ISSUE MAPPING: SIPING JING LAO YUAN

General purpose: Facilitating the transition of new residents from their usual surroundings to their new home, while considering our definition of home as a protective and affectionate environment.

PHENOMONOLOGICAL OBSERVATION

Goal: Discovering the status quo of the different user groups interactions between each other and their interactions with the envirmonment.

The four residents look focused on the game, they look happy and entertained. The

common thread of their conversation is the game. The conversation isn't continuous,

but it consists of some individual sentences. Probably they arranged the game

spontaneously. The woman watching the game looks interested, even though she

can't participate in the game. She seems to be enjoying the actions that are going

on. The women don't care about the man sitting at the table near them. He looks bored and alienated, like just wants time to pass. There is no one in the room exept

The majority of self-sufficient residents meet in the dining room for lunch. They prefer

eating rice and soft vegetables, instead of meat, maybe because they are easier to

eat. Probably the woman sharing her food got it from outside the facility, it looks

more delicious and she is glad to enjoy it with her desk mates. Her mates are happy

The man's name is Mr. Xu. He is not wearing a uniform, but casual clothing instead.

That way he does not look that much as an authority and closer to the residents.

He looks proud and happy to host the students and to introduce them to the elderly

Looking at their clothing, we can assume that they are nurses. They seem to enjoy a

break with their collegues talking about topics different from their work. They look

The residents on the balcony look happy and relaxed. They don't need to have

a conversation, even if they look like they are enjoying the proximity of the other

people. They assume different positions, maybe based on the kind of time they want

to spend: the woman on the right possibly just wants to enjoy sunshine and fresh air,

the woman on the left looks more interested in the visitors passing in the courtyard.

The residents in the corridor seem more interested in visitors than on spending time

She is welcoming everyone with a gentle smile and sweet eyes. And she seems to

The two women are probably a resident and her daughter. They don't look focused on the game itself, but on the movement. The resident looks happy to spend time

with her daughter. The daughter is caring about her mothers health, following the

Looking at the clothing, we can assume that the man is a staff member. The coat

makes him look more like a mechanic than a male nurse. He doesn't have any eye

Some residents seem to be able to eat on their own, even though they are not able to

walk or to move easily. They have difficulties in eating solid food, so they consume pureed or liquid meals. The residents who are not eating with their roommates are

probably waiting for the help of a nurse: for example, the woman looking around

The woman with the orange t-shirt is probably a nurse. She is focused on her work.

She looks confident with what she is doing, like she does it everyday. It looks like

the nurse has to invite or push the resident to eating, for that reason she is making

The two people near the nurse and the resident are probably a mother with her son.

It seems that she has difficulties eating by herself, probably she is blind. He looks

The man with the blue coat is a staff member. He looks focused on his actions,

moving slowly in order not to hurt the residents. Probably he has to take care of the

whole room without any help, he can only focus one resident at a time. The other

residents have to wait for their turn to get the mans help. Since windows and doors

The woman is a nurse. She looks angry with the man. She looks frustrated and

stressed. Probably the man isn't able to stand up alone but still keeps trying to do

so. Maybe he doesn't care about the nurses advice. For that reason the nurse yells

Probably the two people are a resident and her son. The son came to feed his

The two women are probably two residents. They are concentrated on the game.

Their position looks uncomfortable, because the flat surface of the chair is not at

the right height. When they see the two observers, they take their attention off the game. The first woman looks very interested at Observer(2), maybe because of her

physiognomy. It seems that the woman wearing slippers wants to interact with the

The woman who is focusing on her own objects, moves slowly and doesn't pay

attention to the others. And there is a daughter explaining something to her mother

The woman in the polka dot blouse is possibly the personal nurse of the sleeping

woman. She looks focused on her work, but she doesn't express any kind of emotion.

The two sitting women are probably a nurse and a family member. Maybe they are

The woman is probably a resident. She looks happy to see visitors and she wants

relaxing and chatting while the personal nurse of the sleeping woman is working.

one by one. The old woman whose hands are full of objects is listening carefully.

She doesn't have any kind of interaction with the other women in the room.

mother. The old woman looks very happy seeing her son and smiles quietly.

these sounds. It looks like a game between the nurse and the resident.

happy to help his mother and to spend time with her.

are not closed, everyone can look into the room.

at him.

Observers. She looks curious.

to interact with them.

contact with the residents even though the seem to be seeking interaction.

Chairs don't look comfortable and they aren't suitable for the residents purposes.

outisde. They are probably curious about what is going on in the courtyard.

like doing some handwriting/calligraphy on the desk while sitting on the bed.

principles of traditional Chinese medicine.

maybe is waiting for her turn to eat.

to have that food, possibly they don't like the canteen's food.

DESCRIPTION

LEVEL

ERY

SE

Q

INTERPRETATIONS

for the six residents.

care center.

very close to each other.

ANALYSIS

women did not invite him.

and don't seem very friendly.

thinks that they are doing a good job.

and talk like they were not here.

Residents like to spend time outside in the sun.

look for a place to see whats going on.

Solid food is hard to chew and to digest.

It is one of the rare places people can meet to interact.

They to see whats happening outside of their normal routine.

the canteen.

talk about.

They play games for entertainment and for having a good time.

the room because there are no scheduled activites.

Some people have trouble eating certain kinds of food.

The nurses enjoy working in the facility and like each other. The only entertainment to nurses is just chatting in the corridor.

The woman watching game when the game was already running, now she is waiting

for a new game to start so she can join in. The game is only for four players and that is

why the fifth woman can't playeven though she would like to. There is no one else in

They don't pay attention to the man sitting next to them because they know he is not

able to play. The man does not play with them because he did not dare to ask and the

People bring food from outside because the canteen food is not that good or its

always the same. Some people maybe have favourite food that they don't get from

Mr. Xu is trying to be closer to the residents. Uniforms make people uncomfortable

He is proud and happy because he likes what he and his team are doing, and

It might be not possible that they can chat with residents when they are in the room

They are attracted by the students that are walking around the buildings so they

They want to have some sort of intellectual input, something that you can think and

The woman wants to have a friendly interaction with people and likes to share her

interests with people. She is trying to keep doing the things that she always liked

to do. Calligraphy is a good training for coordination and motor function. It is a hobby that she started because it is on of the only thing that she is still able to do.

They use games to try to maintain a certain level of physical and mental fitness.

He is doing a job where he might get dirty, so the coat is protecting his clothing.

There are residents that are not completely depending on the help of nurses.

People who cant eat on their own have to wait for someone to help them.

thinks that does'nt get the attention she needs from the nurses.

The man is trying to do a good job and not to make any mistakes.

The doors and windows are open in order to have good ventilation.

take away empty trays, but there is no privacy for the residents.

The residents depend on the help of the man.

anymore, that's why he keeps trying.

an uncomfortable position.

touch with them.

feel more personal.

trainin

taking advantage of the sunny day.

about the others belongings and space.

She wants to hear what is going on in the world.

She wants to talk about whats going on in her world.

They take their game serious. It is not just for killing time.

over again.

possible.

Some residents don't want to eat, so the nurse has to persuade them to eat. The nurse has to use a method that is commonly used for small children.

