# SI PING JING LAO YUAN

Tieling Road, Lane 50, No 63, Yangpu District, Shanghai

Experience Design Interactions and Environments Course Code 2270033 Prof. Kaja Tooming Buchanan Tongji University Ofelia Fornaciari, Politecnico di Milano Harun Tören, HfT Stuttgart Cicii - WANG Qian, Tongji University Winnie - WEI Na, Tongji University Umoon - ZHANG Yumeng, Tongji University



# CONTENT

- Executive Summary
- Design and Management Challenge
- General Purpose
- Design Process
- "Having an Experience" John Dewey
- Change of the concept of "Home"
- Research Methodology
- Issue Mapping strategy
- Phenomenological Observation
- Semi-Structured Interview
- Users Profiles
- Issue Map Structure
- Areas of Issues
- Problem Statement
- Hypothesis
- Initial Ideas
- Project Proposal
- List of figures

# **EXECUTIVE SUMMARY**

The **Jing Lao Yuan Nursing Home** in the Siping Community in Shanghai started in 2008. It was the Siping community government that initiated the development of an idea for a day and night care place for the elderly on Tieling Road more than 10 years ago.

The nursing home is supported and run by the **Siping Community government**. However, every resident needs to pay every month 1800 RMB for his or her "bed." In addition, residents also need to pay for their nursing level: 1400 RMB for mild, 1600 RMB for middle, or 1800 RMB for severe nursing level.

The nursing home has a total of **39 staff members**: 3 managers, 3 doctors, 21 nurses, 3 security workers, and others, who take care of different tasks in the facility, such as cooking, washing clothes etc.

The nursing home has three nursing levels: mild, middle and severe. The distinctions between the nursing levels are decided by Chinese government policy and are official names for all nursing homes in the country.

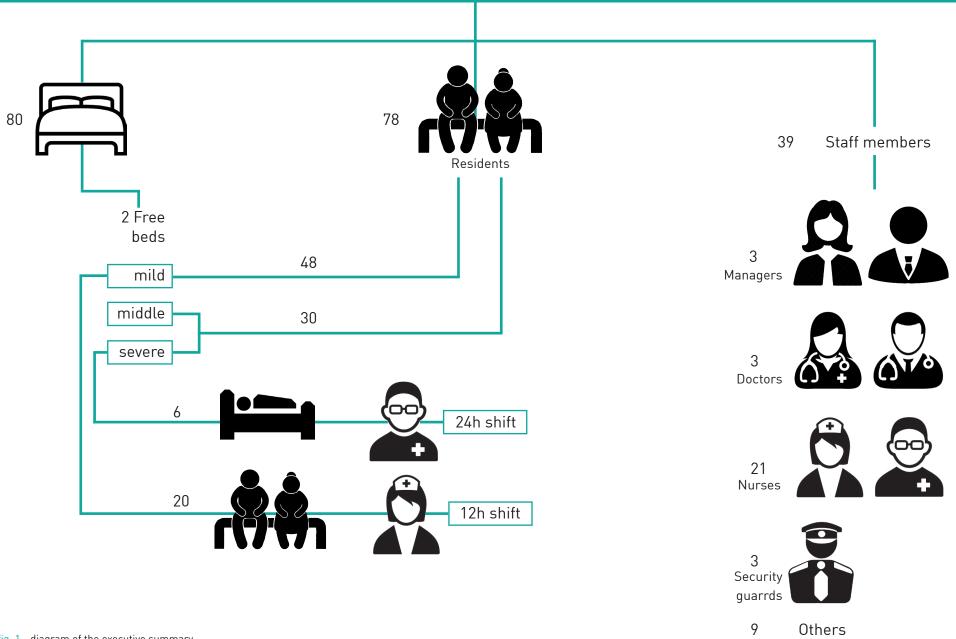
The nursing home has a total of **80 beds and 78 residents**. All beds are occupied all the time, except two beds, which purposely are held "vacant" for emergency situations. The nursing home has 48 people in the mild nursing level, and 30 in the middle and severe nursing levels. According to the Head of the nursing home, Mr. Xu, the waiting time to get a place in the nursing home could be quite long and can vary. The average age of the residents is 85 years.

At the mild nursing level, the nurse needs to take care of 20 residents in a 12-hour working shift. At the severe nursing level, the nurse takes care of a maximum 6 people. In the severe level every room has its own nurse who takes care of elderly for 24 hours.

Nurses are chosen very carefully and they need to complete a 2-week educational course before they start working at the nursing home.

# SIPING JING LAO YUAN

Siping Nursing Home



# DESIGN AND MANAGEMENT CHALLENGE



New residents at the Jing Lao Yuan nursing home in the Siping Community in Shanghai have difficulty adapting and being integrated into their new "home" in a new physical, social, and cultural environment.

# **GENERAL PURPOSE**

Our general purpose is to identify how to strengthen the concept of "being at Home" in the Jing Lao Yuan Nursing Home, by the stimulation of Memory and the offer of opportunities to increase social interactions among the users.

# **DESIGN PROCESS**

List of each step of the process taken to reach the final result.

