

INFORMAL CAREGIVERS GUIDE FOR TECH-FACILITATED INTERACTION TAPOLOGY TOOLKIT

Interreg
North Sea Region
In For Care

European Regional Development Fund



EUROPEAN UNION



**Abertay
University**

Ken Scott-Brown

k.scott-brown@abertay.ac.uk

Introduction ToolKit for Tapology

This toolkit guide is designed to steer you through the process of introducing Tapology App, to participants so that you can make the most out of your social interactions.

Tapology is available on IOS App Store for IOS 13 for iPad.

Information is also available online at www.tapology.design.

The Toolkit is a document written to help informal carers introduce iPads and Tapology in a structured setting with specific goals and with a focus on identifying client needs.

The context of when and where you choose to introduce ICT to clients in informal care settings will dictate how you adopt the technology and resources. At all times, you as the carer and your support team will be the best judge of this. The guide is merely a suggestion of how to adopt techniques in this regard. The guide is not prescriptive. At all times, the interactions should be to the benefit of the client.

Location planning and timing should be arranged so the mutual agreement of the client and informal carer. Care should be taken to risk assess all locations, particular care must be taken with home visits. Password security is subject to local conditions and depending on how you are deploying informal care, a separate plan must be made to ensure best practice for carers and clients. In the UK, this would include PVG registration of all visitors.

Assessing the needs of the client is part of the initial meeting script, but it may be that prior interactions have identified and shaped the scope of the session. The time available for the interaction should be borne in mind at the planning stage and can be adapted depending on how the session pans out.

In discussions with the client, open prompt questions rather than yes no, or closed questions are preferable. The guide covers extension work idea and includes links to other resources online. See Appendix 1.

Good Luck, have fun.

Recruitment – How to introduce the project...?

RECRUITMENT

People who many benefit from being introduced to tablet and smartphone technologies can be recruited from local and regional groups who offer services or receive enquiries from people wanting to increase their social engagement or widen their knowledge or use of technology.

- ...[Insert local organisations here]
- ...

Other identified options include:

-

You may seek to track or audit the client over time, or use this introduction as means to offer further services.

Introductory Meeting

It is possible to introduce Tapology and technology in groups, and this can work well in a café environment or a community centre. However if you only have one tablet computer, or a client who may be reluctant to access services out and about. For these people, a one on one introduction will be most beneficial. Familiarise yourself with the games to establish what might be best for your needs.

AIMS

- Brief participants on project and process
- Obtain consent forms (if this is a research project)
- Collect a baseline understanding of:
 - What people think of technology?
 - How participants rate their tech use and tech skills?
 - Identify behaviour patterns and differences between home and elsewhere, friends and family?

This information can be gleaned from rapport building conversations, using open prompt conversations.

BRIEFING

Consent Forms

Make sure you use the correct Consent Forms for your project if applicable.

Location Planning

Care should be taken to layout the space to best facilitate interactions. Figure 1 below shows good locations relative to the client and less optimal ones. For left handed clients, the layout should be mirror reversed. When possible, tables should be used, these can be round or oblong.

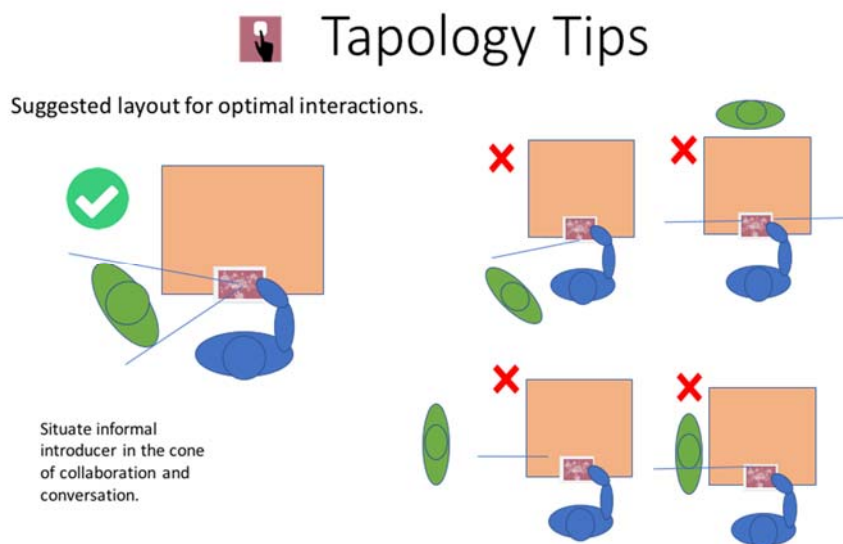


Fig 1. Social interaction can be maximised by correct placing of the informal carer or demonstrator (in green) relative to the client (in blue). Note, this configuration is set for right handed users, for left handed users, reverse the arrangement.

PARTICIPATORY GAMING ACTIVITIES

Activity 1 – Playing Games

Materials needed:

Tapology App, Available from IOS App Store for iPads with IOS3 or higher.

