

P-8: Robot –a friend or a threat? Customers and Staff’s thoughts about robotics in services houses in Northern Savo area

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Introduction

The possibilities of robotics are increasing quickly in social and healthcare. There is a need to increase knowledge and education about robotics. The project Hyvinrobo was created to fulfill that need in Northern Savo area in years 2018-2019.

Patients and methods

This survey was made as a part of the Hyvinrobo-project in Kuopio. Our aim was to find out/examine what kind of thoughts and ideas healthcare professionals and customers have about robotics and how they could use them in their daily lives. We interviewed 37 staff members and 70 customers in five service homes of the housing foundation for intellectually disabled in Northern Savo. The interviews were made in groups with staff members and customers. The interviews also included action sessions with NAO and Alpha robots.

Results

Customers saw the robotics mainly positively, they were very interested about them. Robots could be their friends, who you can talk to and who could make them happy. Also they thought that they could be a motivating tool in their daily life. Some of them thought robots are frightening.

Staff members saw a lot of possibilities in robotics. They could be motivators and activators to customers. Also robots could be action controllers in different situations, such as in morning routines. Having a robot as a working mate it could lighten the work load and it could improve ergonomics during work. It could also orientate new staff. They also saw robotics a little bit scary and expensive. But mainly robots were seen as a possibility to have more time with the customers while robots could do basic daily routines.

Conclusion

Robots are seen as a possibility among customers and staff members. We still need more experiences how to use them effectively in caring others. In future we need more innovative experiments. Also we need to increase knowledge about available technology and the multiple ways to use it in service homes.