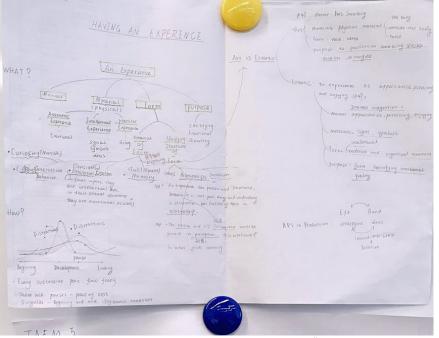


fig. 3 priliminary concept map of "Having and Experience"

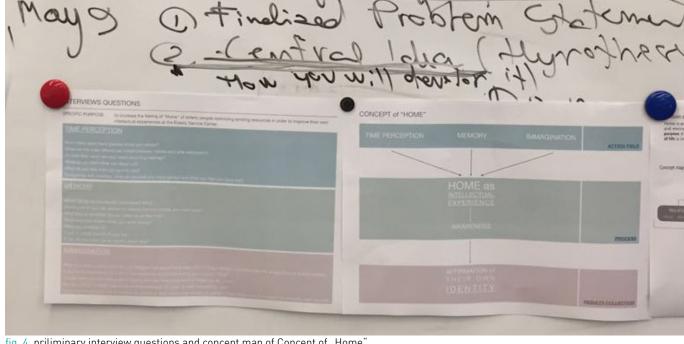
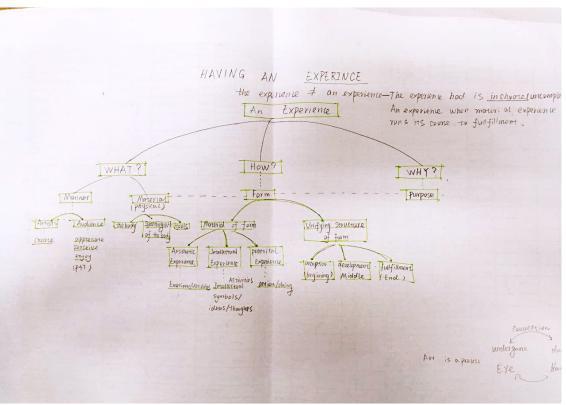


fig. 4 priliminary interview questions and concept map of Concent of "Home"



CHANGES of CONCEPTION OF THE CHANGES OF CONCEPTION OF THE CHANGES TIME Start with MEMORES en shep - bush fig. 6 priliminary map of Change of Concept of "Home"

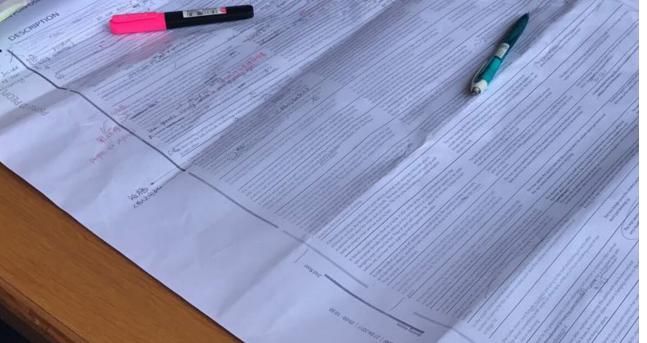


fig. 7 working on changing on our Issue Map

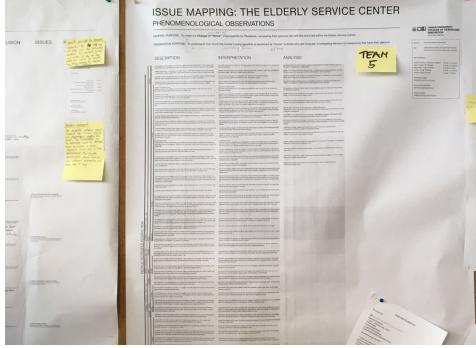


fig. 8 process of the Issue Map



fig. 9 discussion with Kaja Tooming Buchanan



fig. 10 discussion with Kaja Tooming Buchanan

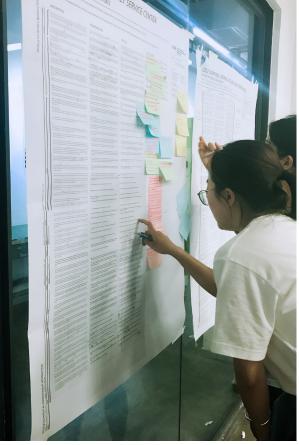








fig. 13 working on the Issue Map

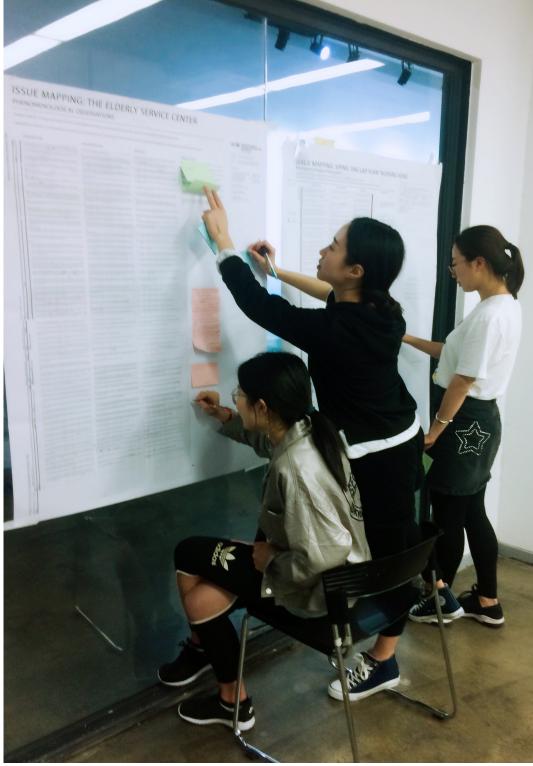
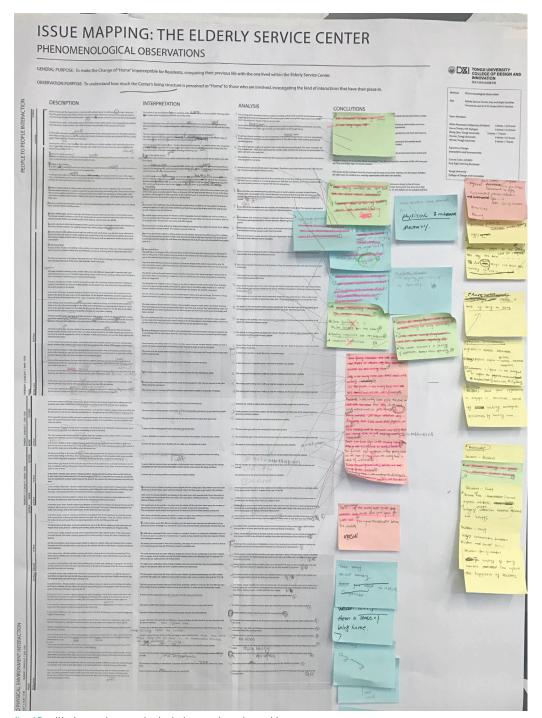


