Deliverable 1.2

Case finding analyses

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Content

1   Summary

The ENSAFE project is initiated to look in to the future of supporting elderly by technology. Elderly are motivated to live at their own home for as long as possible while at the same time the care availability is suppressed. Technology could play a major role to solve this trend and create a beneficial situation. To achieve this we need to know how elderly persons deal with technology and in what parts of their life they would want it to play an important role.

Therefore we asked seniors from Sweden, Italy, United Kingdom and the Netherlands to fulfil a survey. They survey included questions about demographic measures, technology use, daily activities, mobility and health conditions. Around 100 seniors in each country participated in this survey study, which could be done digitally or physically. The most important results and conclusions are presented in the next chapter and will serve as input for the focus groups and service development of the ENSAFE system.

2   Results

Totals:

Full responses: 358

Incomplete responses (definition): 60

Total responses: 418

Selecting legitimate responses:

From the 60 incomplete responses:

- 40 records were removed because they did not provide any answers.

- 8 were removed because they answered <10 questions and did not add substantial content.

- 12 were included in the analysis as they answered >20 questions and did add substantial content in each of the relevant fields.

From the 358 complete responses:

- 2 were removed because they answered <20 questions, and did not provide sufficient geographical data.

To conclude:

The total number of participants included was 358 + 12 - 2 =

368 active records.

Results

Based on our discussion an analysis of the most relevant questions of the questionnaire were performed.

Geographical data

1. Country of residence

Total 368 participants:
108 from UK, 88 from NL, 70 from IT and 102 from SE.

2. Age distribution

Summary TOTAL		
In what age category are you?		
Answer	**Count**	**Percentage**
Under 55 (A1)	14	3.80%
55 - 65 (A2)	37	10.05%
65 - 75 (A3)	144	39.13%
75 - 85 (A4)	131	35.60%
Above 85 (A5)	41	11.14%
Not applicable	1	0.27%

Per country:

	A1	A2	A3	A4	A5
UK	8	17	37	43	3
NL	3	9	48	26	2
IT	3	9	41	20	7
SE	0	2	28	42	29

The only deviation in this data is that among the participants from Sweden there were much more people aged above 85, and less aged under 65.

3. Sex distribution

Field summary for Q02		
What is your sex?		
Answer	**Count**	**Percentage**
Male (A1)	144	39.13%
Female (A2)	224	60.87%
No answer	0	0.00%
Not completed or Not displayed	0	0.00%

Per country:

	Male	Female
UK	48	60
NL	46	42
IT	30	40
SE	30	72

In general more females participated (expect in the Netherlands), In Sweden a significant more amount of women participated.

4. Living situation

Field summary for Q03		
How would you describe your current situation?		
Answer	**Count**	**Percentage**
I live by myself (indepedent) (A1)	137	37.23%
I Live with my partner (A2)	201	54.62%
I live with my children (A3)	7	1.90%
I live in a care home (A4)	8	2.17%
Other Browse	10	2.72%

Vivo con badante (I live with caregivers)

madre (Mother)

in een zorgomgeving (In a care environment)

zorgomgeving (Care environment)

Retirement Village

korttidsboende var 14:e dag , hemtjänst sitter i rullstol.

(Short term was 14 days , home care in wheelchairs)
änka sedan majmånad 2015 (Widow since may 2015)

Med partner och ett barn (With partner and child)

vivo con il compagno e la figlia (I live with daughter and her boyfriend)

Adult Autistic Daughter

Badante (Caregivers)

Badante (Caregivers)

No answer	5	1.36%

Per country:

	A1	A2	A3	A4	Other/no A.
UK	36	62	2	1	4/3
NL	18	67	0	1	2/2
IT	16	39	5	5	5/0
SE	67	33	0	1	1/0

Represents the general statistics, however in Sweden more people live by themselves compared to the other environments.

5. Level of education

Field summary for Q04		
What is your highest level of qualification?		
Answer	**Count**	**Percentage**
None (SQ001)	94	25.54%
NVQ (SQ002)	50	13.59%
O-level/GCE/GCSE (SQ003)	86	23.37%
A-level (SQ004)	65	17.66%
Degree (SQ005)	73	19.84%
Higher Degree (SQ006)	27	7.34%
Not completed or Not displayed	14	3.80%

This is impossible to access per country as everyone has their own grading system. In general we can say: about 25% did not have any education, about 25% has a degree or higher degree, about 50% is in between these.

