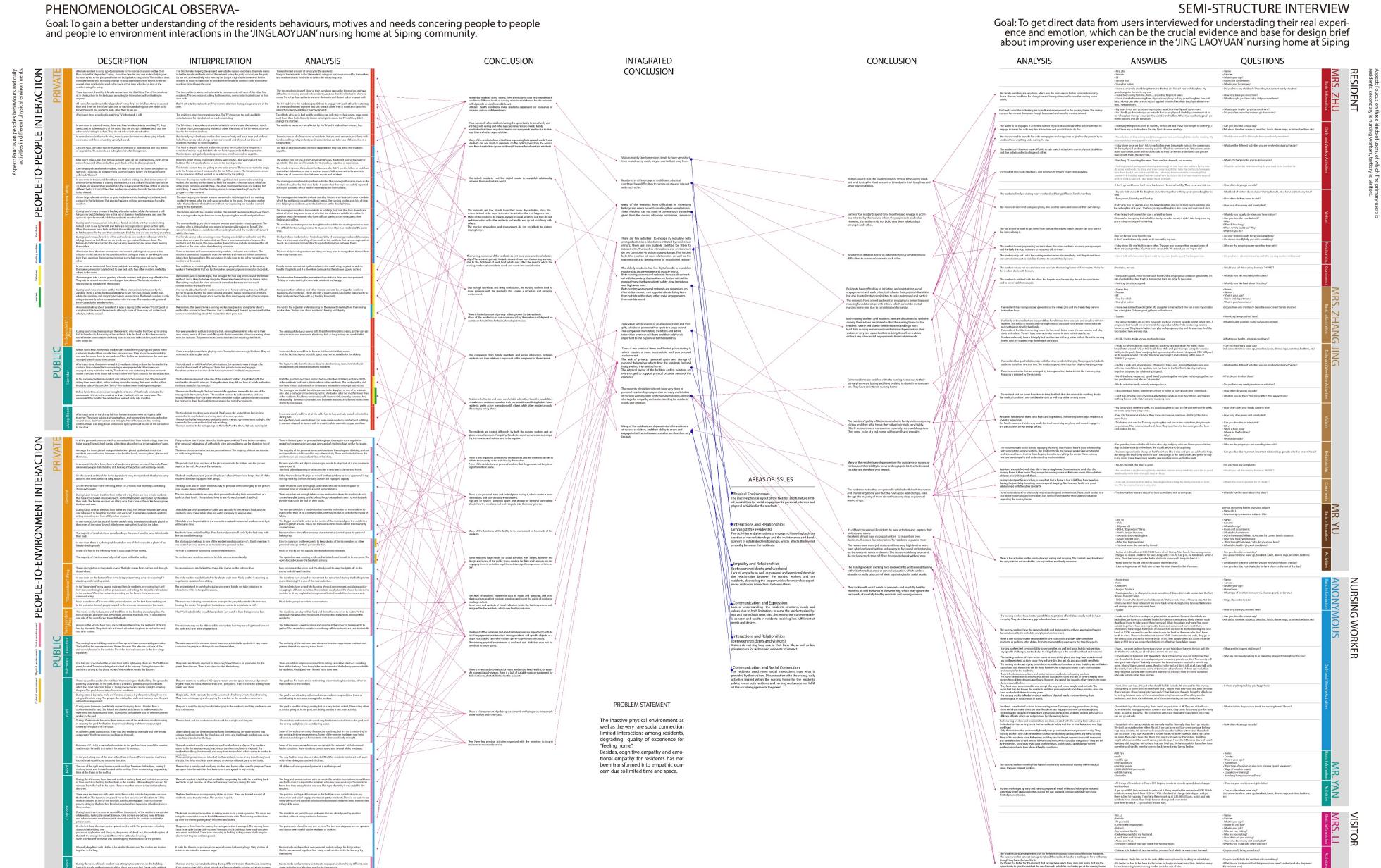
## ISSUE MAPPING: SIPING 'JING LAO YUAN' NURSING HOME

General Purpose: Facilitating an enjoyable and integrated experience for the residents at the nursing home.

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## PHENOMENOLOGICAL OBSERVATION

Goal: To gain a better understanding of the residents behaviours, motives and needs concering people to people and people to environment interactions in the 'JINGLAOYUAN' nursing home at Siping community.