fig. 14 working on the conclusion of our observation



#### ISSUE MAPPING: Siping Jin Lao Yuan

PHENOMENOLOGICAL OBSERVATIONS

TONGJI UNIVERSITY COLLEGE OF DESIGN INNOVATION CONCLUSIONS

fig. 16 priliminary phenomelogical observation - Issue Map - digital

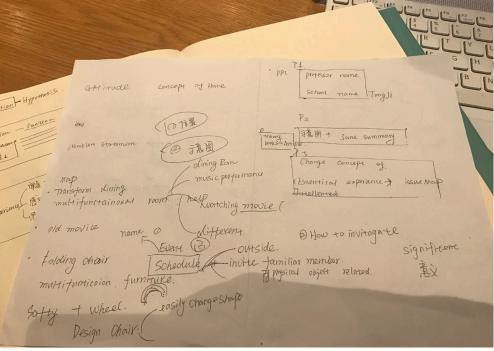


fig. 17 interview draft

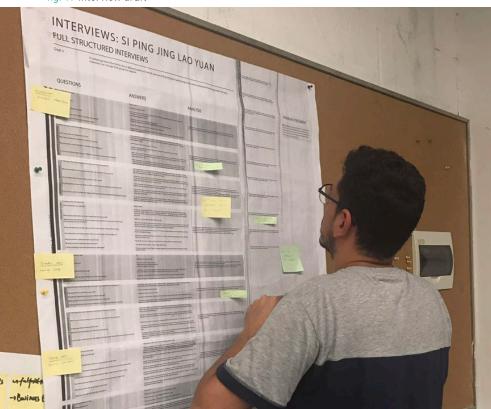


fig. 18 correction of the preliminary interview - issue map

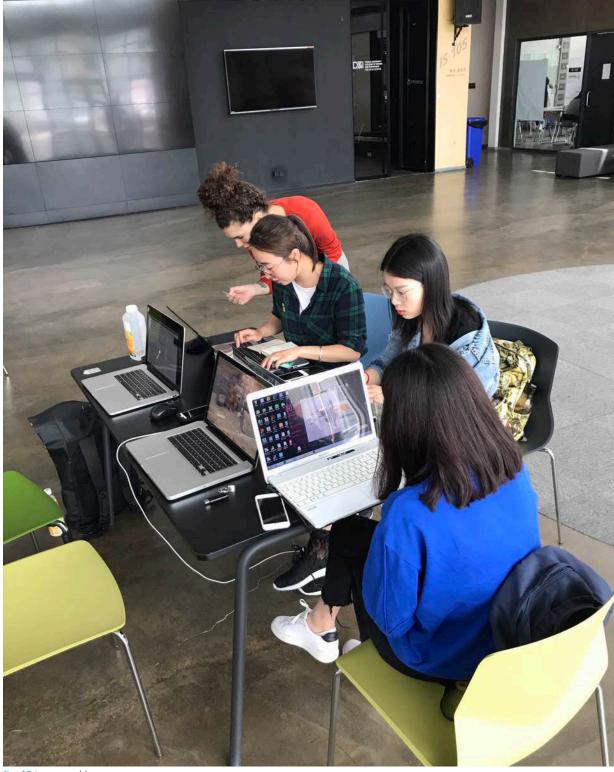
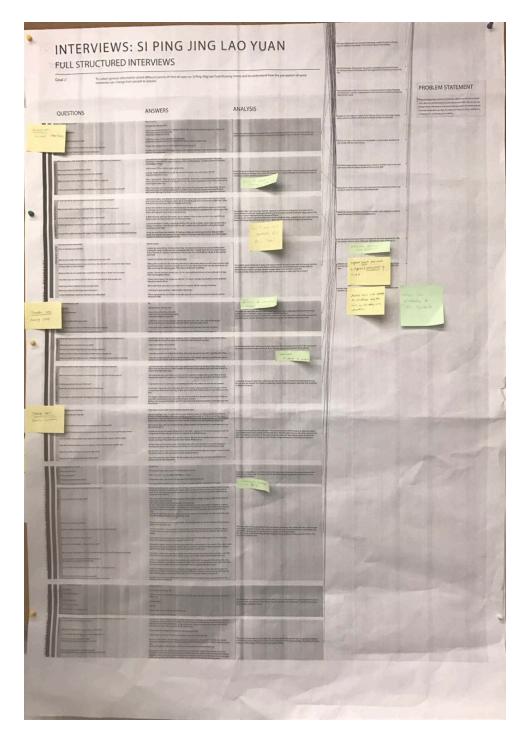


fig. 19 team working



# INTERVIEWS: SI PING JING LAO YUAN | NURSING HOME FULL STRUCTURED INTERVIEWS

TONGJI UNIVERSITY COLLEGE OF DESIGN AND INNOVATION

Medical Fed Stockmed Services

See United Services Connection Coape of May of Federical Connection Coape of May of Federical Coape of May of Federical Coape of May of Federical Coape of May o