Technology

1. Technology is used for

Field summary for Q11		
What technology do you use?		
Answer	**Count**	**Percentage**
Desktop computer (SQ001)	203	55.16%
Mobile phone (SQ002)	238	64.67%
Tablet (SQ003)	186	50.54%
e-reader (SQ004)	41	11.14%
Mobile smartphone (with internet) (SQ005)	116	31.52%
Digital Camera (SQ006)	128	34.78%
TV with internet (SQ007)	90	24.46%
Digital care services (TV, Tablet or Desktop) (SQ008)	12	3.26%
Other Browse	33	8.97%

niets aanwezig van dit alles (none of these)

geen (none)

Mobiele telefoon (mobile phone)

HAM shortwave radio (Radio)

Telefono di casa fisso (Landline)

Televisione (TV)

Radio (Radio)

NVT (not applicable)

TV (TV)

Field summary for Q11		
What technology do you use?		
Answer	**Count**	**Percentage**
Niente (No)		
Lap top (laptop)		
ej it p.g.a synbortfall		
Inga- Demens (none, Dementia)		
Ingetdera (None of these)		
nessuno (none)		
inget svar (no answer)		
inget svar (no answer)		
inget svar (no answer)		
inget av dessa (None of these)		
inget svar (no Answer)		
hemtjänst (home care)		
gammal dator för att skriva memoaret (Old computer to write memoaret)		
inget svar (No Answer)		
nessuno (none)		
Fotocamera digitale (Digital Camera)		
beställer mat (order food)		
inget svar (No answer)		
nessuna (None)		
Nessuna (None)		

Per country (Number and percentage):

	SQ001: Desktop	SQ002: M. Pho.	SQ003: Tablet	SQ004: e-read.	SQ005: S. Pho	SQ006: Dig. Ca.	SQ007: TV w. In	SQ008: Care S	Other:
UK	61 56,48%	74 68,52%	56 51,85%	16 14,81%	36 33,33%	53 49,07%	26 24,07%	3 2,78%	x
NL	69 78,41%	54 61,36%	52 59,09%	12 13,64%	29 32,95%	42 47,73%	43 48,86%	4 4,55%	x
IT	25 35,71%	37 52,86%	22 31,43%	12 17,14%	30 42,86%	11 15,71%	10 14,29%	4 5,71%	x
SE	48 47,06%	73 71,57%	56 54,90%	1 0,98%	21 20,59%	22 21,57%	11 10,78%	1 0,98%	x

Desktop computer (SQ001)

Mobile phone (SQ002)

Tablet (SQ003)

e-reader (SQ004)

Mobile smartphone (with internet) (SQ005)

Digital Camera (SQ006)

TV with internet (SQ007)

Digital care services (TV, Tablet or Desktop) (SQ008)

There don't seem to be major differences between the countries concerning these. NL seems to have most desktops, IT least. IT also has least tablets. However IT has most smartphones with internet. In IT and SE they don't have many digital cameras compared to UK and NL. NL has most TV with internet. Care services are in general not used. Most other responses were in the line of 'none'.

2. Self-reported usage level

Field summary for Q12		
I would say my technology use level is:		
Answer	**Count**	**Percentage**
No experience (A1)	55	14.95%
Low-level (A2)	91	24.73%
Medium-level (A3)	174	47.28%
High-level (A4)	37	10.05%
Expert level (A5)	5	1.36%
No answer	6	1.63%
Not completed or Not displayed	0	0.00%

Per country:

	A1	A2	A3	A4	A5
UK	12	30	47	16	2
NL	9	16	54	7	0
IT	15	17	27	9	2
SE	19	28	46	5	1

We don't see any major deviations per country from the overall averages. IT and SE seem to have more users with no-experience. UK has most high-level users.

3. What is technology used for

Field summary for Q14		
What do you use this technology most for?		
Answer	**Count**	**Percentage**
Contact family/Friends (SQ001)	262	71.20%
Contact support (SQ002)	45	12.23%
Watch Photo's (SQ003)	148	40.22%
Watch TV (or catch up) (SQ004)	137	37.23%
Video calling (SQ005)	49	13.32%
Social media (SQ006)	101	27.45%
Word processing (SQ007)	140	38.04%
Banking (SQ008)	164	44.57%
Email (SQ009)	209	56.79%
Shopping (SQ010)	111	30.16%
Listening to music (SQ011)	88	23.91%
Browsing on the internet (SQ012)	177	48.10%
Other Browse	56	15.22%

Boeken/tijdschriften/kranlezen (Read books/magazines/newspapers)

dingenuit te werken en ontwerpen (To document work and design things)

geen technologie aanwezig (No technology here)

nergens voor (No purpose)

Vogels kijken (Watching birds)

Werk (work)

Research for my writing

lettura quotidiani (reading newspapers)

Lettura quotidiani (Reading newspapers)

Creative arts and website building

Maintaining databases and web sites

Non li uso (Not used)

ik gebruik het nooit (Don't use it)

Inte alls (not at all)

Making appointments / business etc

NVT (Not used)

Bellen (Calling other people)

Non le utilizzo (Don't use them)

