**Interviews with care givers No.2**

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

Female. I’m 25 years old with a college degree.

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

2 years.

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

We do the shift when start work at 7:30 am every day. After that we have ward inspection and practical nursing work. For example, we help the elderly people with washing, cleaning, and transfusion when needed. Then the time for nasal feeding, blood pressure measurement, and daily care including clean up, trim nails around 9 am. Their health condition is recorded frequently on paper. Feeding is at 10:30 am and nasal feeding is at 11am. We have a lunch break from 11:30 am to 1:30 pm. There are two rounds of nasal feeding at 2 pm and 4 pm. We dispense medication, inject people with diabetes with insulin and help elderly people with rehabilitation in the afternoon. Before off duty, we finish paperwork and handover it to colleagues from next shift.

1. How many patients do you have to take care of every day? Are you satisfied with the current workload?

I take care of 20 people approximately. The workload is quite heavy.

1. Do you have difficulties in your daily work? Which actual need is the most significant to be met?

The lack of care givers, especially care workers is the biggest issue here, which causes the heavy workload.

1. What is important to preserve your dignity in daily work? (autonomy, privacy, respect, communication, identity, emotional support, etc.) Could you rank them by order of importance? Why?

I would say respect and understanding. We need more respect and understanding from the elderly care receivers and their family so that we can better manage our work.

Why respect and understanding？

Otherwise they will not agree with us on our work. Our hands are tied if they are not cooperative and open to us.

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

For them, it should be the quality of care. It is directly tied to care workers’ work. Sometimes, the care givers (care workers) talk in an inappropriate way, which diminish elderly people’s dignity.

How inappropriate？

They are too direct and sometimes in an impolite tone.

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 work in order to improve the aspects you mentioned in question 6? Why?

I don’t know.

1. Do you believe care robots can help with elderly care receivers’ daily life in order to improve the aspects you mentioned in question 7? Why?

I guess so if they are functioned perfectly.

What do you mean by that?

If the robots can take practical tasks and do no harm to people.

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

Robots can play a role of reminder in case something has not been done but they can not force elderly people to do certain things. It’s necessary to pay respect to the elderly people with humanistic care.

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

It depends on which plan is better. The combination of the two after consulting doctors would be better.

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?

Elderly people’s needs are the priority to be considered. What kinds of roles robots can take depends on the outcome of the introduction of robots in care. I will be fine with robots if they do the tasks well.

Can they be independent care givers?

No, they are machines not humans.

Why?

I don’t know how to explain, but the answer is no.

1. Did you use any care robots at work? (If yes, go to question 15. If no, skip question 15 and go to question 16.)

No.

1. What was your main reason for your choice? Could you share your experience with the care robot you used? 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?

Yes, it can share our workload and give assistance to elderly people.

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

It would be nice if it looks like a cute pet. As for the functions, I would say physical rehabilitation and communication.