			QUESTIONS	ANSWERS	ANALYSIS
	HUSBAND	GENERAL	Continued particular of  planting  planti	The of states of the part of t	behavior the school of the property of the contract of the contract property of the contract to the contract of the contract to the contract to the contract of the contract of the contract to the contract of the contract of the contract of the contract to the contract of the contract of the contract of the contract to the contract of the contract o
PRIMARY USERS   RESIDENTS		MEMORY   CHILHOOD		These control which was a producted for the beaming of the should alread by the year and having the control of the control of the should be a simple the control of the should be a simple to the shoul	Here the second of the collection and authorized the file for conditionation play to receive authorized to the file conditionation and the collection and the collect
		MEMORY MARRIAGE		The primary of the primary primary of the primary o	The embed also can also be embed, agreement if is him or if or time. The resident of the first embed and the first embed and the first embedding e
		BRESENT LIFE	The stage of the second of the	The state of the s	Processor is made alternated in data years and of a finite and the same time in the darks contained to the contained and
	WIFE	GENERAL	Cast Indicate purchase?  Namespill  Additional Conference of the Cast Indicate of the Cast In	Cardinia Zibo, 45 years 65.  Grando Zibo, 45 years 65.  The Associated bridge of the State	The lasts is the wife of the product of the months of the form which is a model to the second to the
		CHEHOOD	When you were a child, where did you her and can you describe your horselbast?  Now thinly lidden or brothers do you have?	Intermediate my left from the an any small cone, doubt 11 signates indones, trainers and provide wide, at sort of any finite health price. Model of my moneties of the finding to the diplace.  This price has been been and the colors.  This price is a finite my left, for easy.  This price is a finite my left, for easy.  This price is a finite my left, for easy is a finite my left, and the price is a finite my left, and the colors is a finite my left is a finite match by my number of the colors is a finite my left, and the colors is a finite my left in the colors in the colors in the colors is a finite my left in the colors in the	As Technical and As also had to remove from removine the most years of period of the St. 4 seems the cell horses that for its above of this host. Text's they delineny speed measured by they center.
		MEMORY   MARRIAGE		The principle of the second principle of the grade of the second to the second of the second or the	is intensing the way in which to compare the part to ment it to place have beginning to the form of the part of the second of the part of
		PRESENT	Note that place to produce the control of the contr	The control of the co	Parameter shared in the control of t
STAFF	NURSE	GENERAL	World in your board in continued about this place?  Call Interview you count?  Name (opposite your count)?  Name (opposite your count)	THE, York Calls.  No Holdings CO years still, number all the Billion's Service Contral.  Stand SP Research, 1 can say 2002-0000 RMM as a cange.  Prissay education, 1, leads to select with the research bion 600 can 1 to 600 year.  Lann exponention to Tabling case of only one lady. Fifte number points to the lady with a fittings.	Generally is runnin thank case of more people of the series time. In this case, the worker describe of the people is the transaction people to project in Science of one of the people in the case of the people is the case of the people in the people in the people is the people in the people in the people in the people in the people is the people in th
SECONDARY USERS   NURSING ST		MU PRING TIM		The control of the co	Production in the plan policy and the entire products, the shall not the entire the entire the entire that the
FAMILIES	HUSBAND		Call Training par loss *  Southing T  Sout	On, you special.  Note To improve the present of the part of the p	The gentlement is companied, should be let use. Contrary to what if the for course elemented sets, the offers and element in the contrary to what is been considered, being sets the contrary process and all they all the contrary contrary and all they are the contrary contrary.
ERTIARY USERS   FAMILIES		WSIT TIME	The content of any count of the content of the content of the content of any count of a content of a content of any count	Sources Course Course Course To Environment Course Course The American Course C	Particularly any primary in the white the second to a particular the primary continues of the primary continues of the companion continues and continues to the companion continues and

fig. 21 preliminary interview results and the analysis - digital

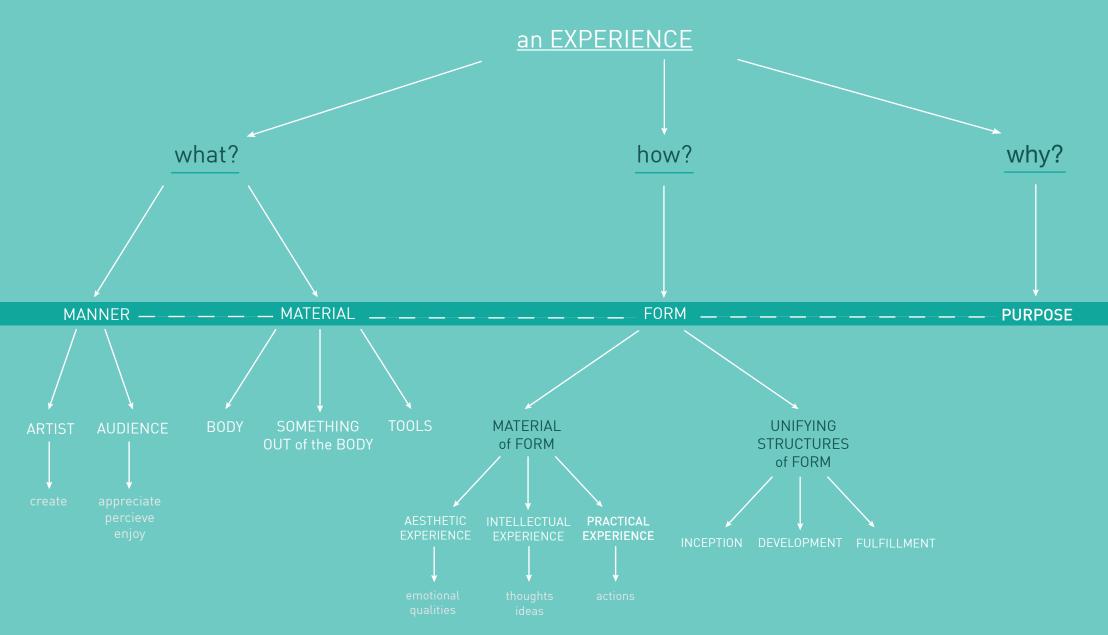
# THEORY RESOURCE & CONCEPT OF "HOME"

DEWEY, John, "Having an Experience." In Arts as An Experience.

