

York Post Installation Telecare Questionnaire

The York Post Installation Telecare Questionnaire was developed as part of the DIRC project (www.dirc.org.uk) on the dependability of computer-based systems. If you have any comments about the questionnaire or the associated forms, please contact Andrew Monk (e-mail: am1@york.ac.uk) in the first instance.

This questionnaire is designed to be used by the recipient of a telecare installation to assess how it needs be adjusted or adapted to fit their personal circumstances. We suggest it is filled in with the help of a friend or carer.

Step 1. Complete the questionnaire

Use the prompts below to think about how the installation of the equipment has affected the way you do things. The prompts are organised by activities. You should identify the rooms where you carry out these activities. We then suggest you answer the questions whilst thinking about each piece of equipment in the relevant room for a particular activity.

Put a tick mark in the box next to any question you answer “yes” to. If a prompt is not relevant, then leave the box empty; not all of the prompts may be applicable to your current situation. It is also possible that the same benefits and problems may come up repeatedly.

Step 2. Complete the problems and benefits forms

Some of your answers will suggest benefits and problems arising from the installation. Please copy all the prompt numbers that caused you to think about a particular benefit or problem onto the appropriate benefit or problem form that has been supplied with this questionnaire. If you have ticked any boxes that are preceded by the letter B, copy the prompt numbers (e.g., 3(a), 5(c) and so on) onto the benefits form.

If you have ticked any boxes that are preceded by the letter P, copy the prompt numbers (e.g., 1(b), 4(e) and so on) onto the problem sheets form. Fill in the remaining columns on the problem sheets form using the alternatives listed with it. This will help you think about your priorities for making changes to the equipment.

Step 3. Complete the suggestions form to indicate desired/required changes to the equipment

Make any suggestions you have for changes to the equipment in the last form in the pack.

Step 4. Send the forms to your equipment provider

Give/send the completed benefits and problems form to

Prompts

1. General

- P (a) is any of the equipment that you have defective?
- P (b) do you find any of the equipment here ugly or annoying?
- P (c) has any equipment had to be removed or disconnected?

2. *Where do you prepare food, eat and clear up?.....*

Since the equipment was installed:

- B (a) do you find preparing food, eating, and clearing up easier or you are more confident in doing it?
- P (b) do you find preparing food, eating, and clearing up harder or you are less confident in doing it?
- B (c) are there new things you can do now that you could not do before when preparing food, eating and clearing up?
- P (d) are there things you can no longer do when preparing food, eating, and clearing up?
- P (e) are there new things you have to do now when preparing food, eating and clearing up that you did not need to do before?
- P (f) are there things you do in a different way when preparing food, eating and clearing up?

3. *Where do you take your medication?.....*

Since the equipment was installed:

- B (a) do you find taking medication easier or are you more confident about doing it?
- P (b) do you find taking medication harder or are you less confident about doing it?
- B (c) are there new things you can do now that you could not do before when taking medication?
- P (d) are there things you can no longer do when taking medication?
- P (e) are there new things you have to do now when taking medication that you did not need to do before?
- P (f) are there things you do in a different way when taking medication?

4. *Where do you wash yourself?.....*

Since the equipment was installed:

- B (a) do you find washing yourself easier or are you more confident about doing it?
- P (b) do you find washing yourself harder or are you less confident about doing it?
- B (c) are there new things you can do now that you could not do before when washing yourself?
- P (d) are there things you can no longer do when washing yourself?
- P (e) are there new things you have to do now that you did not need to do before when washing yourself?
- P (f) are there things you do in a different way when washing yourself?

5. *Where do you go to the toilet?.....*

Since the equipment was installed:

- B** (a) do you find going to the toilet easier or are you more confident about doing it?
- P** (b) do you find going to the toilet harder or are you less confident about doing it?
- B** (c) are there new things you can do now that you could not do before when going to the toilet?
- P** (d) are there things you can no longer do when going to the toilet?
- P** (e) are there new things you have to do now that you did not need to do before when going to the toilet?
- P** (f) are there things you do in a different way when going to the toilet?

6. *Where do you go to sleep (go to bed and get up)?.....*

Since the equipment was installed:

- B** (a) do you find it easier going to bed and getting up or are you more confident about doing it?
- P** (b) do you find it harder going to bed and getting up or are you less confident about doing it?
- B** (c) are there new things you can do now that you could not do before when going to bed and getting up?
- P** (d) are there things you can no longer do when going to bed and getting up?
- P** (e) are there new things you have to do now that you did not need to do before when going to bed and getting up?
- P** (f) are there things you do in a different way when going to bed and getting up?

