one to help in case of an accident. If social help can be provided, regular physical check-up services can be provided to the elderly living alone as appropriate, or punching channels or call for help channels to focus on the life condition of the

	elderly living alone.
6 (participant)	The first point is that society can arrange specific accommodation for elderly people living alone, where they can still live alone. Only the rescue facilities are better in this area. Or, society can install an alarm in the homes of elderly people who live alone, so that when they are in a bad situation, if they sound the alarm, rescue workers will come to their aid first.
7 (for parents)	There is no better than calling the emergency number in time, but the speed of the rescue truck should be combined with the local resource reserves, traffic conditions, etc., which is easily missed the best rescue time. So, I think it is necessary to increase the number of rescue points and open a specific channel for rescue .

Analysis: Every participant gives their own opinions.

By analysing, two responses suggest providing regular health checks for older people, two responses advise arranging volunteers or nurses to take care of seniors, two responses also suggest arranging accommodation for older people to live together if their family members cannot accompany them. Two responses have mentioned that installing an alarming system in older people's homes would be a helpful solution if this group of older people can take care of themselves. Three responses also said providing portable emergency call equipment for older people can increase the chance of survival. Finally, it is always helpful to build up more emergency response units to reduce waiting for rescue.

Q8: Do you think you would choose to monitor your parents' lives to facilitate their care? How?

No of Interview	Answer
1	Yes, I will. First, I would get someone to take care of them specifically. In addition to that, I would put monitors in specific locations in the home.
2	No, I think it violates their privacy and makes them uncomfortable.
3	If the elderly people have difficulty taking care of themselves, I would set up monitoring, but if the elderly do not like to be watched, I will set up an alarm device to avoid accidents.
4	I would. I think a monitor is much more humane than arranging for a stranger to guard them all the time.
5	I will hire a nanny for them to take care of their food and living.
6	I think I would. But I don't want to interfere too much with their lives. I will install a small monitor in the kitchen to watch if they eat on time every day.
7	I don't think it's necessary to monitor, because monitoring can't guarantee that they are always concerned about their physical condition, so I'd like to give them some personal space.

Analysis: Four of seven participants agree that it is helpful to use a facility to monitor their older parents. In contrast, others doubt the necessity of using the monitoring facilities, especially those who disagree and raise a concern of privacy leaking. One of the participants would instead hire a nanny to take care of the parents.

By analysing, many participants agree that a monitoring facility is better than arranging a human to guard the older people, at least not to disturb them too much. However, participants who hold a contrasting opinion think installing a monitor violates older people's privacy, and it will not do more than hiring a nanny.

Q9: Would you mind if a stranger came to your parent's home to help them when they had a problem?

No of Interview	Answer
1	I am willing to do so if these people are well behaved.
2	Yes, when others live in my parents' house, I am more worried about their safety, because there are many cases of nannies abusing the elderly
3	Never mind. It depends on the preferences and choices of the elderly, their health and safety come first.
4	I would mind if it is a stranger for no one can ensure that the stranger's behaviour and purpose will not affect the elderly. There are often nannies bullying the elderly or taking money from the elderly things happen, it is better to have acquaintance care.
5	Never mind if they can provide help to my parents, why not? But only if they do not cause secondary harm to my parents.
6	I think it depends on the problem they meet. If it's a general problem, I think they can handle it on their own. If they are experiencing health problems, I hope there are professionals to help them.
7	Never mind, if one day they really meet with an accident, I hope someone can give them a hand in time because lives and health are priceless.

Analysis: This is a controversial question since participants hold different attitudes, with even supporters being conditional. Five of the participants don't mind a stranger coming and helping them or their parents, however, two others worry about the honest behaviour of the strange helper.

By analysing, almost every response claimed their concerns for the behaviour of the strange helper. They worry that the helper may cause secondary harm to older people. Some participants agree to allow strangers to help their parents in a necessary situation and only well-behaved helpers would be welcomed.