		DESCRIPTION  A female resident is using a potty to urinate in the middle of a room on the third	INTERPRETATION  The two females helping the resident seems to be nurses or workers. The male seems	ANALYSIS  There is limited amount of privacy for the residents.
VATE		floor, inside the "dependent"-wing. Two other females and one male is helping her by moving her to the potty and holds her body during the process. The resident does not make resistant or show any change in facial expressions from before. There are several other residents located in the room at this time who do not look at the resident using the potty.	to be the female resident's visitor. The resident using the potty can not use the potty by her self, and need help with moving her body. It might be inconvenient for the resident to move to bathroom to unirate. When residents unirites inside room, other residents do not leave the room.	Many of the residents in the "dependent"-wing can not move around by themselv and need assistants for simple activities like using the potty.
PR		There is a room shared by 6 female residents on the third floor. Two of the residents sit in chairs, close to the beds, and are eating by themselves without talking to anyone.	The two residents seems not to be able to communicate with any of the other four residents. The two residents sitting by themselves, seems to be located close to their own beds.	The two residents located close to their own beds can eat by themselves but have difficulties in moving around independently, and are therefore limited in where to move. The other four residents are semi-dementia and do not talk or interact with
		All rooms for residents in the "dependent"-wing; three on first floor, three on second floor and three on third floor have one TV each, located alongside one of the walls turned towards the residents beds. All of the TVs are on.	The TV attracts the residents and the workers attention during a large amount of the time.	The TV could give the residents possibilities to engage with each other, by watchi TV shows and movies together and talk to each other. The TV could also cause les interactions and possibilities to engagements.
		After lunch time, a resident is watching TV in bed and is still.  In one room in the north wing, there are three female residents watching TV, they	The residents stays there expressionless .The TV show may the only available entertainment for him, but not so much interesting.  The TV attracts the residents attention while it is on, and make the residents watch	The elderly who are in bad health condition can only stay in their rooms, some ever can't leave their beds, the only leisure activity is to watch the TV and they didn't change the channel.  The residents behaviour are affected by the TV and it makes them interact less.
		are located in different parts of the room. Two are sitting in different beds and the other one is sitting in a chair. They do not talk or look at each other.  In several rooms in the north wing, there is a mix between residents lying in beds	TV rather than communicating with each other. The sound of the TV seems to be too low for the residents to hear.  Residents lying in beds may not be able to move freely and leave their bed without	There is a mix in all of the rooms of residents that are semi-dementia, residents wi
		undressed, and those are sitting up fully dressed.  On 24th April, the lunch for the residents is one dish of boiled meat and two dishes of vegetables. The residents are eating lunch in their living room.	help. There seems to be a large variation in mental and physical conditions of residents that stays in rooms together.  The food is vaguely coloured and seems to have been boiled for a long time. It consists of mainly soup. Residents do not have happy and satisfied expression.	trouble walking independently and residents that can take care of themselves in a larger extent.  The lack of alternatives and the food's appearance may can affect the residents appetite.
		After lunch time, a grey-hair female resident takes up her mobile phone, looks at the screen for around 20 seconds, then put it back on her bedside cupboard.	Residents are eating slowly and expressioness, which seemed no appetite.  It is not a smart phone. The mobile phone seems to be a few years old and has buttons. This is the only phone we saw in the nursing home.	The elderly may not use or own any smart phones, due to not having the need or possibility. This also could indicate low technology adaption or experience.
		One female yells at a female resident. Her face is tense and her brows are tighten as she yells: 'I told you, do not pee if you haven't finished lunch!'The female resident yells back, 'I know!'	The female women that are yelling seems to be a nurse. The nurse seems to be angry with the female resident because she did not follow orders. The female seems aware of this order and did not seemed to be affected by the yelling.	The resident ignored the order, either because she didn't want to follow or could control her defecation, or due to another reason. Yelling seemed to be an established way of communication between nurses and residents.
_ _ _	/ing	In one room in the second floor there is a resident sitting in a chair in the centre of the room. Another man is shaving the resident. He sits still and focus his eyes on the TV. There are several other residents I in the same room at the time, sitting or lying in different beds. 2-3 out of the other residents are looking towards the man that is	The man shaving the resident is a middle-aged man that seems to be a nursing worker. The nursing worker seems to help the resident in his own room, while the other room members are still there. The other room members are just looking but not talking. It seems that the shaving process is more interesting than the TV	The nursing workers tends to perform activities like shaving in the same room as residents live, close by their own beds. It seems that shaving is not a daily repeate activity or scenario, which made it more attractive for residents.
	ependent"Wing	being shaved.  A man helps a female resident to go to the bathroom by leading her, without body contact, to the bathroom. This process happens without any expression from the resident.	program at that moment.  The man helping the female resident seems to be middle aged and is a nursing worker. He seems to be the only nursing worker in the room. The nursing worker takes the resident to the bathroom without her expressing her need or want of	The nursing worker handles a whole room by his own and has a bathroom schedu which has nothing to do with residents' needs. The nursing worker puts lots of tin into helping the residents go to the bathroom at the decided times.
	"Depen	During lunch time a woman is feeding a female resident while the resident is still lying in her bed. She feeds him with a set of stainless steel tableware, and uses the	going to the bathroom.  The female seems to be a nursing worker. The resident seems unwilling to eat hence the nursing worker try to force her to eat by opening her mouth and put in food.	The nursing workers feed the residents as fulfilling their task that they do not care about whether they want to eat or whether the dishes are suitable to resident's appetite. And the residents who have difficult speaking can not express their
		spoon to open her mouth while the resident's mouth is closed.  During lunch time, a woman is feeding a female resident, another resident siting behind is left to eat by herself, and there are no chopsticks or spoon on her table.  When the women turns back and finds the resident eating without tools, then she go	The woman feeding one of the resident workers seems to be a nursing worker. The resident who is sitting by her own seems to have trouble eating by herself. She doesn't notice there is a residents without eating tools. And the resident left doesn't	feelings and willing.  The resident can not express her thoughts and needs for the nursing worker to he lt is difficult for the nursing worker to focus on more than one resident at the sam
		to fetch a spoon for her and then continue to feed the one she was working on before.  During lunch time, a female in white clothes feeds one resident with soup while he is lying down in a bed. There are no words nor eye contact between them. The female do not look around in the room during several minutes when she is feeding	ask for the nurse.  The female seems to be a nursing worker helping a bedridden resident to eat. The nurse does not make the resident sit up. There is no communication between the residents and the nurse. The nurse worker does not have a whole assurement for all	The bedridden residents have limited capability of expressing needs and the nurshave a limited understanding of the needs of the residents that can not express the needs. No communication and exchanges of information between them.
		the resident.  After lunch time, there are several men and women walking out to spend a few minutes on the balcony in the sunshine, either sitting on chairs or standing. At some	residents and the nurse. The nurse worker does not have a whole assurement for all residents in the room when she is feeding someone.  Some of the men and women are nursing workers, and some are residents. The residents seems to sit separately from the workers and there are limited amount of	The task of the nursing workers are tiring and they tend to escape from the reside when they want to rest.
		time there are more than one man/woman in one balcony were talking to each other.  In one room at the second floor, three residents are using spoons to eat by	interaction between them. The nurses tend to talk more to the other nurses than the residents at this point.  Two residents are receiving help from two other people that seems to be nursing workers. The residents that each but he meshage are using speeps instead of short-likes.	Residents who can not eat by themselves in the north wing may not be able to
		themselves, everyone located next to one bed each. Two other residens are fed by others in the room.  A woman goes into a room, greeting a female resident, and give a bag of fruit to her. They talk for several minutes then dropped into silence. The female resident is	workers. The residents that eat by themselves are using spoons instead of chopsticks.  The women, who is middle aged, that brought the fruit bag seems to visit the female resident, and is likely to be her daughter. The resident seems happy to have a visitor. The visiting only lasts for a few minutes. It seems that there are not too much	handle chopsticks and it is therefore common for them to use spoons instead.  The interaction between the resident and her visitor is short and non-personal. Visiting or visitors with gifts can make residents feel happy.
		smiling during the talk with the woman.  During lunch time in a room on the third floor, a female resident seated by the window. There is a man feeding and talking to her. Her eyes focuses on the man,	communication during the visit.  The man feeding the female resident seems to be her son visiting. It seems difficult for her to speak fluently but she is smiling and had a happy expression on her face.	Companion from relatives and other visitors seems to be a trigger for residents happiness and wellbeing . There are only a few residents having the opportunity
		while she is smiling and clapping her hands several times. The female resident is only using a few words in her communication with the man. The man is smiling several times towards the female resident.  A woman is talking about a resident. A man is saying to the woman "it's not good to	The visitor looks very happy and it seems like they are enjoying each others companion.  The woman, that seems to be a nursing worker, is expressing complaints about a	have family visit and help with e.g. feeding frequently.  The visitor has a greater understanding for the resident's feeling than the nursing worker does. Visitors care about residents's feeling and dignity.
	dent"	complain in the face of the residents although some of them may not understand what you talking about."	resident for anyone to hear. The man, that is middle-aged, doesn't appreciate that the women is complaining about the residents in their presence.	worker does. Visitors care about residents's feeling and dignity.
	"Independ Wino	During lunch time, the majority of the residents who lived in first floor go to dining hall to have lunch. A minority of the residents take the food back to their rooms to eat, while the others stay in the living room to eat and talk to others, some of which with radios on.	Not every residents eat lunch at dining hall. Among the residents who eat in their own rooms, several of them are talking with their roommates, others are eating alone with the radio on. They seems to be comfortable and are enjoying their lunch.	The setting of the lunch seems to fit the different residents needs, as they can either in their own room or in the dining hall, as long as they are comfortable.
