**Interviews with elderly care receiver 3**

1. Could you please let me know your age, gender, education level?

Male. I’m 70, I finished my secondary school.

1. How long have you been staying in this nursing home?

I have been here for about four years.

1. Could you please describe your daily activities in the nursing home?

Nothing special.

Could you please talk a bit more about it?

My daily life is very simple. I have breakfast at 7am, lunch at 10:30 and dinner at 4:30 pm. I stay in my room resting and chilling. I also spend some time watching TV and using my smart phone.

1. What is important to receive good care and preserve your dignity in daily life here? (autonomy, privacy, respect, communication, identity, emotional support, fair treatment, etc.) Could you rank them by order of importance? Why?

The biggest problem is the high mobility of the care givers (care workers). New care givers (care workers) come and many of them quit jobs quickly. I didn’t feel good when I was taken care of by the care givers (care workers) who were not familiar with me and my health condition. I have an accumulation of fluid in the peritoneal cavity. The care givers (care workers) are not able to provide me care with high quality if they don’t know this fact. Their professional ability and knowledge level are quite limited.

1. What is important to preserve care givers’ dignity in their daily work? (autonomy, privacy, respect, communication, identity, emotional support, etc.) How would you rank them? Why?

Their salary is so low. The work quality is poor due to the lack of care givers (care workers) and the resulting heavy workload. In addition, many care givers (care workers) did not receive professional education.

1. Have you heard about care robots? (I will explain a bit about care robots’ definition and basic function. Some short videos of care robots will be played so that the interviewees can have an intuitive sense of care robots.)

Yes.

1. Do you believe care robots can help with your daily life in order to improve the aspects you mentioned in question 4? Why?

Nothing can hold back the trend of the high technology, such as robots. The robots should be embedded knowledge and they strictly follow the instructions from humans. They can serve people if the knowledge and regulations are programmed in advance. One of the robots’ advantages over human beings is they strictly follow the orders, but human care givers may ignore your needs.

What do you mean about the regulations?

I mean the basic rules that robots must follow, such as no harm to human beings. Robots should lose all the functions automatically if their actions will harm human beings.

1. Do you believe care robots can help with care givers’ daily work in order to improve the aspects you mentioned in question 5? Why?

I believe the robots can help human care givers (care workers). But they may lose their jobs since the robots can do various tasks.

1. If the care suggestions made by a well programmed robot conflict with your will, how would you handle that? Why?

I’m willing to follow its advice with a premise of safety.

1. If the care suggestions made by a well programmed robot conflict with your care giver’s, how would you handle that? Why?

It may be better to combine the advantages of both sides. Or we can try each plan to see which one has a better outcome.

1. To what degree should a robot get involved in care practice? What should be its role? A tool, an intelligent assistant, or even an independent care giver in the future? Why?

The most significant point is that there will be a threshold embedded in the program. The robots have to be scrapped automatically when they break the rule of non-maleficence. Also, the robots shouldn’t have any emotions or feelings. They must be differentiated from human beings, otherwise there will be chaos.

1. Did you use any care robots? (If yes, go to question 13. If no, skip question 13 and go to question 14.)

No.

1. What was your main reason for using it? Could you share your experience? Were you satisfied with that experience? Why?
2. If you have a chance to use a care robot, would you like to have a try? Why?

Sure, if the robot is well designed and with satisfying functions.

What did you mean well designed?

The regulations and rules I mentioned previously should be designed in the robots.

1. If you can design a care robot to meet your actual needs in care, how would you design it? (expected appearance, functions, etc.)

The robot’s appearance must be different from human being. It should be easy for people to recognize the robot at first glance.

What about the functions? What are your actual needs?

As for the functions, the care robot should be able to do basic physical care tasks, such as holding people’s arms when they are walking and help people with turning over.