

# Developing and Trialling Social Technology to Reduce Social Isolation in the Community Aged Care setting

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# Community Care Managers

- Aged care is government assessed and older people can receive help in their homes
- The help is coordinated by a case manager

## Community Case Managers:

- employees of aged care service provider
- primary role to assess needs of clients
- facilitate others to meet specific needs
- do not provide medical or other specific services
- regular contact with clients (phone and face-to-face)
- responsible for 20-40 clients
- provide psychosocial support to clients



# Psychosocial care

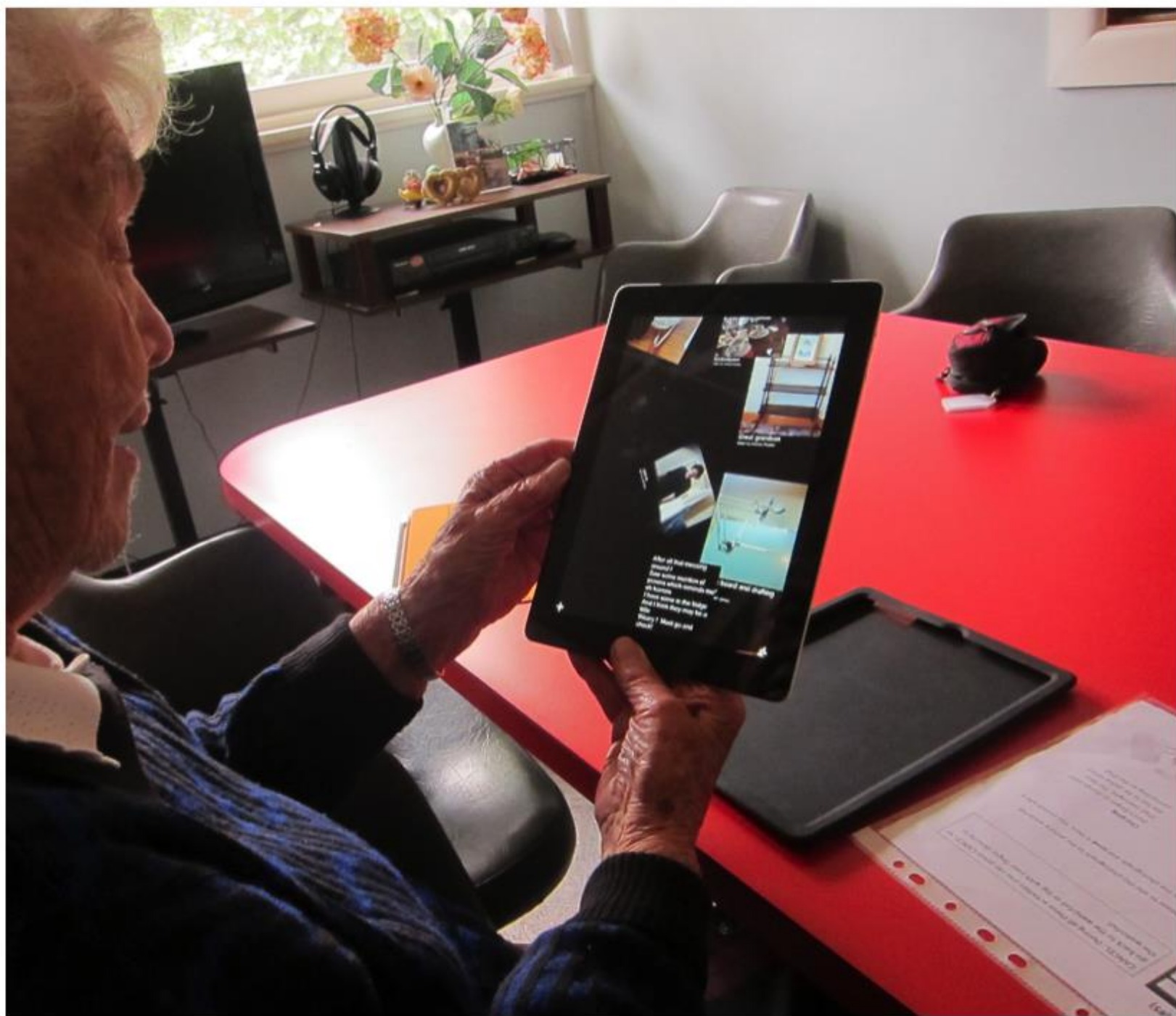
Psychosocial care: attending to social needs and emotional wellbeing

