

Group 8, final reflection

Introduction

The assignment was to identify an opportunity to design for elderly people. We focused on designing something so that the elderly would not feel lonely. We did not focus on the types of activities for the elderly but on how to lower the boundary for an elderly to go to an activity. With this we did not focus on the part of (dis)ability but on the boundary in mental part of not daring or triggered to go. In this assignment we first sensed the quality of the 'ont-moeting centra' from Zuidzorg perspective. Secondly we went on an Empathic Adventure to get a better feeling of the user (elderly). With these experiences we started a co-create session with Mrs. Van Hoorn. On these parts we have reflected in earlier reflections. We continued by making the idea from the co-create session more concrete and then we did a reflection session with elderly and caretakers from a cooking group.

At first we wanted to try out our idea with really matching an elderly with Mrs. Van Hoorn but Mrs. van Hoorn had unfortunately health issues and we couldn't find an elderly within a short time to continue our project with. We got the opportunity to go to a cooking club. This cooking club is organized voluntarily by a caretaker and they cook and dinner together once in the two weeks. These elderly weren't actually in our target group since they were already participating in social activities. Because of this it became a reflection session instead of another co-reflection session. Nevertheless it was very informative and good for the development of our concept, because they could give us very valuable information from their own experience. So we ended our project by improving our concept with the feedback we got from the reflection session.

Experience and insights

When we were making our concept more concrete we focused on the main process and the steps of the process from begin when the elderly is lonely till the moment the elderly has matched to a buddy and this is going well. We also had a focus on how the elderly would communicate with each other. We made a concept for a communicate device. With this communicate device, the elderly could only talk to the elderly he/she had a match with (his/her buddy(s)) and we thought up that with this device they could also contact Zuidzorg. In our buddy system would the caretaker be the one who was matching the elderly with each other, so we also wanted that the caretaker could communicate to the elderly via this device. We all made our own concept and then came together to discuss them and pick out the best parts to create the 'best device'.

During the reflection session the elderly pointed out that they liked the idea of being matched to others based on common interests but that they preferred being matched to a group instead of being matched to an individual. This way they are less afraid to be rejected by someone. They added that within these groups they can also find a 'buddy', a friend, they can meet beside those group meetings. Another thing the elderly said was that we should leave the communication device because they felt that if they want to communicate they would call each other and did not think that this communication device would lower their boundary.

With this feedback we changed our concept. We still have the idea that the caretakers would make a profile of each elderly. The computer will make matches with the information from these profiles. The caretakers would check if these matches would work and will make an appointment with the

matched elderly. Here the first thing has changed. Not two individuals but a group is matched to each other. If the match has worked out in a good way the group of elderly will have activities with their group and if they want to communicate besides these activities they can meet or call each other but will not have the communicate device we had thought up.

Group process

After the co-create session with Mrs. Van Hoorn we all were enthusiastic. This co-create session went very well and we got many insights and had the feeling we would create a great concept. While we were making the concept more concrete we received bad news. As said before we wanted to try out our concept and wanted to find a buddy for Mrs. Van Hoorn but unfortunately she was hospitalized. While we were trying to solve this problem our project lost speed and our motivation reduced. When we heard that we had the opportunity to speak to the elderly and caretaker from a cooking group we got a bit from our motivation back because we wanted to use this opportunity in a good way and wanted to get useful feedback. This reflection session was also a great experience and even though we did not have many time left we were all motivated to end our project with a good result in the form of a concept to reduce loneliness amongst the elderly.

We did not have problems within the group while we were all motivated and having a nice atmosphere during the meetings. We all have different ways to look at something and we all had useful input during the meetings. We can look back to this as being a successful group project.