The son helps his mother eat because he has the time to take care of her, or he

The doors are open to make it easy for the staff to bring food to the rooms and to

The nurse is frustrated because she has to keep telling him the same things over and

The man does not want to accept the fact that he is not able to stand up on his own

The son wants to see his mother and knows that it makes her happy when he is visiting

Maybe she feels lonely in the nursing home and wants him to visit as often as

They use a chair as a table because there is no table on the corridor, that leads to

Artificial light is probably not sufficient, so they have to stay near the window,

They are curious about the students that are observing them and want to get in

The women are new to the facility and is arranging her things in order to make it

The women who live here have to get along with each other so they are midnful

Maybe the resident has special needs that require a nurse with special abilities and

She does not have many visitors and wants to meet people, and have a conversation.

The family thinks the nurses at the facility have too much people to care about.

The family thinks the nurse don't treat the residents good enough.

He is using a coat that is normaly used by workers like mechanics etc.

He is not interested in having a caring relationship to the residents.

There is not much space and no proper furniture so the just use normal chairs.

PEOPLE TO PEOPLE INTERACTIONS

opposite corner of the main entrance, three tables from the access door to the courtyard. On that side of the room there are windows without courtains: natural light is filtered by the windows, artificial light is switched off. The four women are looking at the cards on the table, they say few sentences and smile. There is ongoing interaction, but not ongoing conversation. Conversation is interrupted by pauses of about 20 to 60 seconds. Another woman is sitting at a corner of the table, watching the four women playing Majiang. There is one man sitting at the table near the five women's table, he looks at the center of the room, he gazes in one direction and his eyes are not moving.

April 25th, 9.30 AM: In the room are only four women playing Majiang, in the

April 25th, 11.05 AM (lunch time): The food for lunch is Chinese cabbage, white gourd and fried pork. There is no food in the rice and cabbage pots. The room is full of people (every chair is occupied by one person). People are eating food from a tray. Four women are sitting around the second table from the door to the courtyard. The one sitting on the chair facing the center of the room is offering food from a transparent, plastic box to the others. Everyone is smiling.

April 18th, 9.30 AM: A man is standing in front of the main entrance. The professor introduces him to the students. He is gesturing while speaking to the students. He is wearing a sweater and trousers. He has a belt with a big buckle and sneakers.

April 27th, 11.00 AM: In the middle of the west side corridor at the second floor there are four women. They are speaking loudly about their everyday life, gesturing and laughing. One woman touches the arm of the woman on her right with both hands and she looks her in the eyes. They all wear orange t-shirts, black pants and rubber clogs.

April 27th, 11.00 AM: There are two women on the balcony outside the rooms on the second floor. They are looking at the visitors walking in the courtyard while sitting on two toilet-chairs with their back against the wall. They are quiet. The woman on the right is leaning back with her legs stretched out and hands folded. The woman on the left is bending forward with her hands leaning on a walking stick.

There are two other women looking at the visitors in the yard from the south corridor on the first floor. One is looking out of a window on the right side of the corridor and one on the left side of the corridor. There are three windows in between them.

April 18th, 11:00 AM: A woman with partly black and partly white hair is sitting at the side of her bed facing the main door. She has a writing brush lying on the red desk in front of her. She is shakes hands with the visitor that is coming into the room now, and says hello.

April 25th, 9.59 AM: In room 302 on the second floor, two women are sitting next to a bed. They are clapping each others hands. One woman has short white hair, she is sitting on a stuffed chair. The other one has long dark hair, she is sitting on a stool of about 35 cm of height. They are smiling and watching the movement of their hands. One of the two women says: "It's good for your health!".

April 25th, 10.45 AM: A man is bringing food to the six-bed room in front of the main entrance of the building. He is wearing an open prussian blue kneelength coat and rubber clogs. He is pushing the cart while looking at it and he is distributing plates full of rice and vegetables to the six men that are sitting or lying on the beds. The men are following the man with their eyes.

April 25th, 10.50 AM: in the second room from the South end of the corridor on the second floor, a woman is eating a pureed meal. She is sitting on the right of the door to the corridor. She moves slowly while looking at the spoon. Another woman is sitting on a chair on the right of the the center bed on door-side wall. She moves her eyes from one side of the room to the other.

A woman wearing an orange t-shirt is sitting near a woman with wool sweater. They are sitting on two chairs placed between two beds against the wall on the opposite side of the door to the corridor. Their backs are facing the windows. The woman in the orange shirt is helping the second one eat. She is watching the second womans mouth. She is feeding her from a bowl using her left hand and a spoon. She is holding her right hand underneath the spoon with her palm facing up. As she is moving the spoon from the bowl to the other womans mouth she raises her brows, tilts back her head and makes an "aaah" sound. When the woman in the wool sweater receives the food, the woman in the orange t-shirt makes an "mmmh" sound, nods her head and looks the other woman in the eyes with her eyes wide open.

On the left of the two women, there is a man with a synthetic fibre vest and a woman with a synthetic fibre sweater. They are sitting in front of each other. The man is spoon-feeding the woman. Sometimes, he touches the womans face while talking to her. He smiles at her and gesticulates with his hands and head. The woman doesn't move, one of her eyes is closed.

April 27th, 9.40 AM: In the center of the six-bed room on the first floor a man with an open prussian blue knee-length coat and clogs is undressing a sitting man. They are next to a bed. The man in the coat looks at the sitting man while undressing him, he moves slowly. There are three other men in the room, sitting or lying on their beds. The three men are looking away from the two men in the center of the room. The door to the corridor is open. The door to the courtyard and the curtains are open.

April 27th, 09.45 am: In the first room on the West side of the building, a woman with an orange t-shirt is standing close to the bed on the opposite corner of the door to the corridor. She is leaning forward and speaks loudly to a man lying on the bed. She moves her arms with wide gestures, her mouth is opened widely while speaking and shes frowning. She is saying: "Don't get up! I told you! I told you!".

April 27th, 10.35 AM: In room 302 a woman is sitting on a chair next to the bed at the Sout West corner of the room. She has no expression on her face. A man with two boxes in his hands is walking into the room towards the bed. He puts the boxes down on the bed, and hugs the woman. The womans expression changes, her mouth is open and she is looking at the man.

April 25th, 9.45 AM: At the east end of the corridor in front of the three bed rooms two women are playing Pú ke. They are using a chair as a table, one woman is sitting on the bench, the other one on a chair. They are bending down, looking at the cards. They don't look up. Natural light is coming from the window near the two women. The first woman looks Observer(1) in the eyes with her eyes wide open and asks her: "Where does she (Observer(2)) come from?". A woman dressed with a sweater, trousers and slippers is approaching, pointing at Observer(2)'s notebook. Her eyes are wide open, she moves closer and closer to Observer(2).

April 18th, 10.50 AM: There are three women in the room on the east side of the first floor. There is a bathroom at the main entrance of the room. There are three beds and one TV. One woman sitting near the door to the balcony is organizing newspapers an other objects. One woman with brown curly hair is talking with another woman, pointing at the things with their hands.