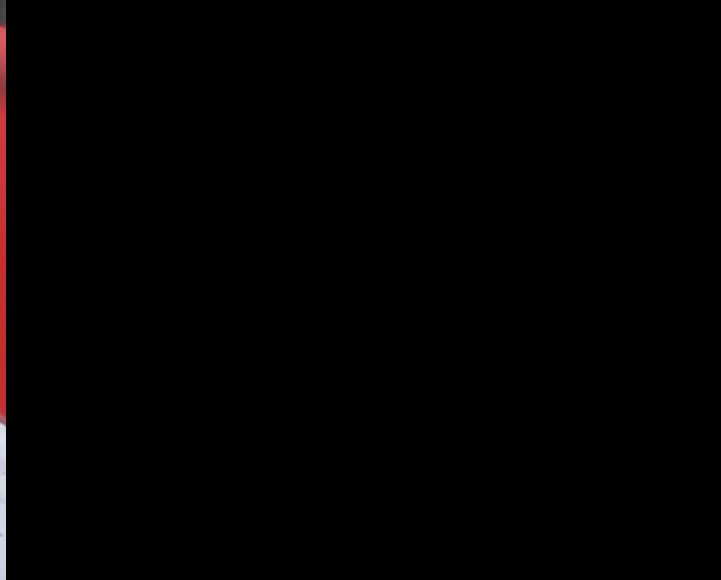
This relationship with the care manager was one of the few regular contacts with the outside world.

We believed this relationship could be leveraged to important ways to contribute to the social life of our older participants.

This paper presents the design and use of an iPad app for addressing social isolation.

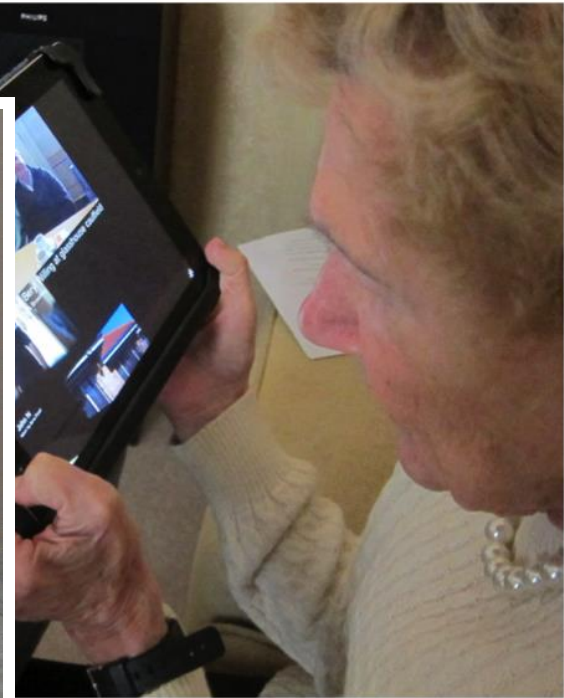
We built an iPad app, called EnMesh for this study.





# Participants

- Our participants were older people, mostly in their 80s, with very few social contacts.
- They mostly lived independently, alone, with no children or children living far away.
- They had a variety of complex needs (e.g., frailty, ill health, limited mobility), and a received assistance from an aged care organization.
- The participants had very little contact with others and no experience of mediated social interaction







What is your favourite Christmas decoration? Here i...

Touched by Frank Vetere

It is a beautiful owl! It belongs to a Benetas client I visited on Friday. I hope Merle will come to the morning tea on the 3rd of Feb, so you can meet h about the owls neighbourhood.



by Jenny Waycott 6 Feb



Lovely white roses. Are they real?



Hi everyone. There is a new activity on the activities page. To see it press on the gold star in the top right corner.

The theme for this week's activity is 'craft'. You might like to write a message about your favourite craft activities or share a photograph of some of the things you have made.

Remember this is just a suggestion. You don't have to stick to the weekly theme - you can always add any photographs and messages about other topics too.



A watchful owl



by Jenny Waycott 5 Dec



I hope you are enjoying the i



by Jenny Waycott 7 Feb

Last Week by Jenny Waycott 30 Oct



# Field Study

## Participants

6 care managers

8 clients

each using iPad/Enmesh for 5 months

## Data

logs of text and images

Focus groups (after 3 mths of use)

Interviews (end of study)

- reflection on their experiences and the impact on care work

## Analysis

Thematic analysis

# Field Study

<b>Care Manager</b>	<b>Client(s)</b>
Sue	A (aged 93, male) B (aged 89, female) C (aged 86, male)
Mary/Lucy	D (aged 71, female) E (aged 93, female)
Rebecca	F (aged 81, male)
Tonya	G (aged 82, female)
Samantha	H (aged 67, male)

