# ICT and unpaid carers of people living with dementia

Use, non-use and ideas for the future: Focus Group Findings

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## **Project overview**

#### Workstream 1: Assessing ICT use

- Focus groups
  - ICT Types, functions
  - Effect of ICT use on carer; person living with dementia
  - Barriers and facilitators to use

#### Workstream 2: Evaluation of perceived effectiveness

- Survey
- 1-2-1 interviews

#### Workstream 3: assessment tool

Matching technologies to personal needs and circumstances





## Focus groups characteristics

### <u>6 focus groups</u>

Total n= 32

n= 3-7 per group

#### **Location**

London: 2 North East: 2 South East: 1

Yorkshire and Humber: 1

#### **Format**

Online (Zoom): 4 In person: 2



#### Participant characteristics

- F/M: 26/6
- Age: 49 93 years

#### Relationship to person living with dementia

- Spouse/ex: 16
- Child/in-law: 15
- Other: 1

#### Residence of person living with dementia

- Co-resident with carer: 23
- Not co-resident: 6
- Care home: 6
- Other: 1



## 7 categories of ICT used by focus group participants

Туре	Technologies mentioned	Туре	Technologies mentioned
Mainstream ICT devices	Mobile, landline phone	Telecare	Pendant/wrist alarm
(hardware)	Tablet, laptop computer		Pressure mat
	Smart speakers (e.g. Amazon Echo)		Bed, fall, presence alarms
	Radio		
	Television, DVDs		
Mainstream ICT services -software,	Internet, email, word processing	<b>Telehealth</b> -vital sign monitoring	Not mentioned
	Virtual assistant (e.g. Alexa, Siri, Google)		
-applications -platforms	Social media (e.g. Facebook, WhatsApp)		
	Video conferencing (e.g. Zoom, Skype)		
	Online exercise programmes		
Accessible ICT devices	Dementia clocks	Other	Baby alarm
	Digital picture frames		Health care devices: hoist, bed,
	Large button mobile/landline phones		mattresses
Accessible ICT services	ALCOVE DUO		
	Tracking/localisation services		

# ICT functions used by carers, people living with dementia

- Consolidated to 7 functions
- Greater use of <u>mainstream devices</u> and <u>services</u> than accessible, telecare devices/services for most functions
- People living with dementia → little engagement with ICT

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Supporting ADLs		
	<u>Carer</u>	Person living with dementia
Wellbeing, therapy, reminiscence	Time management	Reminders
	Reducing stress	Reminiscence
	Reassurance	Physical fitness
		• Leisure
Monitoring and safety		
Surcey	Notification, alarm	• Enhance independence
	tracking	
Care management		
	Planning, coordination	Accessing care services
Social networking and communication	Accessing services	
	<ul> <li>Family networking and</li> </ul>	Communication
Occupation and work	support	
	Remote working	
Education and		
information seeking	<ul> <li>Skills and knowledge development</li> </ul>	

## Examples of ICT used by function

Supporting **ADLs** 

#### Carer

Time management  $\rightarrow$ • Monitoring ICT

#### Person w/ dementia

Reminders  $\rightarrow$ 

• Virtual assistant

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• Dementia Clocks

Research at LSE

Wellbeing, therapy, reminiscence

Carer Reassurance  $\rightarrow$ • Telecare

#### • Localisation device Camera + virtual assistant + mobile/laptop

Person w/ dementia

Leisure, exercise, reminiscence  $\rightarrow$ •Social media • Digital picture frame **Monitoring and** safety

