

## Memorable

### *Personalized entertainment for people with dementia*

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## Contextual Inquiry Summary

### Main Take-aways

- Family members are more motivated to upload pictures and create a profile for their loved one in a care home. Staff members are more likely to engage with the application in the moment.
- Family members might be interested in how their relatives with dementia are doing (physically, emotionally) as well as what they are doing (what kinds of activities, whether they enjoyed them), rather than clinical information about dementia progression
- Incorporate personal messages from family members to residents (simulate experience of writing/receiving letters)

### Caretakers

#### *Rachel*

- Resident's willingness to engage in activities depends on mood/emotional state on a given day
- Ratio of caretakers to residents is insufficient in care facility

#### *Sandra*

- Care homes are chronically understaffed, nurses are stretched thin so nursing assistants often engage on a more social level with residents while nurses are more involved with clinical aspects
- Conversation between family member and caretakers generally happens in-person when they visit.
- Communication portal between family members and caretakers should be less focused on clinical conversation and more of a way for caretakers to post pictures/details about activities the resident did and maybe a funny anecdote. This portal would be especially important for family members that do not visit the care home that often.

### Family Members

*Barney*

- Giving older person something familiar is very important
- Clear distinction between information sent to a child vs grandchild
- Families aren't interested in receiving clinical information about dementia progression

*April*

- Challenging to communicate with all staff members and caretakers to coordinate care for the resident
- Incorporate personal messages from family members to residents (simulate experience of writing/receiving letters)
- Visibility of text on tablet might be an issue and patients with mobility impairments and/or tremors might have trouble navigating

**Researcher**

*Amy*

- Family members are more motivated to upload pictures and create a profile for their loved one in a care home. Staff members are more likely to engage with the application in the moment.
- Keep a log of resident's mood. For instance, you the application can ask "Did you enjoy this?" after a resident completes the game.
- Family members might be interested in how their relatives with dementia are doing (physically, emotionally) as well as what they are doing (what kinds of activities, whether they enjoyed them).