April 25th, 11.15 AM: In the second room from the South end of the corridor on the first floor, a woman dressed in a shiny polka dot blouse, tight pants and rubber clogs is bending over to tuck in a sleeping woman. Then she gets up, crosses her arms and look over to the womans face to her right. Two other women are sitting on chairs at the foot-end of the bed and talk.

April 25th,10.30 AM: In the second room from the east end of the corridor on the first floor, a woman is sitting on a chair on the right side of the bed. The bed is on the opposite side of the entrance door. She is is asking us to take a seat, while pointing at the bed with her open left hand. Her right hand is resting on her knee. She looks at our faces, her eyebrows are raised and she is smiling.

COLLEGE OF DESIGN AND INNOVATION

同济大学设计创意学院

Methods: phenomenological observation and semi-structured interview Site: Jing Lao Yuan - No. 63, Lane 50, Tieling Road, Siping Sub-district, Yangpu District, Shanghai 200092, P.R. China

Team Members: 4 times: 5.5 hours Qi Qi: Tongji University, Environmental Design Chen Sinan: Tongji University, Environmental Design 4 times: 5.5 hours Tim Schwarz: FH Joanneum, Industrial Design 4 times: 5.5 hours Lucrezia Triolo: Politecnico di Milano, Interior Design 4 times: 5.5 hours

Timetable: Phenomenological Observation: April 18th 10:15-11:15 April 25th 10:20-11:20 April 27th 9:30-11:00 Semi-structured Interview: May 3rd 9:00-11:00 (Tim & Chen) May 4th 14:30-16:30 (Lucrezia & Qi)