		Before lunch time, two female residents are seated there playing card games in the corridor in the first floor outside their private rooms. They sit on the seats and skip one seat between them to put cards on. Their bodies are twisted since the seats are arranged linearly along the corridor.	There are only two residents playing cards. Three chairs are enough for them. They do not need a table to play cards.	Some residents would like to have activities outside their rooms.  And the facilities layout in public space may not be suitable for the elderly.
PUB		After lunch time, there were several(4-5) residents sitting on benches located in the corridor. One male resident was reading a newspaper while others were not engaged in any particular activity. The distance was quite long between residents seated there, and they didn't talk to each other with faces towards the same direction.	This indicated on mild level of social initiations. But residents were sitting in the corridor shows a will of getting out from their private rooms and engage.  Residents seated on benches did'nt have eye contact and facial engagement.	The layout for the benches towards same direction may cannot initiate facial engagement and interaction among residents.
	Corridor	In the corridor one female resident was talking to two women. The other residents sitting there were silent, either looking around or resting their eyes on the wall on the other side of the corridor. Two of the residents were reading a newspaper.	The two females seemed to be one of the residents' visitors. They talked with the resident for almost 10 minutes. During this time, they did not look at or talk with other residents seated in the corridor.	Both the residents and their visitors had no intention of talking with any of the other residents and kept a distance from other residents. The residents that did not have visitors did not seek or initiate any interactions amongst each other.
		Before lunch time, one woman brought food to one of the female residents. The woman said it is ok to the resident to share the food with her roommates. The women left the food by the resident and walked back, into an office.	The woman that brought the food was middle aged and seemed to be one of the managers in the nursing home. The resident seemed to be her mother, and was treated differently than the other residents. And the middle-aged woman encouraged her mother to share food with her roommates but not other residents.	The manager has double identities, as she is the daughter of one of te resident and also a manager of the nursing home. She looked after her mother more the other residents. Residents were not equally treated with empathy concern. An relationship between roommates and between residents in different rooms we distinctly considered.
	Living Room	After lunch time, in the dining hall two female residents were sitting at a table together. They were talking and sharing food, and were smiling towards each other several times. Another woman was sitting by her self near a window, sewing clothes. A man was lying down with closed eyes by him self on one of the sofas close to the door.	The two female residents were around 70-80 years old, seated there face to face, seemed to be comfortable and enjoy each others companion.  The woman by the window was probably sitting there to get some more sunlight. She seemed to be quiet and indulged into working.  The man seemed to be taking a nap on the sofa. And the dining hall was quite quiet.	It seemed comfortable to sit at the table face to face and talk to each other in t dining hall. Indulged into one's own hobbies can make some residents satisfied and fulfilli It seemed releaxed to lie on a sofa in a quiet public area with proper sunshine.
ATE		In all the personal rooms on the first, second and third floor in both wings, there is a locker placed by each bed, having a few items placed on top in the majority of cases.  Amongst the items placed on top of the lockers placed by the beds inside the	Every resident has 1 locker placed by his/her personal bed. These lockers contains their personal belongings, of with which a few personal items can be placed on top of it.  The items placed on the lockers are personal items. The majority of these are associations and the contact of the con	There is limited space for personal belongings, there ay be some regulation regarding the amount of personal items and all residents have similar furniture.  The majority of the personal items are items used for eating and drinking, and
≥ ≥		residents personal rooms, there are water bottles, bowls, spoons, plates, glasses and thermoses.  In a room at the third floor, there is a handprinted picture on one of the walls. There	ed with eating/drinking.  The people that stops and look at the picture seems to be visitors, and the picture seems to be a gift for one of the residents.	not items that could be used for any other activity. There are limited of items the residents can use for social activities or hobbies,  Pictures and other art objects encourages people to stop, look at it and commicate around it.
		are several people that standing still, looking at the picture and exchange words.	seems to be a girt for one of the residents.	
٩		On the second and third flor in the dependent wing, there are beds that have a lamp	The beds are the residents personal beds, and a few of them have lamps. Not all of the residents beds are equipped with lamps	This kind of handpainting or other pictures is very rare in the nursing home.  Either there is limited budget or no will for the resitdents to have a personal la
<u> </u>		On the second and third flor in the dependent wing, there are beds that have a lamp above it, and beds without a lamp above it.  On the second floor in the left wing, there are 2-3 beds that have bags containing items underneath.	The beds are the residents personal beds, and a few of them have lamps. Not all of the residents beds are equipped with lamps.  The bags with articles under the beds may be personal items belonging to the person who usually sleeps in that bed.	This kind of handpainting or other pictures is very rare in the nursing home.
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Music came from a TV in one of the personal rooms, on the first floor, reaching out to the entrance. Several people located in the entrance comments on the music.  The rooms on the first, second and third floor in the building are rectangular. T	residents beds are equipped with lamps.  The bags with articles under the beds may be personal items belonging to the person who usually sleeps in that bed.  The two female residents are using their personal locker, by their personal bed, as a table for their lunch. The residents have to lean forward to reach their food.  The tables are both a one-person table and can only fit one persons food, and the residents using these tables does not eat in company by anyone else.  This table is the largest table in the room, it's is suitable for several residents to sit by it at the same time.  Residents have unified beddigs. They have only one small table by the bed side, with few personal belongings.  The photograph belongs to one of the residents and is a picture of a family member. It was located on what seems to be the residents personal locker.  The fruit is a personal belonging to one of the residents.  The workers and residents wants to be able tomove around easily.  The private rooms are darker than the public spaces on the bottom floor.  The male resident needs his stick to be able to walk more freely and he is standing up to get some variation from sitting.  The residents tend to switch physical environment but do not take initiations to interactions while in the public spaces.  The music are initiating conversations amongst the people located in the entrance, hearing the music. The people in the entrance seems to be visitors or staff.  The TV is located in the way all the residents can watch it from their personal bed.  The residents may not be able to talk to each other, but they are still gathered around the table and have facial engagement.  The plants are directly exposed for the sunlight and there is no protection for the plants and have facial engagement.  The plants are directly exposed for the sunlight and there is no protection for the plants from the sun. There is no place to sit at the balcony.  The people which seems to be workers seemed all to hurry over to the other wing. They were not stopping	Either there is limited budget or no will for the residents to have a personal lar (for e.g. reading). Devices for daily use are not equipped equally.  Some residents store belongings under their bed due to limited space for personal items or regulations around personal items.  There are ether not enough tables or any motivations from the residents to eat somewhere else. Eating by the lockers forces the residents into a uncomfortabl posture that could be bad for their backs.  The one-person table is used either because it is preferable for the residents to use it rather than sit by a ordinary table, or it may be due to lack of other types tables.  The bigger round table acted as the center of the room and gave the residents place to gather around. This is not the case in other rooms where there are only smaller tables.  Residents have almost few personal characteristics. Limited space for personal belongings.  It is not common for the residents to keep photos of family members or other personal belongs on their personal locker.  Fruits or snacks are not equally distributed among residents.  The open doors are creating a culture that is is allowed to walk in to any room, open doors decreases the habitants privacy.  Less sunshine in the room, and the elderly used to keep the lights off, so the rooms look dim and inactive  The residents have a need for movement but some tend staying inside the privoom. Watching TV is one of the main activities.  This residents have a need of changing physical environment, socialising and/engaging in different activities. The residents usually take the closest bench in corridor to sit on, maybe due to shyness or limited possibilities for movement.  Music helps people to initiate conversations.  The residents can stay in their bed, and do not have to move to watch TV. This decreases the amount of movement and potential interactions amongst the residents.  The vard has few items and is not inviting or contributing to activities, either for the residents can stay in their bed, and do
Name	Yard Balconies Elevators "Independent" Wing "Dependent" Wing	above it, and beds without a lamp above it.  On the second floor in the left wing, there are 2-3 beds that have bags containing items undermeath.  During lunch time, in the third floor in the left wing, there are two female residents that have food placed on a locker each. Both of the lockers are located by the side of their beds. The female residens are sitting on a chair close to the locker, leaning over the food and eats.  During lunch time, in the third floor in the left wing, two female residents are using one table each to have their food on, and eat tunch. The females residents are using one table each to have their food on, and eat tunch. The females residents are both sitting several meters from all the other residents.  In one room 303 on the second floor in the left wing, there is a round table placed in the center of the room. Several elderly were eating their lunch by the table.  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The rooms on the first, second and third floor in the building are rectangular, The beds inside are placed in one or two lines alongside the walls. The TV is located b	residents beds are equipped with lamps.  The bags with articles under the beds may be personal items belonging to the person who usually sleeps in that bed with a subject of their funch. The residents are using their personal locker, by their personal bed, as a table for their funch. The residents have to lean forward to reach their food.  The tubies are both a one-person table and can only fit one persons food, and the residents using these tables does not eat in company by anyone else.  This table is the largest table in the room. It's is suitable for several residents to sit by it at the same time.  Residents have unified beddigs. They have only one small table by the bed side, with few personal belongings.  The photograph belongs to one of the residents and is a picture of a family member. 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SITE: Siping 'Jing Lao Yuan' Nursing Home
No.63, No.63 Neighbourhood TieLing Road, Shanghai 200092, P.R.China COURSE NAME: Experience Design COURSE CODE: 2270033