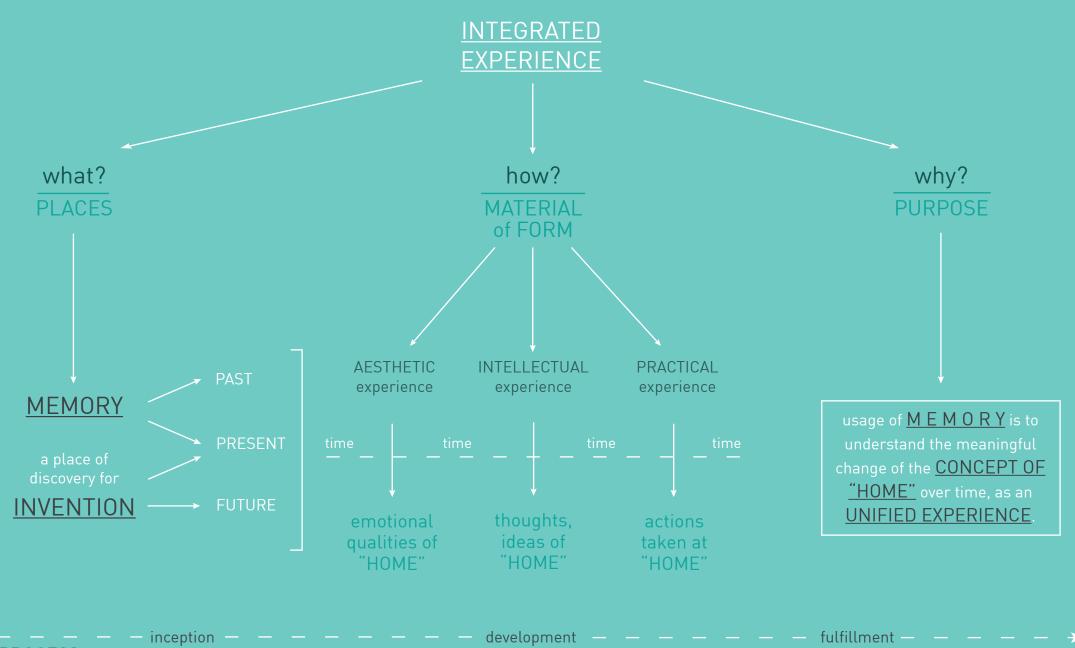
# THEORY RESOURCE

# "Having an EXPERIENCE"

by John Dewey



# CHANGE of the concept of "HOME"



# RESEARCH METHODOLOGY

# Issue Mapping Strategy

- Phenomenological observation
- Semi-structured interviews

# RESEARCH METHODOLOGY Issue Mapping

"Issue Mapping is a strategy. It is an evidence-based discovery tool for identifying issues that constitute problematic situations. It is a successive process that unfolds over time and has its own set of methods. These methods help to identify the places for issues analye their contextual belonging, and relevance to problematic situations."

Kaja Tooming Buchanan

## ISSUE MAPPING STRATEGY

The issue mapping strategy provides the specific aspects for the **phenomenological observations** and **interivew** that can affect **people to people** interaction and **people to physical environment** interaction.

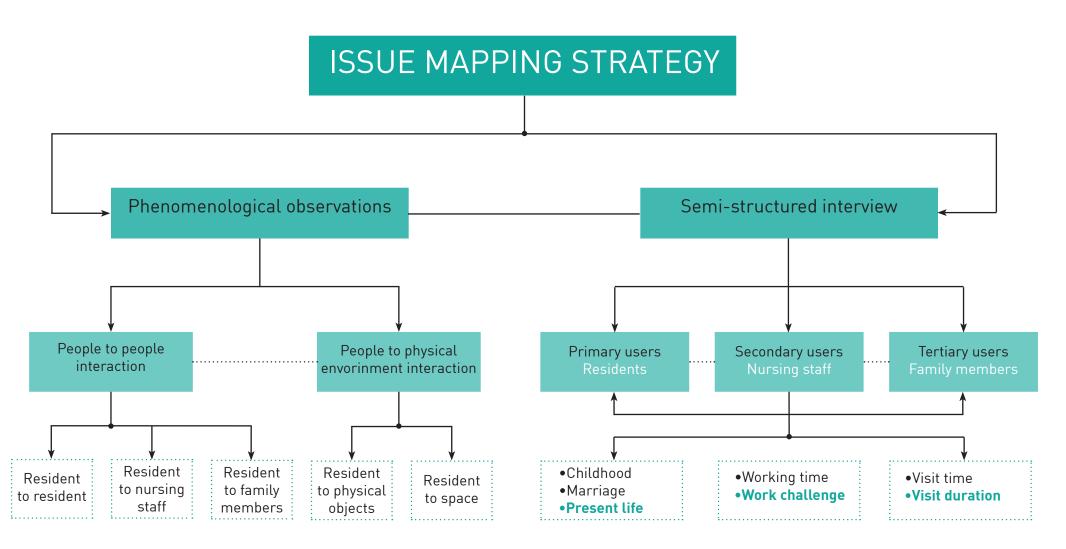


fig.24 diagram of Issue Mapping Structure



## PHENOMENOLOGICAL OBSERVATION

#### GOAL

To understand how **people to people** interactions and **people to physical environment** interactions can affect the state of mind of different users in the Jing Lao Yuan Nursing Home.

