

PO3.29 Consulting end-users in the design and usability of CAREGIVERSPRO-MMD: An internet based support tool designed for people with dementia and their caregivers

Rosie Dunn^{1,2}, Paraskevi Zafeiridi^{1,2}, Emma Wolverson², Kevin Paulson¹

¹School of Engineering, University of Hull, Hull, United Kingdom

²Department of Psychological Health and Wellbeing, University of Hull, Hull, United Kingdom

Background

Current online interventions often aim to support single needs instead of multiple needs (Meiland et al., 2014) and are often developed without the involvement of People with Dementia (PwD) (Wilkinson, 2002; Bharucha et al., 2009). CAREGIVERSPRO-MMD is a European project, aiming to develop a platform for PwD or Mild Cognitive Impairment (MCI) and their caregivers. This platform will be a social network, where users can interact with each other and seek support and publicise opportunities. The platform will also include educational interventions, as well as medication and appointment reminders. This study is part of a larger study taking place across Europe. The aim is to gain input and feedback from PwD or MCI, caregivers and healthcare professionals on the design, development and usability of the CAREGIVERSPRO-MMD platform prior to the pilot study in May 2017.

Aims

1. To gather feedback on the design and usability of the current CAREGIVERSPRO-MMD platform.
2. To explore barriers and facilitators to using and engaging with the platform to help with the design of the future pilot study.

Method

Design

A qualitative, constructivist, user-participatory approach.

Participants

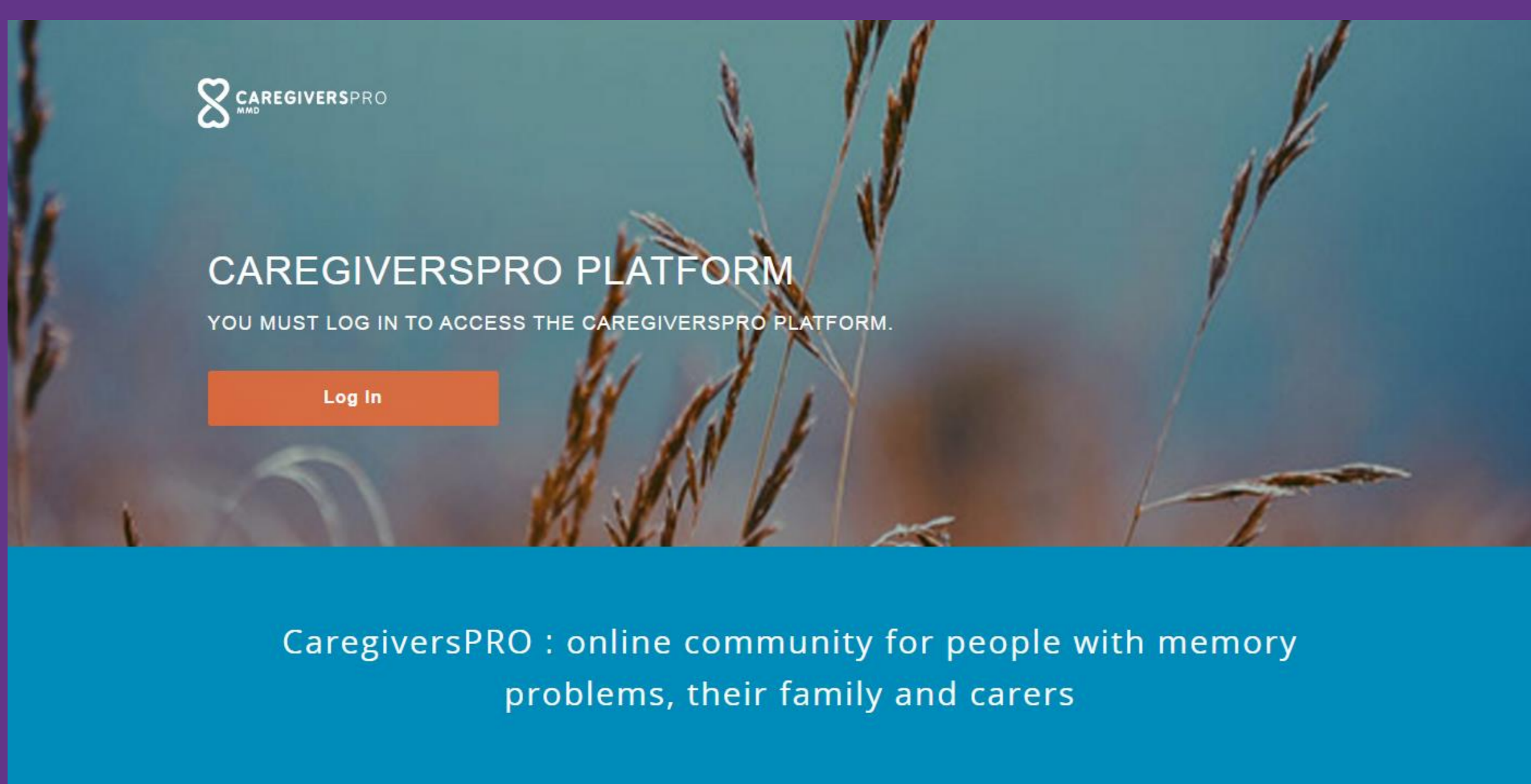
PwD (n=4, mean age=81.25 yrs, SD=8.06 yrs, 3 males)