Experience Design Interactions and Environments

Course Code: 2270033 Prof. Kaja Tooming Buchanan

Tongji University College of Design and Innovation

	April 27th, 11.00 AM: In the fourth room from the east end of the the first floor, there is a king size bed in the right corner of the room bathroom. There is a floral blanket on it. In the opposite side of the root the wall, there is a sofa with a blanket on it. At the right of the sofa wooden table. A man and a woman are sitting at one side of the table wall end eating from four transparent, plastic boxes. The edge on the the box is broken and some staples are hanging out of it. An empty p	next to theThe man and the woman are probably a couple. They share the room as they usedom, againstto do back in their own home. They customize their room with furniture and objectsa, there is athat remind them of the happy life they spent together.b, facing theThey seem to be enjoying food that was probably brought by someone, maybe aong side offamily member, from outside.	The couple moved to the nursing home to have more assistence and help, but they still want to live together like they did before. They want to make the their room feel like the place they were before. They use object and pictures to keep memories of happy experiences they had together and with their families. The couple still wants to enjoy life and have something special for lunch every once in a while.			
	April 25th,10.45 AM: Every table of the dining room is occupied by a	it least four				
ENVIRONMENT INTERACTIONS	 people. There are five women sitting at a table in the middle of the aren't talking and they are looking at two men and a woman that are bowls with rice and vegetables. April 25th, 10.53 AM: In the corridor on the South side of the building an empty dining cart is waiting for the elevator at the 2nd floor. 	filling some them their meals. They look impatient.	The women are hungry They are curious what food they will be served. He has to go back to the kitchen to get more food. He is bringing dirty dishes to the kitchen and now has to wash them.		CONCLUSIONS	
	April 25th, 11.20 AM: A man sitting in the corridor near the main looking outside. The door is on his right side. He is edging forward and a walking stick. There is no one around. When Observers approach hi at them, smiles and says: "Hello!".	entrance is The man is probably a resident. He doesn't seem to be interested in the things going on outside, he is just killing some time. No other people are interested in spending	The man does not know what to do with his time. He is interested in social interaction. He wants to have interactions with new people and the world outside of the nursing home.		Residents don't have many activities to choose from during the day other than TV. And	
	There is a box with some laundry at the corner of the stairs at the 2nd floo There is a fridge underneath the stairs. The surface is scratched. It's en is switched off.		There are some tasks that are clearly divided. The space under the staricase is used as storage space. The fridge is too hard to get outside because it is so big. They maybe keep it to use it again some day.		there is no planned activity schesule in the nursing home, so residents have to find activities, especially something useful. But they like spending time together, playing games and enjoying other peoples presence, instead of being passive in their rooms.	
	April 27th, 09.30 AM: The main gate is locked. A woman outside, gate. A man walks from the entrance of the building to the gate. He is dark jacket with metal buttons and dark trousers. He is pulling a set of k right trouser pocket. He is opening the gate, looking at the the woman a head. The woman is walking in. The man is closing and locking the gate.	s wearing a The man is probably the guard. We can assume that no one is allowed to go in and out the facility without permission. The guard must open and close the main gate	The guard is important for security. He makes sure that no enters without permission and also that no resident leaves the facility without him knowing.		The nursing home provides a thought out meal schedule for the whole week, but not for residents individual requirements and taste. Families have to pay for a meal suitable for their relatives or to prepare it themselves. Although residents don't have a healthy appetite.	
	April 27th, 10.40 AM: In the corridors in front of the rooms, there i dishes full of food, empty blenders and utensils are lying on it. A worr in and out of the rooms with one dish at a time.	food to the residents. The woman is a nurse, she is not able to bring all the food at once.	She is alone and has to do alle work on her own, she also has to carry the dishes because she does not have a cart to put more dishes on.		Nurses don't have enough spare time. And there are not enough nurses taking care of residents. In the middle and severe room with 8 residents, there is only one nurse.	
	April 25th, 10.30 AM: A woman with three blenders is standing in th room 209. She is looking at the door to the corridor and then around She has no expression on her face. There is a room on the left of the main entrance. A woman with a white badge on the left pocket is in front of the door.	d the room. the residents. She looks bored.	She is prepairing the blenders, maybe so the residents can see what they are eating before it is blended		So residents have to wait for feeding one by one. And the work the nurses have to do is demanding. During the whole day (24 hours), they have to focus on the residents needs, and they don't have time for breaks. Some even don't have a right place to rest, just on chairs.	
	April 18th, 10:43 AM: There is a photo of an old man on the beds	t of her. tand at the The position of the picture shows that it's very important for the resident. The	She is trying to stay mobile. People like to have pictures to remind them of their realtives. There were attempts to		Some nurses are distant from the residents, they aren't interested in having any kind of relationship with them. A fixed nurse is easier to create a closer relationship with residents. And they don't know how to help residents patiently, the frustration might	
	 northeast corner of the room 209. Next to the end of this bed, a won a walking stick is sitting at a round table with a bowl of food in front o not looking at the food but is looking straight ahead for for a while. Ar painting with some writings on the wall above the bed next to the door. April 18th, 11:00 AM: There are seven beds with red numbers on the 	f her. She is d there is a The painting is old and looks like it was painted by volunteers from the middle school of Shanghai. wall above The numbers helps a lot to distinguish the residents and theri belongings. The	make the space more friendly before		come from a feeling of helplessness. Most of the staff members are elderly people. (60+) And staff member's clothing is not	
	them. There is a paper with some numbers and names taped to the w main door in room 210. The door to the balcony is across the room door. There are some toilet-chairs tied to the beds and there is no bathroo April 25th, 10:35 AM: In room 209, there are 8 beds with red num them, 1 table and a shelf with a TV close to the main entrance. And the	bers above residents clean and big with the objects in good order. And the distribution	phone numbers are put there to be at hand quickly in case of an emergency There is no bathroom for this room. Or the residents don't want to walk that far.		appropriate for his job, some wear in dark color. Residents enjoy interacting with new and young people. They like to have some new	
	with lots of appliances next to entrance of the room. The bathroom is room. And the door to the bolcony is next to the bathroom. Three wom in the bed with eyes closed near the windows. Two of them are tied to around the torso. The other one has her arm tied to the bed. She is ly the balcony door. Three more women are sitting on the beds looking a	next to thatThere are residents with middle and severe nursing levels in this room.en are lyingAnd it seems harmonious.to their bedsBeing tied to the bed does not seem to bother them a lot, they seem to be fine withving next tothis situation.t the youngOther residents are smiling, happy to see new visitors. At the same time, the young	The numbers help to distinguish the residents but create an impersonal environment. The ropes seem to be measures to protect the residents from falling out of their beds or hurting themselves. One resident has one arm tied to the bed in order to prevent him from scratching himself.		input.	
	 visitors. They are smiling. A young woman with an orange shirt is walki bathroom to the storage room. There is a camera in the corner of room 209. The three yellow curtains than the windows and they are closed. A piece of curtain near the l covered the face of the woman whose arm is tied. And there are two or in this 8 bed room. 	The camera enables the staff to keep an eye on the whole facility from one room. The curtains are so much longer than the widows that they don't fit the room at all, and they don't block out sunlight enough. So the room is still very bright and looks	The camera surveillance is for security and protection and it helps the nurse seeing if everything is ok without having to enter the room (especially in the night) The curtains as well as the lights don't seem to t the room, maybe the sta does not have time to change them.		It's important to feel like you are part of what is happening in the world. Most residents take care of their belongings and of the space that is given to them.	AREAS OF ISSUES
	April 27th, 9.50 AM: In the middle of the corridor on the East side of the a man is leaning with both hands on the handrail. He moves slowly up facing the wall. He looks at his hands. To his right he placed a chari white and blue pyjamas and wool slippers.	and down, he is doing some physical exercises. The chair next to him is probably useful in	He is doing exercises to stay mobile and physically fit. He is doing it in the corridor because he just wants to do some quick exercises and there is no need to go down to the courtyard.		They hold on to their personal habits and belongings but still adapt to living in a group. And family members can bring objects to the nursing home for the residents.	Limited Personal Space: The residents don't have much room customize and make it their own.