Play the games in the order your client will benefit from. This is suggested, as Target, React, Cards, Word, Pong.

Time: 15 minutes

Activity

“Take your time to play each game, follow the instructions on the screen. Take as long as you need. You can’t break it so play or explore as much as you like. If you get stuck or not sure, just ask.”

Activity 2 – Browsing Internet

Materials needed: Safari, Chrome or Duck Duck Go (other browsers are available).

Time: 15 minutes

Activity

“See if we can find something on the internet of interest to you. Where do you like to shop? Did you know you can look online for shopping ideas or holiday ideas. Lets look at your favourite supermarket or department store and see what they offer online, in case you can’t get out and about for some reason.”

Activity 3 – Third Party Gaming

Materials needed: Post-it’s; Pre-cut stationery (e.g. enabling arrows, road blocks, etc.) – maybe pin-boards, pins etc.

Time: 15 minutes

Activity

“You’ve seen the mini-games on the iPad. Did you know most of your favourite games are also available? Let’s have a look and see if any of these appeal. You might want to play some of these online with your friends. For example you can play chess or scrabble online with your friends.’

Thee internet is a rich source of ideas for game elements for games and many lists can be found to generate ideas or concepts (e.g. <https://www.greatseniorliving.com/articles/games-for-seniors>), which includes traditional games like, Chess, Mancala; video games such as CandyCrush Saga and Plants vs Zombies, and Civilization, and Mind Games such as Crosswords, Word Search and Sudoku. Search your local App Store for free or paid for versions of these games.

Using the stationery – add to your diagram as many things as you would like that explain what or who helps you and your friends and colleagues to do actions (eat well and stay active) and what or who stops you doing them?”

In particular, identify games would help you make changes in your lifestyle and choices to promote more socialising or keeping you in touch with people who live further away or it is difficult to meet face to face.

OUTPUT

Participant's identification of favourite games, and any they wish to download, buy or subscribe to.

Facilitator: Take note of any issues surrounding wishes to buy apps and make sure clients are aware of 'in game purchases' and the risks involved.

Activity 4 – News

Materials needed: News websites or apps such as BBC, Guardian, Times, etc.

Time: 10mins

Think about what news stories you like to follow, then see if you can find them. Discuss the pros and cons of free versus paid for access to news services.

Activity 5 – Music

Materials needed: iTunes and YouTube or Spotify.

Time: 30-60 minutes

Identify any music or artists that are of interest and seek out their content on YouTube. Then compare ease of use with Spotify, Apple Music, Amazon et.c

Follow Up Meeting

It is possible to introduce Tapology and technology in groups, and this can work well in a café environment or a community centre. However if you only have one tablet computer, or a client who may be reluctant to access services out and about. For these people, a one on one introduction will be most beneficial.

Go over Online Shopping and Amazon in more detail, assess scope for accessing services online such as Health and Local Council.

Carer Development


If you or your team feel they need extra skills to deliver technology, consider an activity based around Perspective Taking/

Materials needed: Instant Ageing Equipment, Cataract Sim Glasses, packaged food with small print labels, PCs or tablets for internet shopping

Time: 30 plus minutes indoors, 60 minutes if going outside.

Using sight loss simulation spectacles, try and read the labels and menus and make healthy choices based on the limited availability.

Sim Specs Available

- RNIB  supporting blind and partially sighted people
• <http://www.rnib.org.uk/>
- Your local hardware store & chemist
– Safety specs and nail varnish work.
- Vine Sim Pack
• <http://www.vinesimspecs.com/>



References for Instant Ageing:

- Martinez, S., Isaacs, J. Fernandez-Gutierrez, F., Gilmour, D., & Scott-Brown, K. C. (2016). Building bridges between user and designer: co-creation, immersion and perspective taking. In: Advances in Design for Inclusion: Proceedings of the AHFE 2016 International Conference on Design for Inclusion, July 27-31, 2016, Florida, USA. *Advances in Intelligent Systems and Computing*, pp.117-129. doi: 10.1007/978-3-319-41962-6_11 http://link.springer.com/chapter/10.1007%2F978-3-319-41962-6_11
- Isaacs, J., Martinez, S., Milne, A. Scott-Brown, K. C., Evans, A, Gilmour, D. (2013) Mobile Technology and E-Inclusion. In Stephanidis, C. & Antona, M. (Eds) Lecture Notes in Computer Science: Universal Access in Human-Computer Interaction. Applications and Services for Quality of Life 626-635 Springer Berlin Heidelberg. http://dx.doi.org/10.1007/978-3-642-39194-1_72
- Martinez, S. Carrillo, A.L., Scott-Brown, K. and Falgueras, J. (2013) "AGILE Interface for 'No-Learning nor Experience required' Interaction" In Martín, E., Haya, P. A., & Carro, R. M. "User Modeling and Adaptation for Daily Routines" Human-Computer Interaction Series published by Springer. pp 119-151 http://link.springer.com/chapter/10.1007/978-1-4471-4778-7_5



Stills from the Instant Ageing Lab, used in iAge and InforCare Projects