Q10: When you are in a crisis situation and the following people will take the same time to arrive to help you or your parents, who would you seek help from first? Why?

A. Relatives B. Neighbour C. Friend D. Strangers

No of Interview	Answer
1 (for parents)	I choose A. Because I trust my relatives more in the options here. I think they would know my parents better and would be more efficient in administering help.
2 (participant)	I choose B. Because I have a good relationship with my neighbours, I

	feel more comfortable asking them for help when I'm in danger.
3 (for parents)	I choose A. Because I think when people are in danger, they will always put their hope in the people they trust the most.
4 (participant)	I would pick B, the neighbour. Because my neighbours are people who I know, and more importantly, I can find them at any time if I want.
5 (for parents)	I choose C. I will seek help from my friends, and the reason is quite simple, I know them very much so I trust them.
6 (participant)	I choose A. I will probably choose to seek help from my relatives. They're pretty handy for me because they live not too far away and I often talk to them on the phone.
7 (for parents)	I choose A. Actually, I don't really mind, but I would pick relatives if I have to choose one.

Analysis: Four of seven responses pick A, relatives, as their options. Two of seven responses choose B, which is neighbours, and one response favours C, which is the friends.

By analysing, relatives are the most trustworthy one for most people, and the reason is quite evident as people trust who they know the most. Apart from that, friends and neighbours are also possible, but it depends on each person's lifestyle. Finally, strangers are the least recognised sort of helper.

Q11: Suppose you are in a critical situation, friends and relatives cannot reach in time to help you, will you choose to seek the help of nearby strangers or neighbours? Why?

No of Interview	Answer
1	I think I will because in an emergency situation, time is of the essence. It is enough that whoever can reach out to my parents in this situation. However, I trust my neighbours more than strangers, I don't see them often but I've met them, strangers are hard to identify.
2	I will seek the help of my neighbours for the simple reason that we all know each other very well and they will certainly know my situation and how to save me better than strangers.
3	I would choose a neighbour because it is difficult for me to distinguish the intentions of strangers coming to my house in that situation. I would be afraid that someone with intentions would come to my house and not only not give me help, but also take away my family's property.
4	Yes, I would accept help from nearby people since I would realise that this is probably the only chance that I can keep alive. A close friend or family member may not know more about medical aid than those helpful people. So, I would choose to seek help from them.
5	Yes, I will. There is no big reason needed to explain that, as you have mentioned that my friends and relatives are not able to arrive very soon, so I have to seek help from nearby people.
6	I hope I will. It really depends on how critical the situation would be. If my life is endangered, I would probably say yes.

7	Yes, definitely I would receive help from nearby people. I always help others because I know I will need help someday.
---	--

Analysis: Every participant agrees to seek and receive help from nearby people, with five of them saying neighbours or nearby people are the priority type of help they would seek.

By analysing, everyone knows that the priority is to keep alive. In this case, privacy and property security are not as important as saving a life. Therefore, it is undoubtedly helpful to allow nearby people to access the home and take first aid actions.

Conclusion:

According to the entire interview program, a lot of opinions and ideas have been found and collected. Older people tend to live without too many interactions with people. Only a few seniors know how to use electronic devices, not to mention their habits, as they may not be interested in doing so. Only a few elderly people have realised the convenience of using electronic devices and having a family member who would be willing to teach them how to use them is better. If an older person is going to live alone, cooking and exercising skills should be acquired. Commonly, they may have to deal with loneliness. Most people are not interested in aged care news so there should be more promotions and explanations. Installing alarming systems for elderly people in case of an accident is a helpful solution but building up more emergency response teams is always important. Using facilities to monitor older people is quite controversial. Many participants agree to install it only when the disturbing can be minimised, while people holding contrasting opinions think a monitor can lead to privacy leaking concerns. Relatives are the most popular choice when asked who will be called first when something goes wrong, then friends and neighbours. A strange helper will be accepted only in an emergency situation with no relative or friend who can arrive in time.