#### Carer Notification

Tracking  $\rightarrow$ • Telecare • Localisation device • Camera + virtual

assistant + mobile/laptop Baby monitor

Person w/ dementia Independence  $\rightarrow$ 

Care management

#### Carer

Planning Service access  $\rightarrow$  Internet (online banking,

shopping) • 700m

Person w/ dementia Care service access  $\rightarrow$ 

#### • Zoom

Social networking and communication

#### Carer Mainstream ICT devices and services

Person w/ dementia • Zoom • ALCOVE

 Social media (with assistance) Occupation and work

## Carer Remote working $\rightarrow$

• Mainstream ICT devices and services **Education and** learning

#### Carer

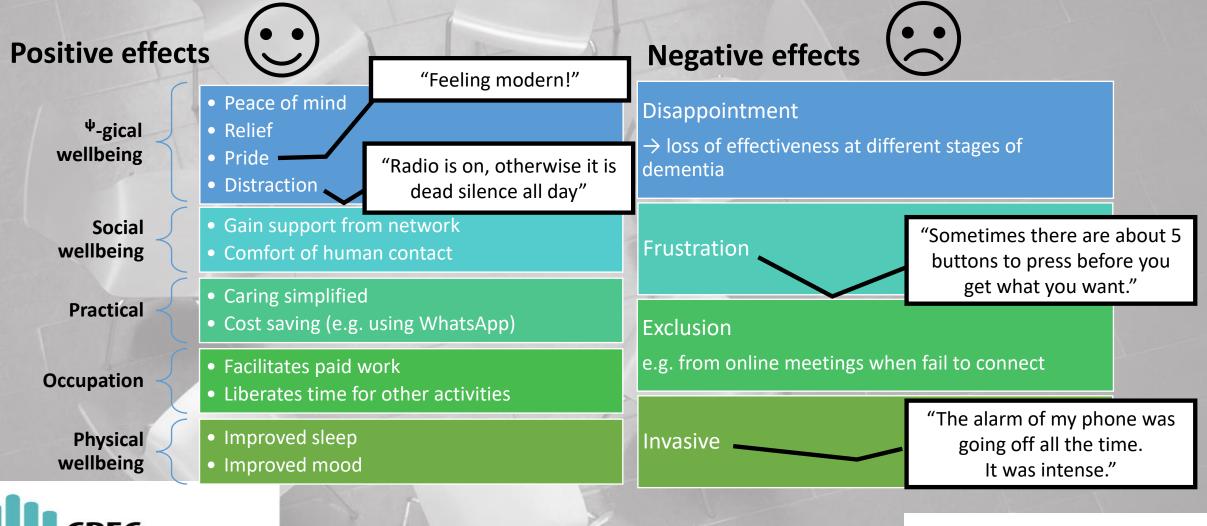
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Skills development  $\rightarrow$ 

 Mainstream **ICT** devices and services

• Spoke online carer course (LA)

