

TAPPI Phase 2 Evaluation: Key Findings

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Dr Hannah Holmes
Dr Reyhaneh Shojaei
Dr Gemma Burgess

Technologies

There is no one-size-fits-all solution

Ease of use is crucial

Design of technologies must take into account diverse needs

Outcomes for individuals

Independence and control

"[I can now make myself] something like a Pot Noodle or something for supper. But if need be, I could always do myself a cup of coffee or something, which is wonderful. [Being able to do that] gives you a feeling of [helping] a little towards your independence"



Outcomes for individuals

Health

"I'm not a doctor. The [staff are] not doctors. But you see it in black and white, well, blue and green, and orange, or red if [your health has been] very bad.... It's nice to have access to [the data from the mattress sensors]. I think it's great. I would recommend it to anybody."



Outcomes for individuals

Safety

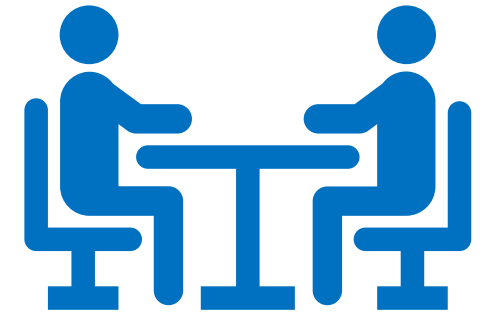
"I felt much safer because I knew that if someone was there, I could see them... So, I feel much safer. It's not just having a doorbell for package deliveries; it's like having a burglar alarm..."



Outcomes for individuals

Social interaction

"I don't press my buttons in the morning to say I'm okay, not okay, or whatever. So, I have a face-to-face meeting. And when they asked me what I wanted to do when all this [technology] went in, I said I wanted contact, face-to-face. And whoever's on duty will come and say, 'good morning, are you alright?'"



Outcomes for families, and friends

Peace of mind

"I think it's the freedom of mind for everybody. And they don't need [to make] a phone call every morning to say 'are you okay? Do you need anything today?' I think it's merely peace of mind more than anything else."



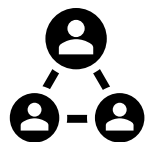
Outcomes for families, and friends

Freedom

"He needs to drink two litres of water every day. Loads and loads of water. So the Alexa, we've got alarms on that now. So it reminds him to drink water. If I'm at work, then we know that those reminders are there... It gives me not loads of freedom, but a little bit of freedom."



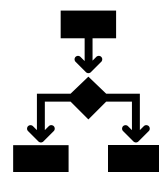
Organisational settings



Resourcing



Organisational buy-in



Procurement challenges



Lead-in time

Broader contexts

Digital exclusion

- Connectivity and infrastructural barriers to getting online
- Digital skills
- Confidence and motivation

Broader contexts

Non-
technological
considerations

- Building Specifications
- Health needs

Recommendations

Technologies should be

- tailored to individuals' specific needs
- implemented as part of a package of support
- introduced gradually

Processes of implementing technology services

- assigning a dedicated project manager
- providing support from organisations' leaders and managers
- bringing staff on board

Operational context

- suitable building design
- digital skills support
- reliable maintenance

Cambridge Centre
for Housing &
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www.landecon.cam.ac.uk/page/about-cchpr
hh529@cam.ac.uk