Verenigingen en Collega's (Assocations and colleagues)

Inget svar (no answer)

läser tidningar, fuskar med korsord m.m. (Read newspaper and cheat with crosswords etc.)

inget svar (no answer)

inget svar (no answer)

Inga- Demens (not, dementia)

Ingetdera (neither)

Non le utilizzo (don't use them)

inget svar (no answer)

inget svar. (no answer)

inget svar (no answer)

inget svar (no answer)

inget svar (no answer)

aldrig (never)

använder bara vanlig tv. (Just use regular TV)

google, läser tidningar, pussel. (Google, read newspapers and puzzle).

inget svar (no answer)

skyppar i gång i veckan. (Skype weekly)

frågesporter (quizzes)

inget svar (no answer)

inget svar (no answer)

inget (no answer)

Skapa produkter (Create products)

Niente (Don't use them)

per lavoro (for work)

Conservare piacevoli ricordi (retain pleasant memories)

Booking Holidays

inget svar (no answer)

. (no answer)

Family History

LEGGO LIBRI (I read books)

- (no answer)

Spel (Game)

0 (no answer)

nulla (no answer)

Sport (Sports)

Nulla (no answer)

. (no answer)

Per country this means:

	SQ1	SQ2	SQ3	SQ4	SQ5	SQ6	SQ7	SQ8	SQ9	SQ10	SQ11	SQ12
UK	86	10	38	50	16	23	48	47	68	49	33	64
NL	64	25	45	45	12	25	38	58	68	33	21	40
IT	53	9	25	4	4	23	17	16	19	11	10	21
SE	59	1	40	38	17	30	37	43	54	18	24	52

Percentage per country is:

	SQ1	SQ2	SQ3	SQ4	SQ5	SQ6	SQ7	SQ8	SQ9	SQ10	SQ11	SQ12
UK	79,63%	9,26%	35,19%	46,30%	14,81%	21,30%	44,44%	43,52%	62,96%	45,37%	30,56%	59,26%
NL	72,73%	28,41%	51,14%	51,14%	13,64%	28,41%	43,18%	65,91%	77,27%	37,50%	23,86%	45,45%
IT	75,71%	12,86%	35,71%	5,71%	5,71%	32,86%	24,29%	22,86%	27,14%	15,71%	14,29%	30,00%
SE	57,84%	0,98%	39,22%	37,25%	16,67%	29,41%	36,27%	42,16%	52,94%	17,65%	23,53%	50,98%

Conclusions per question:

Contact family/Friends (SQ001)   : High in all countries, SE lowest

Contact support (SQ002)   : Relatively high in NL, others are low

Watch Photo's (SQ003)   : Averaging around 35/40%, relatively high in NL

Watch TV (or catch up) (SQ004)   : Low in IT

Video calling (SQ005)   : Low in IT, others average +/- 15%

Social media (SQ006)   : Around 30%, low in UK

Word processing (SQ007)   : Around 44% in UK/NL, lower in IT, Average in SE.

Banking (SQ008)   : High in NL, Low in IT.

Email (SQ009)   : High in UK and NL, Lower in SE, Low in IT.

Shopping (SQ010)   High (around 40% in NL and UK), Low in SE and IT

Listining to music (SQ011)   High in UK, Low in IT

Browsing on the internet (SQ012)   High in UK and SE, Low in IT

4. Barriers in technology usage

Field summary for Q15		
Do you experience any barriers or difficulties concerning the use of technology?		
Answer	**Count**	**Percentage**
Yes (A1)	172	46.74%
No (A2)	169	45.92%
Comments Browse	152	41.30%
No answer	27	7.34%
Not completed or Not displayed	0	0.00%

Per country this means:

	Yes	No
UK	54	45
NL	38	43
IT	31	39
SE	49	42

5. Try out new technology

<table>
<tr><td colspan="3" align="center">**Field summary for Q17**

Do you like to try out new technology and devices? And why …</td></tr>
<tr><td align="center">**Answer**</td><td align="center">**Count**</td><td align="center">**Percentage**</td></tr>
<tr><td align="center">Yes (A1)</td><td align="center">188</td><td align="center">51.09%</td></tr>
<tr><td align="center">No (A2)</td><td align="center">155</td><td align="center">42.12%</td></tr>
<tr><td align="center">Comments Browse</td><td align="center">191</td><td align="center">51.90%</td></tr>
<tr><td align="center">No answer</td><td align="center">25</td><td align="center">6.79%</td></tr>
<tr><td align="center">Not completed or Not displayed</td><td align="center">0</td><td align="center">0.00%</td></tr>
</table>

Per country

	Yes	No
UK	53	44
NL	48	34
IT	41	29
SE	46	48

Similar representation compared to the general overview, SE has slightly more No oriented.