	On a bench to the right of the man in the pyjamas, a man wearing a swe trousers and slippers, is sitting and playing a game on the mobile phot at the screen, without looking up. April 27th, 10:14 AM: In room 302, a woman with white hair is repair	eater, cotton he. He looks the two man are not interacting. They are neither talking nor looking at each other, even though they are one next to the other. ing clothes.	Even though the man is playing on his phone, he wants to be somewhere he has some company.		In middle and severe room, even if there are other residents, sometimes people don't interact. But in mild room with 4 residents, there are close relationship, and the good atmosphere they created can influence others.	They don't have enough private space that can serve as a sanctuary in which theycan find shelter.
	She is not wearing glasses and is sitting on the bed. There are two several magzines around her. There also is a radio and scissors lying At the end of her bed, there is a wheel chair with the symbol "朱" stithe back of it. April 27th, 10:15 AM: There is a room with three woman in the mi	on her bed. Also she seems to enjoy listening radio and reading magzines sometimes. ted into the The family name of the owner of the wheel chair might be "朱 [zhu]". ddle of the They look healthy and are clear about what they are doing. But they don't have	She has good eyesight but not so many magazines. Having the family name on the wheelchair would be a better alternative to the red numbers.		The less trust between the managers and family members will affect the work of the nursing home and living of residents. But the residents and the managers who stay together for long time have close connection. And residents rely on the managers a lot.	It is difficult to find suitable activities for everyone because of limited space and the resident's different abilities. Mr. Xu has tried to use the dining room to offer various activities but the room is not usable as a multifunctional area.
	second floor. They are sitting on their chairs minding their own busine visitors enter. There is a small chair near the woman who sits next to the And there is a photo of her and a child. April 27th, 10:20 AM: One woman with glasses is watching TV sitt corner of her bed in room 302. Another woman with earrings who	he bolcony. need for certain habits or hobbies. The picture shows one of her relatives, probably her grandchild. ing on the	The nurse spends her time watching TV, maybe she even chose the program.		It's important for residents to have some things that remind the residents of happy	Lack of Interpersonal Interaction and Emotional Support: Nurses are too busy with their basic tasks to engage in an empathic conversation with the residents. Family members have little time to visit while the residents are longing
	anorange shirt is also watching TV. At the same time, there are three we on their chairs, and one in a wheel chair. They are looking at the wall fifteen minutes. April 27th, 10:30 AM: A man with black and white hair wearing a	omen sitting residents that just stare into space and might not understand the TV show. for at least But the nurse is interested in the TV program. jacket and He looks happy and relaxed. It seems he is proficient in using the latest technology.	The residents are not interested in the program and might want to watch something else. Staying in touch with latest technology shows that he is still part of what is going		moments near them. Pictures and object that residents have an emotional connection to make the Jing Lao Yuan feel like home.	for personal contact. Residents of different care levels do not have contact to each other. There is no connection to the outside world and young people.
	wollen slippers is listening to music on a mobile phone in a room in the the first floo. And there is an iPad beside him. April 27th, 10:35 AM: There are two extra chairs with blankets next to t in each room on the second floor.		on outside. Having entertainment di erent from watching TV is appreciated The chairs are turned away and covered because they are reserved for someone else.		The activities in the middle and sever level room are limited and some residents don't know how to spend their time. Some even can't communicate with others well because of their mental condition. They all spend most of their time in bed, lying or sitting.	Little Care of the Facility Some pieces of equipment don't suit their purpose well or are in a bad condition because of insufficient maintenance. There are few places to rest or exercise in the shared areas of the facility.
	April 27th, 11:35 AM: There is a framed picture of a couple and ano eight people on the wall in the room with the kingsize bed. An old we cotton-padded jacket is eating on a square table underneath the photo three kinds of food, different kinds of refreshments and health products of April 18th, 10:40 AM: The courtward is between the two main building	Image: main with a second se	The residents like to have things to remind them of their relatives, seeing their pictures makes them happy. Having something special to eat once in a while can bring more joy to your life. The family care a lot about the well being of the resident and brings many useful things to the nursing home.		There are residents of different nursing levels in the same room and they all require	Limited Individual Treatment Even though some residents have special needs and requirements there is little individual treatment like specific medication or food that
	April 18th, 10:40 AM: The courtyard is between the two main buildin be accessed through the dining room. The walking distance between entrance of the Jing Lao Yuan and the courtyard is about 15 meters. clad with ceramic tiles and a circle of cobblestones. There is an appr meter tall sweet-scented osmanthus at the west-centre of the courtyard are also several middle size plants put along the wall. Six plants in small	nThe courtyard is in the centre of the whole building and has bright sunshine at thatThe yard isThe courtyard is in the centre of the whole building and has bright sunshine at thatThe yard istime. Everyone can reach the courtyard easily. The cobblestones on the floor seemoximately 5to be used for exercise. The big osmanthus might have been planted when the JingI. And thereLao Yuan built. The different kinds of plants outside are divided in different pots andI flowerpotsdifferent places to grow. And the simple watering bottle is clean and full of water.	The plants are there to make the courtyard more "alive". The cobblestones serve a decorative prupose. The plants are well taken care of.		different treatments.	is fitted to their likings.
	and a watering bottle made ot of a drink bottle are put on a stone courtyard. April 25th, 10:30 AM: There is one man with white hair doing exercourtyard with the equipment at the west side of the osmanthus. He is no by anyone. There is a sign behind him, saying that the Jing Lao Yuan wi	cises in the tsupervised			Using numbers instead of names feels impersonal. It seems like people change so frequently that it is easier to use numbers, which is not the case. And there are cameras in every room and corridor. The camera is for the protection and supervision of the residents as well as the staff. But it also compromises privacy.	
	if a resident is injured while using the equipment without the supervision. The sign is blue with white letters and was bleached by the sunlight. The different pieces of of epuipment at the west end of the courtyard. The The devices are painted in blue, green and red. The middle one is high other two. They are used for different trainings.	The fanurse. He looks like a resident and he is doing exercise with the equipment in a slow way and tries to move the whole body carefully. But he seems to be ignoring the sign. ey are dirty.	He wants to do exercises in order to stay healthy, but because the nurses do not have time to watch him, he is doing it alone even though he knows he's not allowed to.		At the period of the adapting of residents, the comfort from managers, caring from nursing and the kindness of the roommates all help them adapting into new	
	There is a quilt hung on one of the devices at 16:30 PM, on May 3rd. All the walls are painted white. There are spots and dust on every wall of the devices at 16:30 PM, on May 3rd. April 25th, 10.45 AM: There is a diffused smell of food in the air.	The environment generally looks grimy and doesn't look fresh. Probably management doesn't care about the appereance of the interior space. The food is cooked in the facility. The smell makes the facility much more comfortable.	The managment and the staff are too busy caring for the residents that they do not have time to think about the maintenance of the facility. The smell is important, it can easily be unpleasant.		environment.	
	Every corridor has benches along one wall. Benches are one next to the are no other benches, chairs or tables in front of them. There are some plants in the corridor. They are placed on the windowsill.	other, there It seems that no one thought about putting some other furniture in front of the benches. They look healthy. Probably someone is caring about them. They benefit of the natural light coming from the window.	The benches are for people waiting outside of the room, maybe for relatives. Probably some of the residents are allergic that's why the plants are put on the corridor.		There are some spaces for everyone to relax. There are several elements that were placed with the intent of creating an enjoyable environment, like the osmanthus and the cobblestones. But the facilities do not suit for the locations. It's not comfortable to spend time on the balcony or in the corridor and courtyard.	PROBLEM STATEMENT
					There is someone taking care of plants well in the corridor, balcony and courtyard. Ms Zhao plant them, and residents help it sometimes and admire them a lot.	The atmosphere in the Jin Lao Yuan is
	SEMI-STRUCT	URED INTERVIEW			The courtyard is not used well. And some people want to be active and use the equipment by themselves, even if it's dangerous. Management cares for the safety of	not inviting and does not encourage the users to interact with each other or their environment.
		ns about the facility, especially about relevant topics like ad have to face and the social interactions.	lapting to the situation, relationships between		the residents and doesn't want anyone to get hurt. The nursing home does not provide simple exercises or physical activities helpful for the residents.	The lack of interactions results in the residents not being physically and
