



Enabling Technologies for People with Dementia

User needs analysis, implementation and follow-up

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User needs analysis

Aim:

To identify the most important need, **NOW!**



One ENABLE-product only!

To measure the feasibility of the product;

- Use and usefulness
- Facilitate independence
- Promote wellbeing



Nobody wants an aid before they have to!



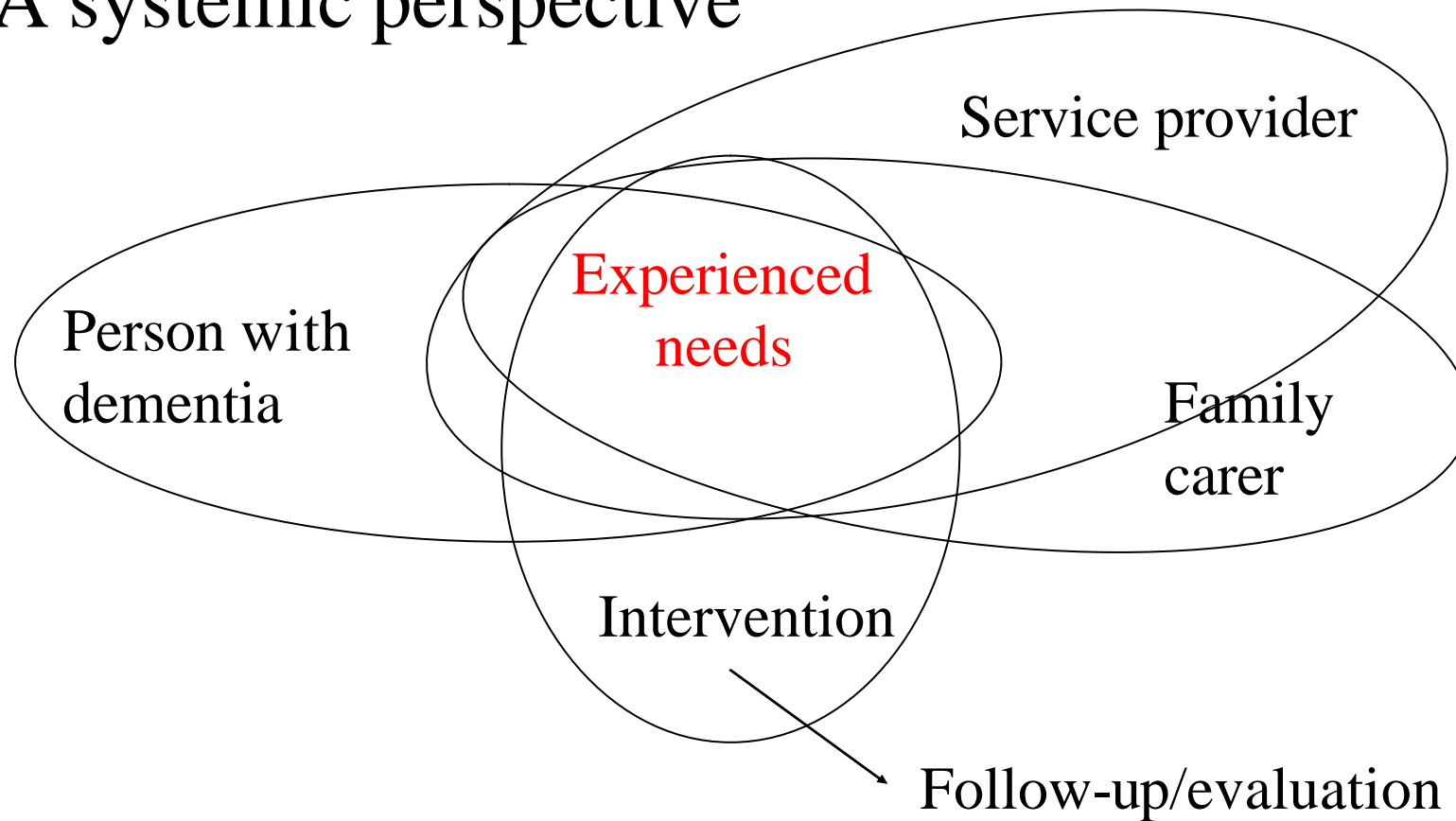
How was the user analysis conducted?

Collaboration between

- ENABLE researcher
- Family carer
- Person with dementia
- Health professionals (home nurses)



A systemic perspective





User needs analysis

was not standardized in the ENABLE-project.

- different professional backgrounds, attitudes and experiences

Experience: a non-uniform UNA might represent a bias when comparing results



User needs analysis

- Person-centred level
- Systemic level

Different needs for all involved in the care and life of the person with dementia.



Implementation

- In collaboration with the client and carer
- Calm and relaxed atmosphere
- Simple instructions
- Demonstration and testing

Follow-up

- Telephone after one week
- Clarity about who to contact if something fails
- Remove product not used



Explanations for drop-outs

Often more than one reason!

- Frailty of participants?
- Change of needs?
- Delayed implementation?
- Wish for withdrawal
- Transition to nursing home
- Insufficient user needs analysis?



Requirements for user needs analysis

1. Knowledge about dementia diseases
2. Knowledge about elderly and ageing
3. Knowledge about the person's level of function
4. Knowledge about technical aids and their potentials to be adapted to different situations
5. Allow an aid to be tested by the pwd



Conclusion

Observe user needs **AND** systemic needs

Allow a period of trial of product

Make a plan for implementation

Follow-up routines must include two-way communication