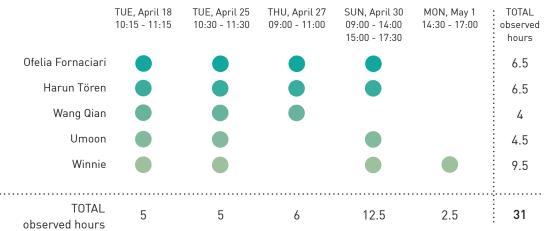


fig. 25 diagram of our total observation time





## SEMI-STRUCTURED INTERVIEWS

## **GOAL**

To collect **general information** about different points of view of users on Si Ping Jing Lao Yuan Nursing Home and to understand how the **perception** of same **memories** can **change** from people to people.

	FRI, MAy 5 14:30 - 16:30	TOTAL observed hours
Ofelia Fornaciari		: -
Harun Tören		· ·
Wang Qian		2
Umoon		2
Winnie		2
	• • • • • • • • • • • • • • • • • • • •	• • • • • • • • • • • • • •
TOTAL observed hours	6	6

fig. 27 diagram of the total interview time

#### SEMI-STRUCTURED INTERVIEWS

## Interview questions



#### Primary users (Residents)

#### **General information**

Can I interview you now? Name/age?Job/child/hometown? Physical condition/Education level?

#### Childhood

When you were a child, where did you live and can you describe your hometown?

How many sisters or brothers do you have? What kind of relationship did you have with your parents? Is there any particular object of your childhood to which you are particularly attached?

#### **Marriage**

At what age did you get married and where did you live in that moment?

What furniture did you bring to your new house and what kind of house was it?

#### **Present life**

How long have you been here?

Can you describe your daily life?

•••••

Who do you usually talk to or do you usually spend your time with?



#### Secondary users (Nursing staffs)

#### General information

Can I interview you now? Name/age?Job/child/hometown? Physical condition/Education level?

#### Working time

What are your tasks inside the Elderly Service Center?

Can you describe your daily work?

Which is your working method?

Are you satisfied with your salary comparing with your working hours?

What do these residents mean to you?

And which is the biggest challenge in your work?

Who do you usually talk to or do you usually spend your time with during your free time?

At what age did you get married and where did you live in that moment?

What furniture did you bring to your new house and what kind of house was it?

Are you satisfied with your working environment?

Do you have any suggestion about that?

Do you think people who live here feel this place as their own home?

What do you usually do after your workshift? Do you usually leave the Center or do you prefer to stay here?



#### Tertiary users (Family members)

#### General information

Can I interview you now? Name/age?Job/child/hometown? Physical condition/Education level?

#### Visit time

What kind of activity do you do with your relative when you come to visit him/her?

Could you describe the visiting process?

•••••

What kind of "gifts" do you usually bring to him/her?

Do you usually help the residents in their daily routine?
What is your opinion about this place?
And why did you choose it with your relative?
What do you think about the expenses fees?
Are they fit to the living conditions offered by the service?
••••••

## **USER PROFILES**

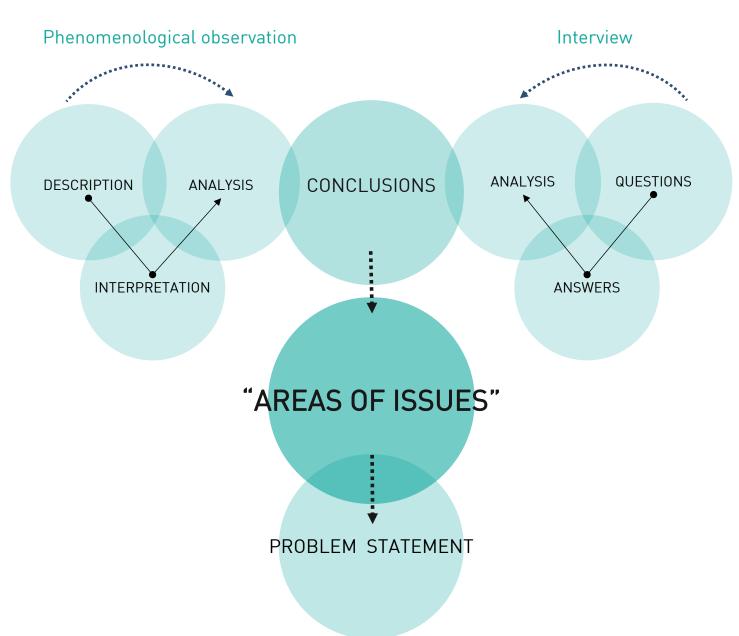
We have identifed three main charachters who play a key role withing the Jing Lao Yuan Nursing Home.

NURSING STAFF -tertiary users-						
Age: Gender: Character: Time staying in the Center: Origin/Location: Physical Conditions: Language Level: Family: Specific experience:	8 - 60 years old 60% Female Friendly and helpful Each part of China Healthy Spoken Mandarin Singles and Married At least once a week At least one hour					

#### ELDERLY PEOPLE -primary users-60 - 100 years old Age: 75% Female Gender: Mostly passionate and easygoing Character: "Old" Residents: 1-8 years, "New" Residents: 0-60 days Time staying in the Center: Origin/Location: Each part of China Physical Conditions: Mostly self contained Spoken Mandarin Language Level: Singles and Married Family: The majority has experience with other Nursing Homes Specific experience:

#### **NURSING STAFF** -secondary users-Age: 35 - 55 years old Gender: Mostly organized, easygoing and helpful Character: Time staying in the Center: At least half a year Each part of China Origin/Location: Physical Conditions: Healthy, energetic and active Mostly familiar with their native language Language Level: Singles and Married Family: Specific experience: The majority has experience only in the Elderly Center

# STRUCTURE OF ISSUE MAPPING



# AREAS OF ISSUES

# Lack of Memory stimulation //

The absence of personal belongings and the use of space in a completely impersonal way don't stimulate the **Memory** of elderly people. The absence of artifacts that may represent memories of past lives causes in the residents a feeling of malaise and depression.