## Within the residents' living rooms, there are residents with very varied health conditions. Different levels of nursing mixed make it harder for the residents to find people to socialise and interact. Different health conditions make residents dependent on assistance of nurses or visitors in different ways. There were only a few residents having the opportunity to have family visit and help with eating and other basic activities. Visitors mainly family membetends to have very short time to visit every week, maybe due to their busy lives and other responsibilities. Many of the residents have a hard time expressing feelings and needs. These residents can not insist or comment on the orders given from the nurses, who from time to time ignore or diminish the needs and wants of residents. The elderly residents had few digital media to esatablish relationship between them and outside world. The residents get low stimuli from their every day activities, since the residents tend to be more interested in activities that not happens every Many of the residents do want to engage in social activities, but they do not seek interaction with other residents and tend to end up not socialising with The inactive atmosphere and environment do not contribute to visitors The nursing workers and the residents do not have close emotional relationships. The residents get only limited amount of care from the nursing workers,- $/\!/$ due to the high level of work load, which may affect the level of which the $\, ullet \,$ nursing workers take residents needs and wants into consideration. Due to high work load and tiring work duties, the nursing workers tend to loose patience with the residents. This creates a uncertain and unhappy There is limited amount of privacy in living room for the residents. Many of the residents can not move around by themselves and depend on assistance for activities for basic physiological needs. The companion from family members and active interaction between residents and their relatives is important to the happiness for the residents. Residents feel better and more comfortable when they have the possibilities to make own decisions based on their personalities and living habits. Some residents prefer active interaction with others while other residents would like to enjoy being alone. The residents are treated differently by both the nursing workers and are given unequal amount of empathy. Residents receiving more care and empathy from nurses and visitors tend to be happier. There is few organised activities for the residents and the residents are left to initiate the majority of the activities by themselves. A few of the residents have personal hobbies that they pursue, but they tend There is few personal items and limited place storing it, which creates a more minimalistic and non-personal environment. The lack of privacy, personal space and storage of personal belongings affects how the residents feel and integrate into the nursing home. Many of the furnitures at the facility is not customised to the needs of the Some residents have needs for social activities with others, however the design and layout of the public space, existing facilities and furniture are not engaging them in activities together and damage the experience of interac-

