

# THEME 10: SERVICES AT HOMES

## My name is Johanna.

I have been working for the municipal home care service for the past ten years. I visit fragile elderly, bring them food, help them to get up from the bed, do grocery shopping and help with many other things. I like helping people and enjoy the mobile nature of my work. Most often my customers are happy for the help and support they receive.

Lately my job has become more and more hectic and pressured as everything is scheduled to the minute. For example bathing

is set to a standard of 15 minutes, which is too little time. Taking longer makes me late for the next one. There is little or no flexibility for judgement calls on what would be good for the individual.

There are so many elderly who would need more time and a social connection - someone to talk with. It feels like I can't give enough. It would also be rewarding for me to hear more of the stories people wish to share.

” **Homes are often too cramped for operating a walker or wheelchair.**



### DESIGN DRIVERS KEEP THESE IN MIND

#### 1. MEDIATE COMMUNICATION OF CARETAKERS

Caretakers have a lot of knowledge about their customers, but no efficient way of sharing it. There needs to be a way for caretakers to share knowledge.

#### 2. HELP TO DEEPEN RELATIONS DESPITE THE LACK OF TIME

At the moment caretakers find it difficult to give personalized service or build relationships with their customers. They experience chronic time pressure at their work due to tightly regulated processes.