# Care Managers offer encouragement

iPad

9:41 AM

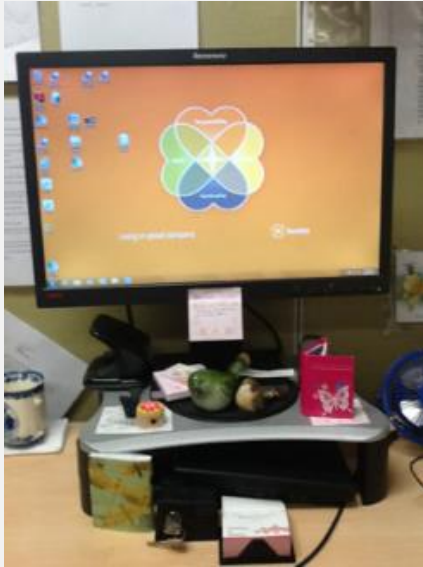
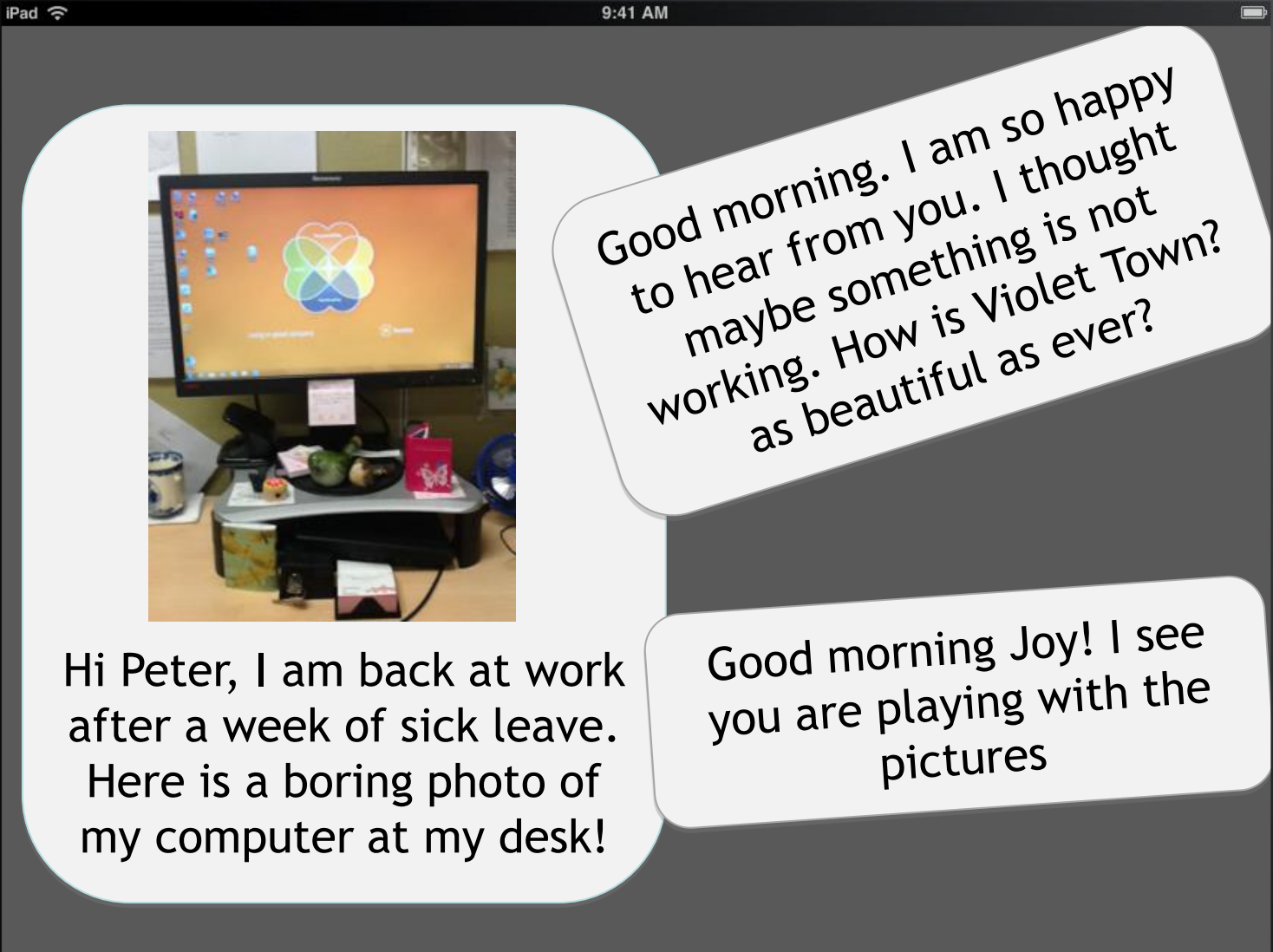
Very well done! You are  
doing just great ... See you  
soon

Hi Bob, I saw your pond  
photo. Well done!  
Rachelle.



This peaceful gnome is  
keeping us company in  
the office. Any  
suggestions for a name?

# Care Managers keep in touch with clients



Hi Peter, I am back at work after a week of sick leave. Here is a boring photo of my computer at my desk!