The level of aesthetic experience such as music and paintings and vivid plants caring can affect residents emotions and boost the spirits of residents-

The layout of the furnitures and objects inside rooms are important to initiate facial engagement or interaction among residents and specific objects, as a larger round table, can make resident gather together unconsciously. The existing physical environment is enclosed and dark that may not be

There is a need and motivation for many residents to keep healthy, for exam-

ple by exercising. However, there is a lack of suitable exercise equipment for

daily motion and rehabilitation for the resident.

Some icons and symbols of visual indication inside the building are not well designed for the residents, which may lead to confusion.

There is a large amount of public space currently not being used, for example at the rooftop and in the yard. They have few physical activities organised with the intention to inspire and high work load. from outside world. integrate into the nursing home.

INTAGRATED

SEMI-STRUCTURE INTERVIEW Goal: To get direct data from users interviewed for understading their real experience and emotion, which can be the crucial evidence and base for design brief about improving user experience in the 'JING LAOYUAN' nursing home at Siping community. .

process of application and check-in, the process of check-out, the work discipline of and seems out dated. There is no one using or looking at the posters which may be

A laundry bag filled with clothes is located in the staircase. The clothes are twisted

It looks like there is no proper places around rooms for laundry bags. Dirty clothes of

residents are mixed in common bags .

Later, the female resident was not sitting there any more, but then a male resident there to get a view of the street outside and have probably no other activity to engage social, activities to make time pass by, by themselves.

During lunchtime in a room at second floor the majority of the residents are assisted

The female assisting the resident in eating seems to be a nursing worker. The nurse are

The residents are forced to use tableware that are already used by another

has a time table for the daily routine. The maps of the buildings have small mistakes

During the noon, a female resident was sitting by the entrance on the building. The man and the women, both sitting during different times in the entrance, are sitting Residents do not have many activities to engage in and tend to try different, non

using the same table ware to feed different residents with. The nursing worker cleans resident, without being washed in between.

while eating, having the same tableware. One women are putting away leftovers

and tableware after meal into a table drawer located in the corridor outside the

On the first floor, there are posters placed on the walls. The posters are including

levels. No resident or worker was seen stopping there and look at the posters.

the staff, the charge standard, different time tables for 3 nursing

Residents do not have their own personal baskets or bags for dirty clothes.

Clothes are washed together. And many residents do not do the laundry by

The posters show how the nursing home organisation is arranged. The nursing home

The posters are placed for any one to view. The text and diagrams are not updated