# AREAS OF ISSUES

# Lack of people to people interaction //

Interaction with other people has a positive effect on the mood of residents. The elderly show open attitudes and happiness in receiving visits from known and unknown people. However, the lack of **interaction** between residents in everyday life causes a state of sadness and loneliness.

# 3

# AREAS OF ISSUES

# Obsolescence of the physical environment //

The equipment, as well as the common areas, are unsuitable for the elderly's life. Non-ergonomic furniture, obsolete walking aids and unreadable signs on the walls are some examples of a service that does not meet the **needs** of residents.

# AREAS OF ISSUES

# Limited organization of common activities //

The Nursing Home offers great common areas such as the dining room, the main courtyard and two terraces, but they are not used properly. The lack of **organized activities** for the elderly reduces the sense of "being at Home". The feeling of loneliness grows and residents tend to isolate themselves.

# AREAS OF ISSUES

#### Lack of Memory stimulation //

The absence of personal belongings and the use of space in a completely impersonal way don't stimulate the Memory of elderly people.

#### Lack of people to people interaction //

The lack of interaction between residents in everyday life causes a state of sadness and loneliness.

#### Obsolescence of the physical environment //

The equipment does not meet the needs of residents.

#### Limited organization of common activities //

The lack of organized activities for the elderly reduces the sense of "being at Home".

# PROBLEM STATEMENT

The absence of personal belongings and the impersonal use of private spaces does not allow the feeling of "being at Home", leading to a consequent non-stimulation of elderly's Memory over time. Furthermore the availability of space is not supported by a proper organization of common activities that can facilitate its use.



# **HYPOTHESIS**



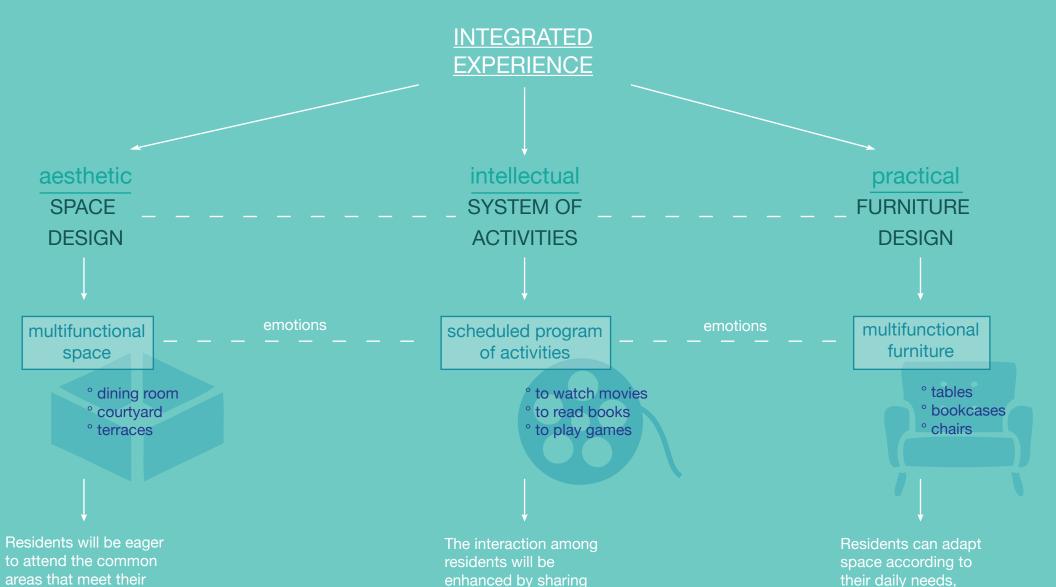
Residents' Memory will be stimulated through the design of new spaces tailored to suit elderly's needs and the increased presence of personal belongings able to lead residents to common memories. Also secondary and tertiary users can take part in recreational activities organized in the new common areas, so encouraging the social interaction with the elderly.

# INITIAL IDEAS

Si Ping Jing Lao Yuan as an Integrated Experience.

# SI PING JING LAO YUAN

as an



common activities that

might involve different

users.

encouraging a more

dynamic use of

common areas.

concept of "being at Home".

fig. 31diagram of preliminary ideas

# PROJECT PROPOSAL

# Space and Furniture Design

Our proposal foresees the project of a **custom designed space** for the new "home" of elderly people. Every detail is based on the needs of the residents. **Modular furnishings** can be assembled together, taking different configurations for each type of activity: eating, organizing shows and socializing.