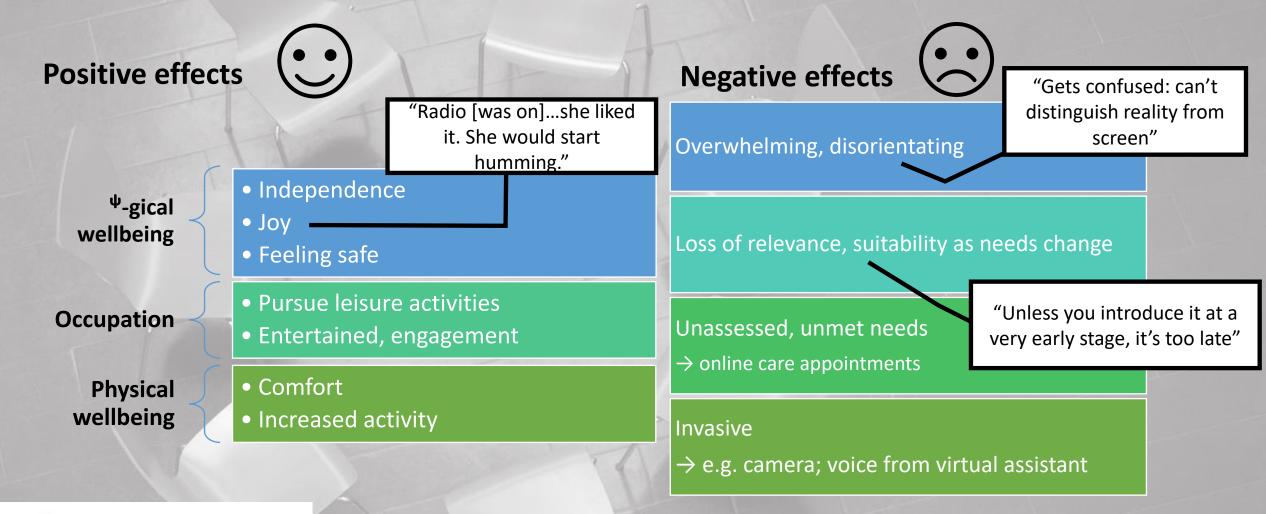
## Impact of ICT-use on carers



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## Impact of ICT-use on people living with dementia\*

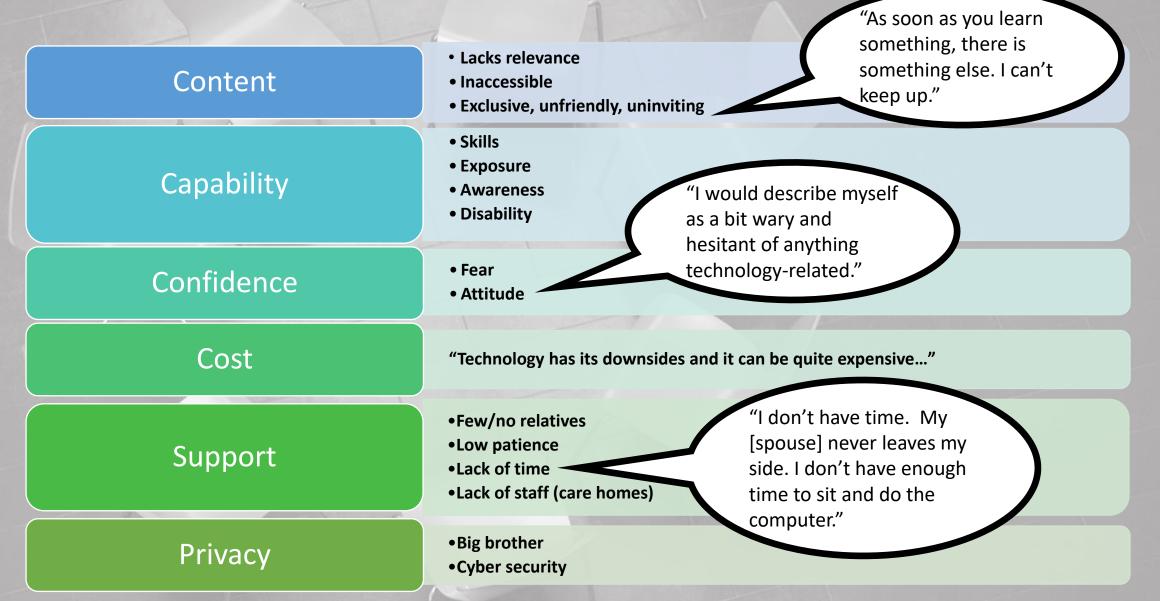




...from carers' perspective

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## **Barriers**



## Magic wand item

#### Magic Wand

- Simpler devices to navigate
- Passive 2-way communication device/service
- Remote control of devices and services
  - E.g. control TV in a care home

Important to consider:Different stages of dementia

 Adaptable services to personal likes and dislikes of person with dementia





Dementia 2022

## Other emerging themes



#### **Care home connectivity**

- Lack of resident access to broadband
- Lack of equipment → impairs communication
- Poor interoperability of equipment

#### **Carer mental wellbeing**

- Challenging behaviour
- Depression
- Isolation



## Limitations

### **Online Format**

- Recruitment challenges
- Inaccessible for participants less ICT-confident

Carer support

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## Thank you

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