					Residents are alone with their emotional problems, most of the problems is about their family members, and they seek help from Mr Xu.	mentally challenged which does not benefit their health condition. It also means that no close relationships, and
	QUESTIONS	ANSWERS	ANALYSIS		Residents care a lot about their family members. There still are lots of affective interactions between family members and the residents.	
RESIDENT ROOM 211	- What is your name?	- Song Juhong. 宋菊红				therefore no positive and homelike environment can develop easily.
	- How old are you? - How long have you been here?	- Song Juhong. 宋菊红 - 82 years old. - Three years. - A worker in textile mill. I used a lot with my feet during my work time.			There is 24-hours caring to reduce their life risk, and accompany with them. It is the reason that residents chose the nursing home to get sence of security and comfort their family members.	·
	- How old are you?	- 82 years old. - Three years.	- Ms Song chose to live in nursing home when she should live individually. She lives in nursing home is to comfort family members and reduce their pressure.		There is 24-hours caring to reduce their life risk, and accompany with them. It is the reason that residents chose the nursing home to get sence of security and comfort	·
	 How old are you? How long have you been here? What was your job before retirement? How did you live before? How do you feel about living with so many people now? 	 82 years old. Three years. A worker in textile mill. I used a lot with my feet during my work time. I lived in district along the Fushan road before.After my husband left me, I lived individully. In order to reduce the pressure of my children, I decided to be in nursing room of my own free will. Then I needn't to live with my children and they needn't to worry about my safty and health when I live alone. I chose to live here because I have heard a lot about it. Now I have been here 3 years, and enjoy it. Thanks to the managers, because they care us a lot. Also, my room is near the office of Mr Xu and Ms Zhao, so it is easy for me to search for help and communicate with them. So it is just like home living here. 	in nursing home is to comfort family members and reduce their pressure It seems a lot of interactions between residents and managers The resident relies on the managers a lot, and gets protection from the managers.		There is 24-hours caring to reduce their life risk, and accompany with them. It is the reason that residents chose the nursing home to get sence of security and comfort their family members.	·
	NOLVOY - How old are you? - How long have you been here? - What was your job before retirement? - How did you live before? - How do you feel about living with so many people now? - How many close relatives do you have? - How often do you see them?	 82 years old. Three years. A worker in textile mill. I used a lot with my feet during my work time. I lived in district along the Fushan road before.After my husband left me, I lived individully. In order to reduce the pressure of my children, I decided to be in nursing room of my own free will. Then I needn't to live with my children and they needn't to worry about my safty and health when I live alone. I chose to live here because I have heard a lot about it. Now I have been here 3 years, and enjoy it. Thanks to the managers, because they care us a lot. Also, my room is near the office of Mr Xu and Ms Zhao, so it is easy for me to search for help and communicate with them. So it is just like home living here. have 3 sons and 3 grandsons. One is graduated from Tongji University, one is graduated from Shanghai University of Finance and Economics, another one is a solider. (In a proud tone) Once a week, they will visit me at their leisure. 	in nursing home is to comfort family members and reduce their pressure It seems a lot of interactions between residents and managers The resident relies on the managers a lot, and gets protection from the managers Ms Song is so proud of her family member.		There is 24-hours caring to reduce their life risk, and accompany with them. It is the reason that residents chose the nursing home to get sence of security and comfort their family members. The number of children, the distance to the nursing home, their relationship and their work can influence the frequency of interaction between residents and family members. And the family members and nurses can get a close relationship through calling.	·
	SUPPOPUTION - How old are you? - How long have you been here? - What was your job before retirement? - How did you live before? - How do you feel about living with so many people now? - How many close relatives do you have?	 82 years old. Three years. A worker in textile mill. I used a lot with my feet during my work time. I lived in district along the Fushan road before.After my husband left me, I lived individully. In order to reduce the pressure of my children, I decided to be in nursing room of my own free will. Then I needn't to live with my children and they needn't to worry about my safty and health when I live alone. I chose to live here because I have heard a lot about it. Now I have been here 3 years, and enjoy it. Thanks to the managers, because they care us a lot. Also, my room is near the office of Mr Xu and Ms Zhao, so it is easy for me to search for help and communicate with them. So it is just like home living here. I have 3 sons and 3 grandsons. One is graduated from Tongji University, one is graduated from Shanghai University of Finance and Economics, another one is a solider. (In a proud tone) 	in nursing home is to comfort family members and reduce their pressure It seems a lot of interactions between residents and managers The resident relies on the managers a lot, and gets protection from the managers.		There is 24-hours caring to reduce their life risk, and accompany with them. It is the reason that residents chose the nursing home to get sence of security and comfort their family members. The number of children, the distance to the nursing home, their relationship and their work can influence the frequency of interaction between residents and family members. And the family members and nurses can get a close relationship through calling.	·
	Final State - How old are you? - How long have you been here? - What was your job before retirement? - How did you live before? - How do you feel about living with so many people now? - How many close relatives do you have? - How often do you see them? - Would you like it to be more ofter?	 82 years old. Three years. A worker in textile mill. I used a lot with my feet during my work time. I lived in district along the Fushan road before.After my husband left me, I lived individully. In order to reduce the pressure of my children, I decided to be in nursing room of my own free will. Then I needn't to live with my children and they needn't to worry about my safty and health when I live alone. I chose to live here because I have heard a lot about it. Now I have been here 3 years, and enjoy it. Thanks to the managers, because they care us a lot. Also, my room is near the office of Mr Xu and Ms Zhao, so it is easy for me to search for help and communicate with them. So it is just like home living here. I have 3 sons and 3 grandsons. One is graduated from Tongji University, one is graduated from Shanghai University of Finance and Economics, another one is a solider. (In a proud tone) Once a week, they will visit me at their leisure. Actually, I can take care of myself now. So it is enough for me to get attention from the managers and my family members. I can deal with my own life and they can deal with their lives. So it is fine now. He Jindi.何金娣 85 years old. Three months. A policewoman in bureau of public security. My main job was communicating with 	 in nursing home is to comfort family members and reduce their pressure. It seems a lot of interactions between residents and managers The resident relies on the managers a lot, and gets protection from the managers. Ms Song is so proud of her family member. Ms Song is healthy enough to enjoy life in her own life style. Ms He's roommates are excited to introduce that she is a policewoman. Maybe 		There is 24-hours caring to reduce their life risk, and accompany with them. It is the reason that residents chose the nursing home to get sence of security and comfort their family members. The number of children, the distance to the nursing home, their relationship and their work can influence the frequency of interaction between residents and family members. And the family members and nurses can get a close relationship through calling.	·
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	Store - How old are you? - How long have you been here? - What was your job before retirement? - What was your job before? - How did you live before? - How do you feel about living with so many people now? - How often do you see them? - Would you like it to be more ofter? - What is your name? - How old are you? - How long have you been here? - What is your name? - How long have you been here? - What was your job before retirement?	- 82 years old. - Three years. - A worker in textile mill. I used a lot with my feet during my work time. - 1 lived in district along the Fushan road before.After my husband left me, I lived individuily. In order to reduce the pressure of my children, I decided to be in nursing room of my own free will. Then I needrit to live with my children and they needrit to worry about my safty and health when I live alone. - I chose to live here because I have heard a lot about it. Now I have been here 3 years, and enjoy it. Thanks to the managers, because they care us a lot. Also, my room is near the office of Mr Xu and Ms Zhao, so it is easy for me to search for help and communicate with them. So it is just like home living here. -I have 3 sons and 3 grandsons. One is graduated from Tongji University, one is graduated from Shanghai University of Finance and Economics, another one is a solider. (In a proud tone) Once a week, they will visit me at their leisure. - Actually, I can take care of myself now. So it is enough for me to get attention from the managers and my family members. I can deal with my own life and they can deal with their lives. So it is fine now. - He Jindi.何金娣 - 85 years old. - Three months. - A policewoman in bureau of public security. My main job was communicating with people at that time. I was lack of education at that time, but my leader encouranged and arranged me to get knowledge until the education of university. - I lived in Anshansicun quater near this nursing room. I lived individully before. However, once, at 3:30am I went to hospital by myself because of sud	 in nursing home is to comfort family members and reduce their pressure. It seems a lot of interactions between residents and managers The resident relies on the managers a lot, and gets protection from the managers. Ms Song is so proud of her family member. Ms Song is healthy enough to enjoy life in her own life style. Ms Song is healthy enough to enjoy life in her own life style. Ms He's roommates are excited to introduce that she is a policewoman. Maybe getting education and a good job is especial in that age. Ms He lived near from the nursing home individually. The moment she has encounter 		There is 24-hours caring to reduce their life risk, and accompany with them. It is the reason that residents chose the nursing home to get sence of security and comfort their family members. The number of children, the distance to the nursing home, their relationship and their work can influence the frequency of interaction between residents and family members. And the family members and nurses can get a close relationship through calling.	·
