**Interviews with care givers No.7**

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

Female. I’m 56 years old. I only received primary school education.

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

11 years.

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

We work 12 hours every day, which is very tiring. Basically, we do all tasks included in daily care.

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

I take care of 8 elderly people. The job is exhausting but I have been used to it.

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

I find it most difficult if the elderly care receivers are uncooperative especially when I help them on taking a bath. I am getting older now so that sometimes I do not have enough physical strength to manage this demanding task. Lifting them up can be very difficult if they do not cooperate with me.

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?

Communication. We have little communication with top leaders of this nursing home. There are also some problems with the communication between elderly care receivers’ family and us. We usually turn to the head nurse for help if we cannot solve these problems. In most cases, it is fine but sometimes I feel wronged.

How so?

The elderly care receivers’ family may think we did not do our job well, but we have tried our best.

Which aspects do they think are not good enough?

If we are occupied with other tasks, we cannot respond to the elderly care receivers promptly.

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?

The timeliness of our responses to their needs I mentioned previously. After ringing the bell, some elderly people can wait a bit if they do not have urgent issues, but others may have emergencies waiting us to deal with. Their needs such as using the toilet cannot wait.

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 think most tasks still need human beings to perform. Care robots are not good enough for the tasks.

Could you please give me an example?

For instance, robots cannot deal with personal hygiene issues properly. They can certainly not perform manual evacuation of feces.

Do you think care robots can help you with communication you mentioned just now?

I don’t think so.

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 still think it should be human beings doing the healthcare work. I cannot say for sure if care robots take tasks from human beings.

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

I would listen to the elderly care receiver. Some care robots can be helpful and useful, but some may not. So human beings should be in the charge of work in care settings.

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

My advice should be taken because I know the elderly care receivers better than a robot.

Which aspects do you mean?

Their health conditions, their characteristics and individual temperament.

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?

I don’t know. But I guess it should be a tool. According to my experience, it may not be a good tool.

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.)

Yes.

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?

A company came to us for a trial. That robot they brought was not good because when it takes care of the users’ urination and defecation, the users must lie in bed and keep still. There were many restraints and the robot rubbed on the users’ skin. The job was actually ours because the robot was not good at all.

1. If you have a chance to use a care robot, would you like to have a try? Why?

I would like to have a try to see if it is useful. It helps if it can release our physical burden. It is really a big problem for us if the elderly care receiver are uncooperative in taking a bath.

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

I have no idea about it.

Would you prefer if it looks like a human being, or an animal or just a machine?

It would be fine if it is humanoid, but it cannot be too similar with a human being.

Why?

We may not tell differences if they are so alike, which is troublesome.

Why?

Robots and human beings are different. There must be a line between the two.

What about the robot’s functions?

I want it to help us with physical tasks, such as bathing the elderly care receivers.