Caregivers (n=9, mean age=62.00 yrs, SD=17.29 yrs, 9 females)

Healthcare professionals (n=6, mean age=40.50 yrs, SD=9.98 yrs, 4 females)

Procedure

Volunteers participated in focus groups or individual interviews. They were shown demonstration videos and had the opportunity to practice using the platform. They completed a questionnaire about the ease of use of the platform, and participated in an open-ended semi-structured interview in order to share their thoughts on the design, layout and content of the platform.



References

- Bharucha, A. J. et al. (2009) Intelligent assistive technology applications to dementia care: current capabilities, limitations and future challenges. *American Journal of Geriatric Psychiatry*, 17, 88–104.
- Meiland, F. J. M. et al. (2014) Participation of end users in the design of assistive technology for people with mild to severe cognitive problems; the European Rosetta project. *International Psychogeriatrics*, 26(05), 769-779.
- Wilkinson (2002) *The Perspectives of People with Dementia. Research Methods and Motivations*. Jessica Kingsley Publishers Ltd.



<http://www.promatxbi.com/hubfs/oldmanipad.jpg?e=1476453724852>

Results

Thematic Analysis (Braun & Clarke, 2013) was used to identify emerging themes for PwD and caregivers' unmet needs and wishes for the platform.

Platform design: Users reported that bigger font size and more contrast in colour between the font size and the background could help them engage with the platform. Being able to enlarge the screen or the text would also be helpful. Professionals reported that a simple and clear interface, and audio instructions would help older people use the platform.

Content: PwD reported no interest in games and online questionnaires, and do not think medication reminders would be helpful. On the other hand, caregivers believe that online questionnaires about memory and mood, as well as brain training games may be beneficial for PwD. In addition, professionals suggested to use short generic questionnaires to self-monitor health and wellbeing. Similarly, caregivers and professionals believe that medication reminders can be helpful. Finally, all three user groups believe that PwD and caregivers may benefit from the social network function of the platform as well as information on dementia, caregiver support, healthcare advice and available groups and activities in the local area.

Sharing Information: All user groups reported concerns in the security for sharing personal information online.

Barriers: For PwD: lack of knowledge in using ICT/technology; not having the Internet; ability to learn new information. For caregivers and professionals: lack of time and security concerns regarding personal information.

Facilitators: Simple, uncluttered interface designs; using touchscreen tablets; supporting PwD in using the platform.

Conclusions

Based on the results above, there appears to be a market for a social networking platform for PwD or MCI and caregivers. The design and content of the CAREGIVERSPRO-MMD platform will be updated and further focus groups, interviews and feasibility studies will be conducted to test the updated versions of the platform.

Contact

R.J.Dunn@hull.ac.uk



"CAREGIVERSPRO-MMD project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 690211"