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	NUMP - How old are you? - How long have you been here? - What was your job before retirement? - How did you live before? OUMING - How do you feel about living with so many people now? - How often do you see them? - Would you like it to be more ofter? - What is your name? - How old are you? - How old are you? - How did you live before? - What is your name? - How did you live before? - What is your job before retirement? - How old are you? - How did you live before? - What is your name? - How did you live before? - What was your job before retirement? - How did you live before? - What was your job before? - How did you live before? - How do you feel about living with so many people now? - How do you feel about living with so many people now? - How many close relatives do you have?	- 82 years old. - Three years. - A worker in textile mill. I used a lot with my feet during my work time. - I lived in district along the Fushan road before. After my husband letter me, I lived individully, in order to reduce the pressure of my children, I decided to be in nursing room of my own free will. Then I needrit to live with my children and they needrit to worry about my safty and health when I live alone. - I chose to live here because I have heard a lot about it. Now I have been here 3 years, and enjoy it. Thanks to the managers, because they care us a lot. Also, my room is near the office of Mr Xu and Ms Zhao, so it is easy for me to search for help and communicate with them. So it is just like home living here. - I have 3 sons and 3 grandsons. One is graduated from Tongji University, one is graduated from Shanghai University of Finance and Economics, another one is a solidar. (In a proud tone) - Once a week, they will visit me at their leisure. - Actually. I can take care of myself now. So it is enough for me to get attention from the managers and my family members. I can deal with my own life and they can deal with their lives. So it is fine now. - He Jindi. 和金錄 - B spears old. - Three months. - A lived in Anshansicun quater near this nursing room. I lived individully before. However, once, at 330m I went to hospital by myself because of suden sick. Sty ot the doctor asked me wyl (came hospital individual/8 ut 1 didnt have any other choices because I was just an elder living alone. So I thought the choice to live in the nursing home would be the best choice to me. (In sad tone, almost crying)	 in nursing home is to comfort family members and reduce their pressure. It seems a lot of interactions between residents and managers The resident relies on the managers a lot, and gets protection from the managers. Ms Song is so proud of her family member. Ms Song is healthy enough to enjoy life in her own life style. Ms Song is healthy enough to enjoy life in her own life style. Ms He's roommates are excited to introduce that she is a policewoman. Maybe getting education and a good job is especial in that age. Ms He lived near from the nursing home individually. The moment she has encounter in a helpless situation. Maybe she wants to get help from the nursing home. There is a close relationship between the residents in room211. And Ms He can feel the manager like her family member. Ms He only has one child because of the special situation of China. And she couldn't get much care from his child with little time and effort. It might be the common problem of one-child-family in China. 		There is 24-hours caring to reduce their life risk, and accompany with them. It is the reason that residents chose the nursing home to get sence of security and comfort their family members. The number of children, the distance to the nursing home, their relationship and their work can influence the frequency of interaction between residents and family members. And the family members and nurses can get a close relationship through calling.	·
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	NOTOTIONS - How old are you? - How long have you been here? - What was your job before retirement? - How did you live before? - How did you live before? - How do you feel about living with so many people now? - How often do you see them? - How did you like it to be more ofter? - How did you like it to be more ofter? - How did you like before? - How did you like before? - How did you like before? - How often do you see them? - How did you like it to be more ofter? - How did you like before? - How did you like before? - How did you like before? - How do you feel about living with so many people now? - How do you feel about living with so many people now? - How do you feel about living with so many people now? - How often do you see them? - How often do you see them? <	- 응 2 years old. - · · · · · · · · · · · · · · · · ·	In nursing home is to comfort family members and reduce their pressure. It seems a lot of interactions between residents and managers The resident relies on the managers a lot, and gets protection from the managers. Ms Song is so proud of her family member. Ms Song is bealthy enough to enjoy life in her own life style. Ms Song is healthy enough to enjoy life in her own life style. Ms Song is healthy enough to enjoy life in her own life style. Ms He 's nommates are excited to introduce that she is a policewoman. Maybe getting education and a good job is especial in that age. Ms He 's nommates are excited to introduce that she is a policewoman. Maybe getting education and a good job is especial in that age. Ms He lowed near from the nursing home individually. The moment she has encounter in a helpless situation. Maybe she wants to get help from the nursing home. Ms He only has one child because of the special situation of China. And she confere the manager like her family member. Ms He only has one child because of the special situation of China. And she confider from the drom bit little time and effort. Ms He only has one child because of the special situation of China. And she confider from the drom bit little time and effort. Ms Sun chose this nursing home for getting convient care from family members who live near here. Ms Sun chose this nursing home for getting convient care from family members are family members. Ms Sun chose this nursing home for getting convient care from family members who live near here. Ms Sun chose this nursing home for getting convient care from family members are family members. And she also speak highly of the managers. Ms Sun chose this nursing home for getting convient care from family members who live near here. Ms Sun chose this nursing home for getting convient care from family members who live near here. Ms Sun chose this nursing home for getting convient care from family members who live near here. Ms Sun gets lots of help and care from her roommates that		There is 24-hours caring to reduce their life risk, and accompany with them. It is the reason that residents chose the nursing home to get sence of security and comfort their family members. The number of children, the distance to the nursing home, their relationship and their work can influence the frequency of interaction between residents and family members. And the family members and nurses can get a close relationship through calling.	·
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		They always concern about their children and want to do something for them in economical part and so on.	Mr Xu needs to deal with different personal emotion issues from residents. The residents have different background and experience. He thinks that issues are big challenge to him.	
	- Have you met some special situations about the new residents who can't adapt to the new environment?	- At 2 parts of situations: One is that the new resident didn't know they were sent to be in the nursing home with the concealing by the family members. So I need to comfort them like 'you are here for enjoying, your family members care you a lot. Being here is good to you!' Through our comforting and their communicating with the parts and other presidents the waveled be a deat and hereman 2 four hereing	- There is less power of the elderly to make the decision of living here. Mr Xu takes a role in comforting residents. And in view of Mr Xu, residents being heavier is a signal of adapting.	
XU AGEN CHALLENGE		the nurses and other residents, they would be adapt and become 2.5kg heavier after about one and a half months. The other situation is that the family member concealed the real physical and mental situations about the new residents. It is a	- In some cases, there is less trust between the nursing home and family members. And it will affect the work of the nursing home and living of residents.	
		hard situation to us. The family members thought the nursing home is a safe box. Their parents will be fine, safe and without any questions here. However, if the new residents cried or yelled day by day, we would contact with their family members. And we can also persuade the residents to go back home. Because we have a bilateral contract with the residents that there is 30 days trails to confirm the resident can adapt group living and this nursing home.	They have mutual agreements of residents adpating to protect their both rights and interest.	
		But actually, there also is a situation that the resident can't go back home because there is no room for him or her. The room before belonging to him or her becomes	- The nursing home is the only 'home' to some residents.	