7. *Where do you watch TV, listen to the radio and music?.....*

Since the equipment was installed:

- B** (a) do you find watching TV, listening to the radio and music easier or you are more confident about doing it?
- P** (b) do your find watching TV, listening to the radio and music harder or you are less confident about doing it?
- B** (c) are there new things you can do now that you could not do before when watching TV, listening to the radio and music?
- P** (d) are there things you can no longer do when watching TV, listening to the radio and music?
- P** (e) are there new things you have to do now that you did not need to do before when watching TV, listening to the radio and music?
- P** (f) are there things you do in a different way when watching TV, listening to the radio and music?

8. *Where do you use the telephone?.....*

Since the equipment was installed:

- B** (a) do you find using the telephone easier or are you more confident about doing it?

- P** (b) do you find using the telephone harder or are you less confident about doing it?
B (c) are there new things you can do now that you could not do before when using the telephone?
P (d) are there things you can no longer do when using the telephone?
P (e) are there new things you have to do now that you did not need to do before when using the telephone?
P (f) are there things you do in a different way when using the telephone?

9. When using the front/back door to get in and out of the house and let others in and out

Since the equipment was installed:

- B** (a) do you find using the front and back doors easier or are you more confident about doing it?
P (b) do you find using the front and back doors harder or are you less confident about doing it?
B (c) are there new things you can do now that you could not do before when using the front and back doors?
P (d) are there things you can no longer do when using the front and back doors?
P (e) are there new things you have to do now that you did not need to do before when using the front and back doors?
P (f) are there things you do in a different way when using the front and back doors?

10. Security and personal safety

Since the equipment was installed:

- B** (a) do you feel that your home is more secure?
P (b) do you feel that your home is less secure?
B (c) do you feel that you (personally) are safer?
P (d) do you feel that you (personally) are less safe?
P (e) are there new things you have to do now that you did not need to do before?
P (f) are there things you do in a different way?

11. Socialising and shopping

Since the equipment was installed:

- B** (a) do you find socialising or shopping easier or are you more confident about doing it?
P (b) do you find socialising or shopping harder or are you less confident about doing it?
B (c) are there new things you can do now that you could not do before when socialising or shopping?
P (d) are there things you can no longer do when socialising or shopping?
P (e) are there new things you have to do now that you did not need to do before when socialising or shopping?
P (f) are there things you do in a different way when socialising or shopping?

12. *When moving around the house*

Since the equipment was installed:

- B** (a) do you find moving around the house easier or are you more confident about doing it?
- P** (b) do you find moving around the house harder or are you less confident about doing it?
- B** (c) are there new things you can do now that you could not do before when moving around the house?
- P** (d) are there things you can no longer do when moving around the house?
- P** (e) are there new things you have to do now that you did not need to do before when moving around the house?
- P** (f) are there things you do in a different way when moving around the house?

13. *When doing housework*

Since the equipment was installed:

- B** (a) do you find doing housework easier or are you more confident about doing it?
- P** (b) do you find doing housework harder or are you less confident about doing it?
- B** (c) are there new things you can do now that you could not do before when doing housework?
- P** (d) are there things you can no longer do when doing housework?
- P** (e) are there new things you have to do now that you did not need to do before when doing housework?
- P** (f) are there things you do in a different way when doing housework?
- P** (g) do you have to disconnect or move any of the equipment when doing housework?

14. *Buttons on the carephone.*

- P** (a) do you find it hard to understand when you need to press buttons on the carephone?
- P** (b) do you have any difficulty getting to the carephone in time to cancel an alarm?
- P** (c) are there things you would like to be able to do by pressing buttons on the carephone?
- P** (d) are there things you would rather not have to do by pressing buttons on the carephone?

15. *Speaking to the call centre via the carephone*

If you have used the carephone to speak to an operator at the call centre please answer the following questions.

- B** (a) did you feel more confident afterwards?
- B** (b) were you able to understand what you had to do?
- B** (c) were you able to make yourself understood to the person at the other end?

16. *Any others?*

Please write in the box below any other changes since the equipment was installed that you consider to be problems or benefits.