Good morning. I am so happy to hear from you. I thought maybe something is not working. How is Violet Town? as beautiful as ever?

Good morning Joy! I see you are playing with the pictures

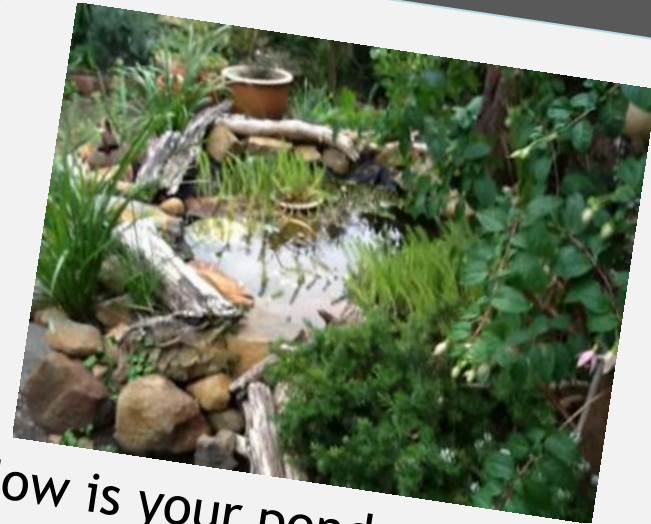
# Care Managers respond to clients' interest

iPad

9:41 AM



To continue the orchid theme - is this one fake or real?

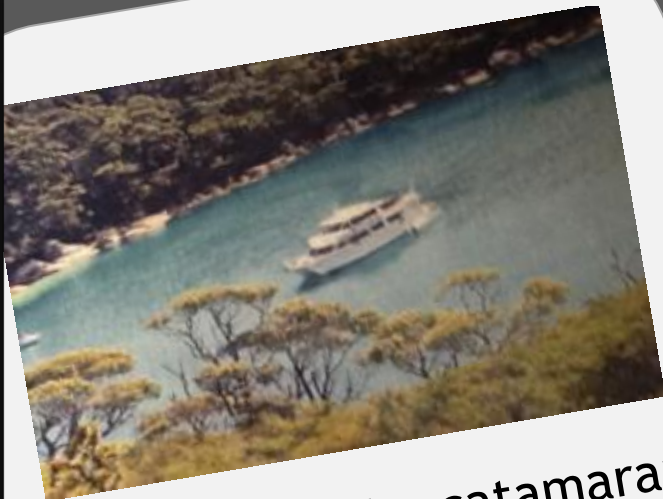


How is your pond going Bob?  
Mine has a lot of green slime  
in it. I put some tadpoles in.  
I want them to eat the slime

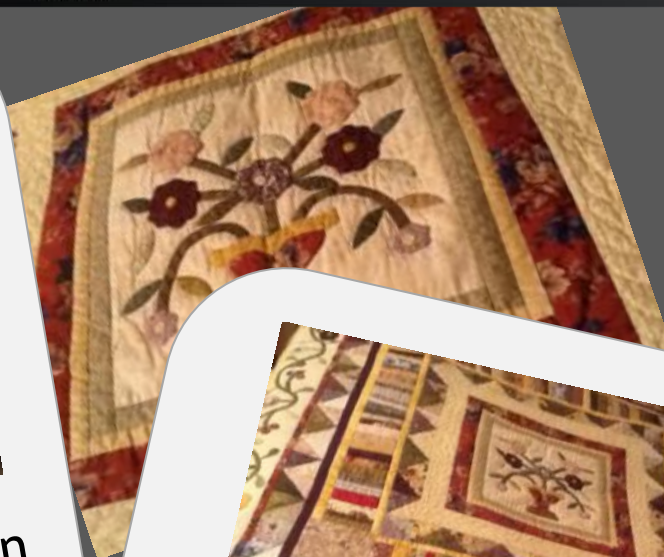
# Care Managers share personal details

iPad

9:41 AM



A picture of the catamaran cruise I went on last Sunday. We travelled to the southern most tip of the mainland. It was amazing!



Another hand sewn quilt I made. It is my favourite. I love quilts made from scraps of fabric

# Interview and Focus Groups

## Relationship Building

nature of relationship with clients evolved

Desire for social connection increased

## Boundary Work

Case Managers maintained the boundaries between their personal and professional lives

## Time

Case managers had to negotiate temporal boundaries of their care work





# Study Outcomes

- Aged Care clients found great benefit in communicating using photos and text in a closed social network
- Aged care Clients loved having an iPad and this technology alone was beneficial to their wellbeing
- Case managers thought the activity was useful in building rapport and creating social opportunity
- Technology can support aged care providers in creating an enjoyable and client directed ageing experience.

# Acknowledgements

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