		the room of his or her grandson or granddaughter. Some residents may be possible to suffer from Alzheimer's disease. We also should arrange some measures to them. Of course it is shortage of this nursing room is that we have not the certificate with 'blue medical treatment'. That means we can't treat here but need to go hospital. And there are lots of problems in system of Chinese medical treatment.	- Mr Xu feels like pity that the nursing home can't offer the medical treetment. It is hard for the elderly to get active medical treetment in hospital.	
	- How about the residents here? What about the average age of them? And how about the ratio of man to woman?	- 85.6 years old. And the amount of man is less than 20, so maybe the ratio is 25%.	- The elderly in this nursing home is quite old, and majority of them are women.	
	- What the age of the oldest and youngest residents?	- The oldest is 107, the youngest is about 67. I know the name of all the residents and their room, of course the situation of them, like the illness of them. I need to know all of them, because I should be responsible to their family members. If they ask something about their parents in hurry, I should response to it.	- The span of age distribution is lage, about 40 years. Most of them are older than 80. Mr Xu is well acquainted with the residents in the nuring home and has close connection with the family members.	
INFORMATIONS ABOUT JING LAO YUAN		- We have arranged some activities, but the reflection is not as ideal. I have organised them to watch TV using projector and I chose several movies, but actually there was little people interested in it. And there are 2 big activities every year arranged by community volunteers, just like singing and dancing. However there was less than 20 residents taking part in, although we invited them. They said they didn't want to enjoy with them because they were without healthy physical situation, they didn't have interest or they were lazy to go down stairs. Actually, they prefer to repair their pants, do some craft and something useless what seems no essential to do and stay in the room.	- Mr Xu frowns and points the space in the dining room to describe the activities at that time. However, the unreactive of situation makes Mr Xu feel failing and there is no meaningful to organize again. Maybe the active entertainment is not suitble to the elderly. They enjoy staying at room and make crafts.	
	- Do you have consideration about the daily diet?	- Yes! you can see the schedule of the meal everyday on the sheet taped on the wall. And everyday in a week are different plans, and every meal in a day are also different. The vegetable maybe similar, but the kind of meat must be different.	- The schedule of food is designed. The nursing home considers a lot about the kind and the nutrition of the food.	
	- What about the steak of fish? Can the elderly eat it easily?	- Yes! We will fire it lightly and it is from METRO. It is fresh with full of fish and we always choose food from there. The quality of food in METRO is better than other places. Have you see the entrance guard? And if you want to bring food outside, he should check the food and register to distinguish the food between the canteen and the outside if the food accident happen. And we should keep the food from canteen for another 24 hours for replying to food accident. Also someone who want to visit	- The nursing home considers about the suitability of the food for the elderly. -The fresh of food they purchase is the vital factor to Mr Xu. And the nursing home also supervises the safety from outside. And the guard takes a role in checking the dangerous factor from outside include the food and vistors.	
		or take the residents out should register in the entrance guard room.		
SNC	- What is your name?	- Zhu XX.朱阿姨		
BASIC INFORMATIONS	- How old are you? - Family?	- 60 years old. - I live in Dinghai,it is an area in Shanghai,but not in Siping area.	 Still healthy but she's elderly people. Has own home and satisfactory life 	
IC INFO	- How long have you been working here?	- About 8 or 9years.	- Experienced.	
BASIO	- Your last job before come here? - Your position here?	- I used to sell vegetables in the market. - I am the nurse of room 204, a couple living in that room.	- Unrelated but rich work experience. - Familiar with the residents they care for.	
	- How do you introduce new people?	- I do not care, they are husband and wife, no other old peple sharing a room, and	- She thinks they don't need a transition period.	
MS ZHU	 How do you help new residents to integrate in or get use to the new surrounding? (games? show them around?) 	old people need this. - This couple, the husband more healthy than wife, he can walk around, so we take him to know the location of elevator, canteen, and soon he can go down to eat	- Only introduce the facilities' location at the first day.	
	- Do people easily adapt? How do you help people that have a hard time to adapt?	lunch himself or playing mahjong. Wife is poor, can only lie in bed. - They adapt well,because they moved from another nursing home here,so they may be get familier with this life.	- Residents have different experience which lead to different adaptability.	
	- How many people do you take care of?	- Two,a couple.		
ACTIVITIES	- Do you think it's too much? How many would it take?	 No, they are easier to take care of by compared with secivie residences. The husband can take care of himself, but I need to help the wife with lunch. 	- Healthy patients will reduce the nurse's work intensity.	
	- What are your responsibilities/tasks every day?	- Cleaning,packing up the bed and so on.	- According to the patient's physical condition.	
IAL CTION	 Do you have conversations with residents or other nurses? If so, about what? 	 Very little,.Because most of them don't have good hearing capability. Only something need to.talk. 	 Difficult communication kills the enthusiasm of nurses to chat. No communication except some instructions. 	
SOCIAL	- Do you think it's a hard job?	- No, I can rext two days after work,so it's ok,but sometimes when they need to help them go to tielot during night,I can not sleep well.	- Three turns on duty, relatively easy.	
ONS	- What is your name?	- Gao XX,高阿姨		
BASIC INFORMATIONS	- How old are you? - How long have you been working here?	- 58 years old - 4years	- Still healthy but she's elderly people. Her home is in another privence so she seldom go home and stay with family members.Living in nuring home.	
	- Your last job before come here?	- My home is in Anhui provience, so I live with them, Look, I have my small bed here. Nurses in those rooms are take turns, I am responsible for people in this room. Because if the nurses are changed very frequently, the risk of erldly will rise.	- Experienced. Very familiar with the residents she care for. She signed the contract as a "contracted room" nurse. She lives with the residents like a family. She thinks the shift work can bring a relative risk. Nuese,she regard herself as some one replace people to take care of the family members .	
ADAPTION	- Do people easily adapt?	- I don't know.They come earlier than me.		
MS GAO ACTIVITIES	- How many people do you take care of?	- 7 old ladies.	- Allocate rooms by sex.	
	- Do you think it's too much? How many would it take? - What are your responsibilities/tasks every day?	 It's Ok,but 24 hours you need to remain vigilant. Pick up the bed, clean the toilet and help them to wash.things like that,everything. 	 It is high-intensity work but she got used to it. All the work include feeding them. 	
	- What do you do when you find a free minute?	- I don't have free time! get up early than 4 o'clock, and everyone wants togo to tielot during night, she has to get up to help them.	- Too busy to have time to chat.	
	- What are your biggest challenges?	- That is, all the elderly want to go to tielot at night.I will be wery tired because of a lack of sleep.Look at them,they can not walk	- Can not get enough sleep so that she is in the doldrums all day.	
	- What was the most challenging situation while working here?	- Get up in the morning to wash your face, wash your ass, wash your feet, every day.	- Do something that she does not want to do.	
ERACTIONS	- Do you have conversations with residents or other nurses?	- No,I have no time.But if they(she mains residents)want to talk,i will talk to them. After all, I am also very boring,chatting is a delightful activity.But most of them have bad hearing capabilities,I need to speak very loudly.Also some one prefer peaceful environment,we will keep quiet.	- She is enjoying the chat, because she is also very lonely.Residents have different characters, they may be disturbing each other.	
NTERAC	- If so, about what? - Do you think it's a hard job?	- Clothes,families - Yes.		
DCIAL	- Is it more physically or emotionally demanding?	- Both.Actually they are well-behaved obedient.	- Compared to other nurses she respects the elderly.	
	- What do you think would make life in the nursing home more comfortable for everyone?	- Large space,so that the light and air can be good.	- She thinks nuring home can be a better place to live for the elderly.	
SN	- What is your name?	- Wu Aiqin.邬爱琴		
AIQIN BASIC INFORMATIONS	- How old are you?	- 65 years old.	- Ms Wu is still healthy but she's elderly people.	
INFOR	- Family? - Your last job before come here?	- Living in Siping area with my husband,have a son that already had job. - I was hired back by the nursing house after I was retired from the hospital.I used	 Ms Wu is satisfactoried with her family and lives near the nursing home. Ms Wu has nursing experience and she was professional trained. 	
WU AIQIN BASIC	- Your position here? How many people do you take care of?	to be a nurse, and I graduated from a college of nursing.	She stressed that she was a doctor rather than a nurse. She looks confident about her professional capability,which makes her different from the nurses.	
	- Do you think it's too much? How many would it take?	- All the people, because you know,I am the doctor.		
ACTIVITIES	- What are your responsibilities/tasks every day?	- Acceptable, because we shifts,here are another two doctors here,we work one day and rest two days.	- Residengts can get timely medical help everyday. Although it is simple check,but will protect residents from portencial dangers.	
AC	- Do you think it's a hard job?	- We have two rounds every day to check the vital signs of the elderly.		

with me. Because they have no one to talk with at home before, actually. And

Their family occupies most part of their emotion life.

NURSES

DOCTOR