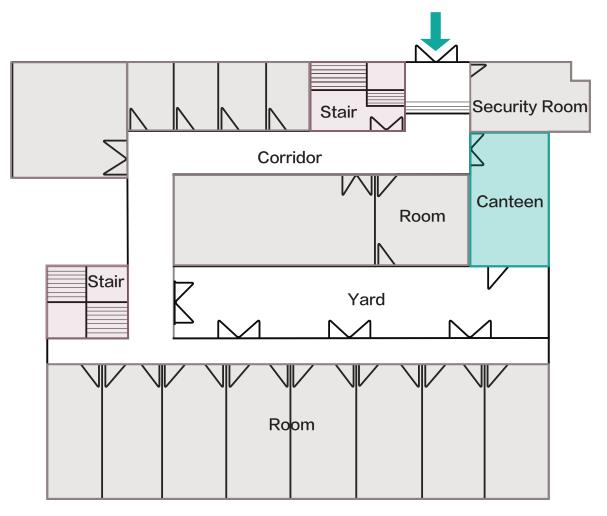


fig. 32 1F\_floor plan of the Si Ping Jing Lao Yuan

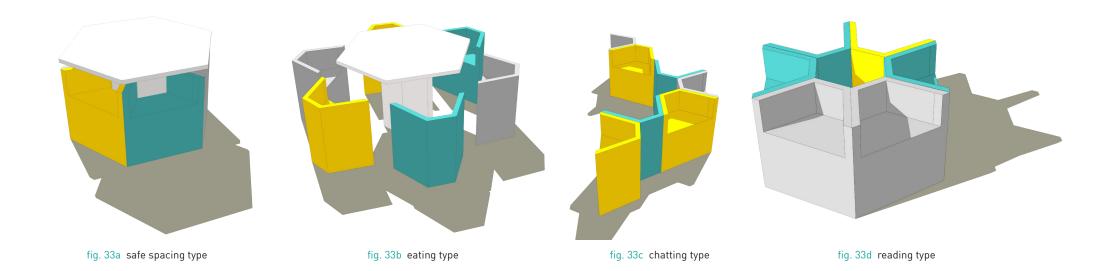
# PERSONAL BELONGINGS' ENGAGEMENT FOR THE STIMULATION OF MEMORY

Thanks to the design of new spaces, the elderly can be involved in the decorative phase through the engagement of **personal belongings**, recalling **common memories** and making the new environment a new "Home" open to everyone.



# NEW SPACES FOR COMMON ACTIVITIES

Furniture designed for new spaces will have the main goal of **versatility** and **flexibility** in adapting to different circumstances. According to their reciprocal position, they can meet different needs of residents, including: eating, doing common activities and organizing shows.



# 1. COMMON ACTIVITIES

- Doing workshops
- Chatting
- Watching movies
- Reading books

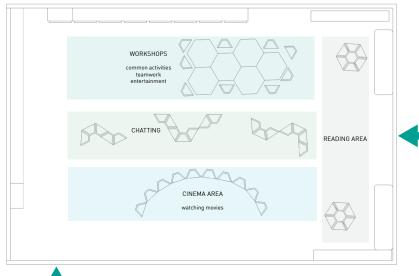




fig. 34 floor plan of the canteen - first option



# 2. EATING

- Having meals
- Having a rest
- Reading books

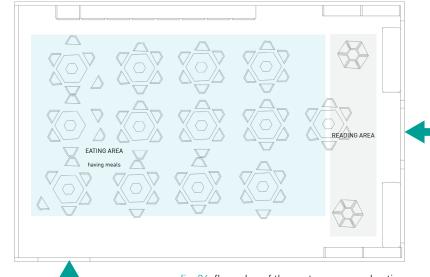




fig. 36 floor plan of the canteen - second option



# 3. MEETINGS & PERFORMANCES

- Meetings
- Having performances

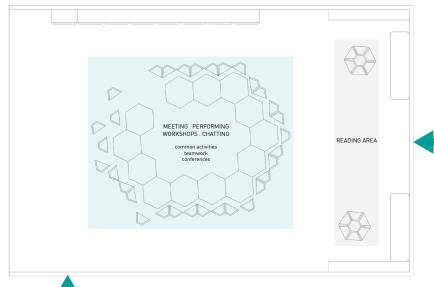




fig. 38 floor plan of the canteen - third option



"Memory as a place of discovery for Invention"

James McKeen Cattel

# LIST OF FIGURES

- fig. 1 diagram of the executive summary
- fig. 2 elderly at lunch in the canteen
- fig. 3 priliminary concept map of "Having and Experience"
- fig. 4 priliminary interview questions and concept map of Concent of "Home"
- fig. 5 priliminary concept map of "Having and Experience"
- fig. 6 priliminary map of Change of Concept of "Home"
- fig. 7 working on changing on our Issue Map
- fig. 8 process of the Issue Map
- fig. 9 discussion with Kaja Tooming Buchanan
- fig. 10 discussion with Kaja Tooming Buchanan
- fig. 11 working on the conclusion of our observation
- fig. 12 working on the conclusion of our observation
- fig. 13 working on the Issue Map
- fig. 14 working on the conclusion of our observation
- fig. 15 priliminary phenomelogical observation Issue Map
- fig. 16 priliminary phenomelogical observation Issue Map digital
- fig. 17 interview draft
- fig. 18 correction of the preliminary interview issue map
- fig. 19 team working
- fig. 20 preliminary interview results and the analysis
- fig. 21 preliminary interview results and the analysis digital
- fig. 22 diagram of Deweys theory on "Having and Experience"
- fig. 23 diagram of Change of the concept of "Home"
- fig. 24 diagram of Issue Mapping Structure
- fig. 25 diagram of our total observation time
- fig. 26 diagram of Issue Map
- fig. 27 diagram of the total interview time
- fig. 28 two interviewees in the backyard
- fig. 29 two interviewees in the backyard
- fig. 30 diagram of structure of issue map
- fig. 31diagram of preliminary ideas
- fig. 32 1F\_floor plan of the Si Ping Jing Lao Yuan
- fig. 33 idea of personal belongings of elderly
- fig. 34 floor plan of the canteen first option
- fig. 35 visualization of the first option
- fig. 36 floor plan of the canteen second option
- fig. 37 visualization of the second option
- fig. 38 floor plan of the canteen third option
- fig. 39 visualization of the third option

xièxie thank you mille grazie danke schön teşekkürler kiitos tack