	QUESTIONS	ANSWERS	ANALYSIS
$\supseteq$	<ul><li>Name:</li><li>Gender:</li><li>What is your age?</li></ul>	Mrs. Zhu     Female     98	
<b>∠</b> Ition	• Room and department:	Second floor     Shanghai native  I have a son and a granddaughter in her thirties, she has a 4-year-old daughter. My	
MRS. Z	How long have you lived here?     What brought you here / why did you move here?	granddaughter lives with my son.  I have been living here forhum(counting fingers) 6 years.  I lived alone before moving here. My son is very busy and my granddaughter lives with	Her family members are very busy, which was the main reason for her to move to nursing home. She has lived here for a long time and have gotten used to how the nursing home
	• What is your health / physical conditions?	him, nobody can take care of me, so I applied for a bed her. After the physical examination, I settled down.  • My heart is not very good and my legs are weak, I can hardly walk by my own.	works.
	Do you often leave the room or go downstairs?	<ul> <li>No I hardly go downstairs or go outside due to my physical disability, sometime I sit in my wheelchair then go around in the corridor in this floor. When the weather is good I go to the balcony and get some sun.</li> </ul>	Her health condition is limiting her to walk and move around in the nursing home. She mair stays on her current floor even though has a need and want for moving around.
se	Can you describe a usual day?  (Ask about timeline: wake up, breakfast, lunch, dinner, naps, activities, bedtime, etc)	<ul> <li>Not many things to do even if I want to, I'm too old and I have no strength to do things. I don't have any activities durin the day, I just do some readings.</li> </ul>	She wants to be engaged in activities, but her physical disabilities and the lack of activities tengage in leaves her with very few alternatives and possibilities to do this.
Activities	What do you read? Is it brought from your family members?	•The relatives of that elderly took this magazine here and brought it to me for reading. My soon also takes newspaper for me to read.	Her visitors need to provide her with newspapers and magazines to give her the possibility read and have anything to do during the day.
		• I stay alone since we don't talk to each other, even the people living in the same room.  We have physical problems moving and it's difficult to communicate. We can not under-	The residents in this room have difficulty to talk to each other both due to physical disabiliti
and Weekly	• What's the happiest for you to do everyday?	stand each other, some are too old to talk, so they can't even understand that you are talking with them. We don't talk  • Watching TV, watching the news. There are five channels, not so many	and due to lack understanding each other.
i <u> </u>		Nothing special, eating and sleeping are enough for me. I can sew buttons by my own, do some handwork. It's tiring and time-consuming if they take the clothes to home and	
Da		take them back, I can do it myself if I can. (showing the sweater she is wearing) This sweater is knitted by myself before I came here, but I can't do this now since I'm too old and my neck is bad and I don't have much strength.	The resident tries to do handwork, and activities by herself, to get time going by.
	How often do you go outside?  What kind of visitors do you have? (family friends etc.) Same visitor over time?	• I don't go back home, I will come back when I become healthy. They come and visit me.	
	<ul><li>What kind of visitors do you have? (family, friends, etc) Same visitor every time?</li><li>How often do they come to visit?</li></ul>	<ul> <li>My son visits me with his daughter, sometime together with my great-granddaughter as well.</li> <li>Every week, Saturday and Sunday</li> </ul>	The residents' family is visiting every weekend and brings different family members.
	How long does every visit usually last?	•They only stay for a while since my granddaughter also live in their home, and she also has a daughter of 4 years. She(her great-granddaughter) also come and visits me if she's	Her visitors do not tend to stay very long, due to other wants and needs of their own family.
Visitors	<ul><li>What do you usually do when you have visitors?</li><li>Can you describe your last visit?</li><li>-Who?</li></ul>	<ul> <li>They bring food for me, they stay a while then leave.</li> <li>It was after the spring festival(all the family member came), it didn't take long since my grand daughter argued for leaving.</li> </ul>	
>	-When & how long? -Where (in the facilities)?-Why? -What did you do?		She has a need or want to get items from outside the elderly center, but she can only get it her visitors bring it.
	<ul><li>Do your visitors usually bring you something?</li><li>Do visitors usually help you with something?</li></ul>	<ul> <li>My son brings some food for me.</li> <li>I don't need others help me to eat, I can eat by my own.</li> </ul>	. Her visitors string it.
nship	Who are the people you are spending time with?	• I stay alone. We don't talk to each other. They are way younger than me and some of them are younger than 70, while we're around 90. We are old, we are "super-old".	The resident is mainly spreading her time alone, the other residents are many years younge and she feels she does not want to or cannot talk to them.
ents Relationship	Do you have a close relationship with the nursing worker in this room?	• I don't talk with her unless I can't walk by my own, I walk myself if as long as I can.	The resident only talks with the nursing workers when she need help, and they do not have any conversation just to socialize. She tries to do activities by herse
		• Home ismy son.	The resident values her son and does not associate the nursing home with her home. Home her is when she is with her son.
Comments	What do you like least about this place?      What do you like least about this place?	•This place is good, I won't come back home unless my physical condition gets better. I'm old, maybe today I feel fine but tomorrow I feel I am close to pass away.	The resident is satisfied with the place, but hope to may be one day she will become better and to move back home again.
ပ ပ	• What do you like least about this place?      • Name:     • Gender:	Nothing, this place is good.      Zhang Jing     Female	
Ž	<ul><li>Gender:</li><li>What is your age?</li><li>Room and department:</li><li>What is your hometown?</li></ul>	<ul><li>Female</li><li>88</li><li>First Floor 103</li><li>Shanghai native</li></ul>	
T T mtion		• I have one son and one daughter. My daughter is married and she has a son; my son also has a daughter. Girls are good, girls are well-behaved.	The residents has many younger generations. She values girls and she thinks they behave better than boys.
HANG J Basic Inforamtion	How long have you lived here?      What brought you here / why did you move here?	<ul> <li>3 years.</li> <li>My family members are all very busy with work, so it's more suitable for me to live here.</li> </ul>	The family of the resident are busy and they have limited time take care and socialise with
HA Basic I		proposed that I could move here and they agreed, and they help contacting nursing home for me. This place is better, I can play mahjong every day and do exercises. And the two leaders here are very nice.	resident. She asked to move to the nursing home so she could have a more comfortable lift and not take up time for her family.  The resident feel that the nursing home fits her needs better since she can exercise and plocards with others. There is have more activities involve in than in their own home.
	•What is your health / physical conditions?	• It's Ok, I had a stroke so now my hands shake.	Residents who only have a little physical problem are still very active in their life in the nur home. They are satisfied with their health condition.
es es	Can you describe a usual day?  (Ask about timeline: wake up, breakfast, lunch, dinner, naps, activities, bedtime, etc)	• I wake up at 4:00 and do some exercise, wash my face and brush my teeth; I have breakfast at around 5:30; at 6:00 I walk for a while and pull the rope (using the exercise facility in the yard). I play mahjong during morning; after lunch I sleep until 2:00-3:00pm. I	
MRS Activities		go to sleep at around 7:30 after finishing watching TV and listening to the radio of "SUNSET" program.	The resident has good relationships with the other residents that play Mahjong, which is b
ekliny A		<ul> <li>I go for a walk and play mahjong, afterwards I take a rest. Among the mates who play with me, two of them live upstairs, one live here (in the first floor). We play mahjong together everyday, our relationship is good.</li> </ul>	residents from floor one and two. The residents spend time together playing Mahjong, every there is no activities that are arranged by the organisation, but activities like the every day Mahjong is initiated by the residents.
We	, ,	<ul> <li>•We all live here, we are not "good friend", just at together and play mahjong together, not too good nor too bad. We are "playmates".</li> <li>•We do activities freely, nobody arranges for us.</li> </ul>	Manjong is initiated by the residents.
Daily and	How often do you go outside?	• I do come back home, sometimes I return to home to have a look then I come back.	The resident visit her home from time to time, but feels that she can not do anything due to
Da	What do you do then? How long? Why? Who are with you?	• I just stay at home since my stroke affected my hands, so I can do nothing, and there is nothing for me to do. But, I can play mahjong here.	her medical condition, and can therefore just as well stay at the nursing home.
	How long does every visit usually last?	My family visits me every week, my granddaughter is busy so she visit every other week, my soon come here every week.  They stay for around one hour they some and see me one hour shatting. They bring	
Visitors	How long does every visit usually last?      Can you describe your last visit?	<ul> <li>•They stay for around one hour, they come and see me, one hour, chatting. They bring some fruits.</li> <li>•The lastest visit was last Tuesday, my daughter and son-in-law visited me, they brought</li> </ul>	Residents' families visit them with fruits and ingredients. The nursing home helps residents cook the ingredients.  Her family comes and visit every weak, but tend to not stay very long and do not engage in
	<ul><li>- Who?</li><li>- When &amp; how long?</li><li>- Where (in the facilities)?</li><li>- Why?</li></ul>	me potatoes. They were washed and clean. They took them to the nursing worker here and cooked for me.	any particular activities except talking.
	What did you do?  Who are the people you are spending time with?	• I'm spending time with the old ladies who play mahjong with me, I have good relation-	
hip	Can you describe your most important relationships (people who live or work here)?	ship with the nursing worker here, she would help me to do anything.  •The nursing worker (in charge of first floor) here. She is nice and you can ask her for help, she brings the food to my room if I don't want ot go to the living room, and prefer to stay	The residents main social activity is playing Mahjong. The resident have a good relationship with some of the nursing workers. The resident thinks the nursing workers are very helpful and nice, and have a trust in them helping her with everything she needs. These nursing
Relationship	• Do you have any complaints?	in my room. I have been living here for years and we know each other well.  • No, I'm satisfied, this place is good.	workers have empathy and understanding for the resident.
	Would you call this nursing home as "HOME"?	• For now here is my home, my family members visit me every week, it's good. I'm in good relationship with them thought they are busy.	Residents are satisfied with their life in the nursing home .Some residents think that the nursing home is their home.They accept the nursing home as their new home although the children are not living with them.
nts	What's the most important for "A HOME"?	• I can eat, do exercise after eating. Sleeping and exercising. My family comes and visits me. The two nurses here are very nice.	An important part for according to a resident that a home is that is fulfilling basic needs as having the possibility for eating, exercising and sleeping. Also having a family and good relationships with the other residents.
omments	What do you like most about this place?	• The two leaders here are nice, they treat us well and visit us every day.	Some residents tend to repeatedly emphasize the good environment. There could be due t fear about expressing any complaints and being responsible for their unkind evaluation
	person answering for the interview subject		regarding the nursing home
Kijon	- Namo:Ms Li		
Activities Basic Information	<ul><li>Name:</li><li>Gender:</li><li>What is his age?</li><li>Room and department:</li></ul>	<ul> <li>Mr. Yu</li> <li>Male</li> <li>80 years old</li> <li>303-3, "Dependent" Wing</li> </ul>	
	<ul> <li>What is his hometown?</li> <li>Do he have any children? / Describe his current family situation:</li> <li>How long have he lived here?</li> </ul>	North Jiangsu Province.  Two sons and one daughter.  Seven to eight years.	
	What brought him here / why did you move here? What is his health / physical conditions?	After two big operations.     He can't move. But can eat by himself.	
	<ul> <li>Can you describe a usual day?</li> <li>(Ask about timeline: wake up, breakfast, lunch, dinner, naps, activities, bedtime, etc)</li> </ul>	• Get up at 5. Breakfast at 5:30. 10:30 lunch which I bring. After lunch, the nursing worker changes his diaper. And then he takes a nap until 2:30. At 5:30 p.m., he has dinner, which I bring. Then the nursing worker helps him to do some wash. He go to bed at 7.	There is few activities for the resident except eating and sleeping .The contents and timeling
	<ul> <li>What are the different activities you are involved in during the day?</li> <li>Can you describe your day today (so far + plans for the rest of the day)?</li> </ul>	<ul><li>Being taken by his old wife to the gate in the wheelchair.</li><li>The nursing worker will help him to have his head shaved in the afternoon.</li></ul>	the daily activies are decided by nursing workers and family members.
	• Name:	• Anonymous	
matio	Gender: What is your age? Hometown:  What is a facilities (company to be because the decrease).	Male     Unknown     Jiangsu Province	
YMOUS Basic Information	<ul> <li>What type of position (nurse, cook, cleaner, guard, leader etc.):</li> <li>Wage (if possible to ask):</li> </ul>	<ul> <li>Nursing worker, in charge of a room consisting of dependent male residents in the first floor, in the right wing.</li> <li>3000+/month. We don't have holidays at all. We have to be here 24 hours a day. Not like</li> </ul>	
	• How long have you worked here?	others, we don't have holidays. If we come back home during Spring Festival, the leaders will arrange one person to work here.  • 7 years	
Z	Can you describe a usual day?  (Ask about timeline: wake up, breakfast, lunch, dinner, naps, activities, bedtime, etc)	• I wake up 4:15 in the morning everyday, winter or summer. Because the elderly are bedridden, we have to scrub their bodies for them. In the morning, I help them to wash	The nursing workers have limited possibilities to get time off and does ususlly work 24 hou everyday. They don't have any gap or break to have a real rest.
		their face. I have to take care of them by myself. When they sleep and we're free, we sit outside together. I have to bring food to them, and some need me to feed them.  Afterwards I have to give them pills. At around 8:00 we have to do the cleaning. We have lunch at 11:00 we need to use the mixer to mix the food for the ones who don't have	The nursing workers have the same schedule and daily routines, without any major change
$\overline{A}$		lunch at 11:00, we need to use the mixer to mix the food for the ones who don't have teeth to chew. I have to feed them at around 10:40. For those who can walk, they go to the dining room and eat by themselves at 10:00. They usually sleep at 7:00pm while we sleep at 8:00 since we have other duties to do after they have fallen asleep.	for variations of both work duty and physical environment.  There is one nursing worker responsible for one room each, and they take care of the residents, or perform other duties, from the moment they wake up to the time they go to
and Weekly Activities	What are the biggest challenges?	Hum we work far from hometown, since we got this job we have to the job well. We do this for the elderly, we all will also become old one day	Nursing workers feel a responsibility to perform the job well and good but do not mention any specific challenges, probably due to a big challenge is the overall workload and responsibility.
	Who are you usually talking to or spending time with throughout the day?	<ul> <li>I mainly stay in this room with the elderly. I talk to them,"now you can not move, then you should settle down here and spend your remaining years in comfort. The society will take good care of you" Basically everyone has labor insurance except the ones in my</li> </ul>	The nursing workers left their home towns to work at this place, and they have a understaning for the residents as they know they will one day also get old and also might need help.
		room. Most of them can not speak, they lay in the bed and don't talk at all. I also talk with the elderly from other rooms, some of them can talk and some of them can walk, then they may walk outside their rooms and exercise for a while. There are some old ladies	The nursing worker are trying to convince the residents from time to time that they are well care of and that the society will be there for them. He is trying to create a safe and trustable environment for the residents.
		who talk outside when they are free.	There is limited conversations and topics between residents and nursing workers.  The nurse have a need to involve in activities outside her room and talk to others, mainly ot nurses, from different rooms and floors. However, she spend the majority of her time in the she is responsible for.
	Is there anything making you happy here?	<ul> <li>Humhow can I say It's just what should be like outside. We are used to this anyway, after getting to know with the elderly for years. I know what they want and their personal characteristics. I have basically known well of their features. I have to bring the elderly up</li> </ul>	They have been accustomed to and accept the way and mode people work outside. The nurse feel that she knows the residents and their personal needs and characteristics, since shave worked with them for many years.
		for eating, because some of them can not move by themselves. When they use the bathroom, and sit on the toilet seat, all of them are relaying on me to help them.	The nursing worker talked a lot about residents' physical needs , not mentioning their psychological or social needs or wants.
Daily	What activities do you have inside the nursing home? Shows?	•The elderly lay in bed everyday, there aren't any activities at all. They are all badly sick.  Sometimes the young generation come to visit them, they come here every year for many times. As well as the army. They come here with fruit. The elderly really like it since they	Residents have limited activies in the nursing home. There are young generations visting them with fruits many times per year. Residents are happy to see new comers and young visitors. Maybe because of interactions with young generations an like to recieve gifts, such
	. How often de view as sufficient	can not go outside.	all kinds of fruits which are not provided by the nursing home.  Both nursing workers and residents here are disconnected with the society, their actives are
	How often do you go outside?	•The elderly who can go outside are mentally healthy. Normally, they don't go outside.  We don't go outside often either. We ask If we can leave and buy some personal belongings once a month. We can not walk around inside the facilities either since the elderly can not move They have Alzheimer's so they forget what we have told them right after	limited within the nursing home for the residents' safety and due to time limitations and hig work load.  Only the residens that are mentally healthy can go outside, but it happens very rarely. They pursing workers only ask the residents once a month if they can buy them any items or bring.
		can not move. They have Alzheimer's so they forget what we have told them right after we leave. If you don't look after them they may try to walk by themselves. Then they might fall down and that would cause great damage. I work for 24 hours a day and I don't have any shift together with others. I eat and live here. We have to ask for leave if we have	nursing workers only ask the residents once a month if they can buy them any items or brin  Many of the residents have Alzheimers and they tend to forget conversations with the nurse and have therefore a hard time to follow instructions, which could be dangerous if they are by themselves. Some may try to walk by themselves, which cases a great danger for the
<u> </u>	• Name:	something to handle, even for coming back home during Spring Festival.  • MR.Yan	by themselves. Some may try to walk by themselves, which cases a great danger for the residents also due to their physical health conditions.
AN	<ul><li>Name:</li><li>Gender:</li><li>What is your age?</li><li>Hometown:</li></ul>	<ul><li>MR.Yan</li><li>male</li><li>middle age</li><li>Anhui province</li></ul>	
	<ul> <li>What type of position (nurse, cook, cleaner, guard, leader etc.)</li> <li>Wage (if possible to ask)</li> <li>Education or training?</li> </ul>	<ul> <li>nursing worker</li> <li>3000-4000 RMB per month</li> <li>a littile training</li> </ul>	The nursing workers working here haven't receive any professional training within medical areas. They are migrant workers.
c Info	Education of training.	• 3 months	
AR. YAN Basic Infomation		• All things of 6 residents in Room 303. Helping residents to wake up and close, shares	
Activities Basic Info	What are your work content, job duties?	<ul> <li>All things of 6 residents in Room 303. Helping residents to wake up and sleep, change, wash and eat.</li> <li>I get up at 4:30. Help residents to get up at 5. Bring breakfast for residents at 5:30. Watch residents having lunch from 10:30 to 11:30. After lunch, I change their diapers and put</li> </ul>	Nursing worker get up early and have to prepare all meals while also helping the residents with many other various activities during the day, having a compact schedule with no or limited planned breaks.

Ms. Li Female 79 years old. Close to the Jinglaoyuan.

Retired.My husband, Mr. Yu.Delivering meals for my husband.

• Serve my husband food and watch him having meals.

for me. In nursing home, nursing worker can take care of him.

•Chinese style baked roll, sesame walnut powder, food which he want to eat for meal.

• Sometimes, I help him out to the gate of the nursing home by pushing his wheelchair.

The residents who are dependent rely on their families to take them out of the room for a walk. The nursing worker can not manage to take all the residents he/she is in charge in for a walk even

opportunity to give the resident the care he needs, which he can better get at the nursing home.

The residents have different needs and preference for food but currently the nursing home

• It's better for him to live here. In the home, no body can take care of him. He is too heavy she thinks it is better for the resident that he lives here, since there is no one home that has the

Lunch time and dinner time.

About one hour.

• How long does every visit usually last?

•What do you usually do when you visit?

•Do you usually help the resident with something?

•What do you think about that this person lives here? (understand why they send

Visitors usually visit the residents one or several times every week, but tend to stay for short amount of time due to their busy lives and other responsibil-Some of the residents spend time together and engage in activities initiated by themselves, which they appreciate and value. However, the residents do not build very deep relationships amongst each other. Residents in different age or in different physical condition have difficulties to communicate with each other. Residents have difficulties in initiating and maintaining social engagements with each other, both due to their physical disabilities but also due to limited possibilities to talk, understand and participate. The residents have a need and want of engaging in interactions and meaningful relationships with others, which cannot be met at nursing home may due to consideration for safety. Both nursing workers and residents here are disconnected with the society, their actives are limited within the nursing home for the residents' safety and due to time limitations and high work load. Both nursing workers and residents are dependent on their visitors or very rare opportunities to bring items from outside without any other social engagements from outside world. Some residents are satisfied with the nursing home due to their primary home are boring and have nothing to do with no companion. They have activities in nursing home. The residents' quality of life increases due to family visitors or young visitors and their gifts, hence they value their visits very highly. Elderly residents need companion, especially sons and daughters. They need to be at a real home, with warmth and empathy. Many of the residents are dependent on the assistance of nurses, or visitors, and their ability to move and engage in both activities and socialise are therefore very limited. The residents states they are generally satisfied with both the nurses and the nursing home and that the have good relationships, even though the majority of them do not have very deep or personal relationships. It's difficult for serious ill residents to have activities and express their feelings and needs. Residents almost have no opportunities to make their own decisions. There are few alternatives for residents to pursue their own preferences. The nurses have many job duties and have very high level or work load, which reduces the time and energy to focus and understanding on the residents needs and wants. The nurses work long hours and do not have much time off. They do repeated work without new things. The nursing workers working here received little professional training within both medical areas or general education, which can be a obstacle to really take care of their psychological or social needs. They tackle with social needs of dementia and mentally healthy residents ,as well as nurses in the same way, which may ignore the real needs of mentally healthy residents and nursing workers.

Visitors mainly family members tends to have very short **AREAS OF ISSUES** time to visit every week, maybe due to their busy lives Residents in different age or in different physical condition have difficulties to communicate and interact with each other. Physical Environment The inactive physical layout of the facilities and furniture limited possibilities for social engagements, personal interests and physical activities for the residents. Many of the residents have difficulties in expressing feelings and needs, as well as making their own decisions. These residents can not insist or comment on the orders given from the nurses, who may sometimes ignore or Interactions and Relationships (amongst the residents) Few activities and alternatives to engage in, hindering both the creation of new relationships and the maintenance and development of established relationships, which affects the level of There are few activities to engage in, including both empathy between the residents. arranged activities and activities initiated by residents or The inactive physical environment as visitors. There are rare suitable facilities for them to interact with. The inactive atmosphere and environment well as the very rare social connection do not contribute to visitors staying longer. This hinders limited interactions among residents, both the creation of new relationships as well as the maintenance and development of established relation-Empathy and Relationships degrading quality of experience for (between residents and workers) The elderly residents had few digital media to esatablish "feeling home". Lack of empathy as well as personal and emotional depth in relationship between them and outside world. the relationships between the nursing workers and the Both nursing workers and residents here are disconnectresidents, decreasing the opportunities for enjoyable experied with the society, their actives are limited within the ences and social interactions between them. tional empathy for residents has not nursing home for the residents' safety ,time limitations been transformed into empathic con-Both nursing workers and residents are dependent on their visitors or very rare opportunities to bring items cern due to limited time and space. from outside without any other social engagements • Communication and Expression Lack of understanding the residents emotions, needs and values, due to both limitations in some the residents alexithymia and nurses'high work load, decreasing the nurses empathic concern and results in residents receiving less fulfillment of They value family visitors or young visitors' visit and their gifts, which can promote their spirit to a large extent. The companion from family members and active Interactions and Relationships interaction between residents and their relatives is (between residents and visitors) important to the happiness for the residents. Visitors do not stay long due to their busy life, as well as less private space for visitors and residents to interact. There is few personal items and limited place storing it, which creates a more minimalistic and non-personal The lack of privacy, personal space and storage of personal belongings affects how the residents feel and Communication and Social Connection The residents need more social interactions than what is The physical layout of the facilities and its furniture are provided by their visitors. Disconnection with the society, daily not arranged to support physical or social needs of the activities limited within the nursing home for the residents' safety, hence both residents and nursing workers do not fulfill The majority of residents do not have very deep or personal relationships maybe due to heavy work duties of nursing workers, little professional education or enery shortage for empathy and understanding for residents' needs and emotion. Many of the residents are dependent on the assistance of nurses, or visitors, and their ability to move and engage in both activities and socialisation are therefore