

# Challenges and Opportunities for Collaborative Technologies for Home Care Work

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**Abstract.** This article offers an exploration of home care work and the design of computational devices in support of such work. We present findings from a field study and four participatory design workshops. Themes emerging from the findings suggest that home care work may be highly cooperative in nature and requires substantial articulation work among the actors, such as family members and care workers engaged in providing care for older adults. Although they provide home care for older adults in cooperation, family members and care workers harbour diverging attitudes and values towards their joint efforts. The themes emerging are used to elicit a number of design implications and to promote some illustrative design concepts for new devices in support of cooperative home care work.

## Introduction

Asia and Europe may be singled out as the two regions where a significant number of countries face severe population ageing in the near future. In these regions within twenty years many countries will face a situation where the largest population cohort will be those over 65 and the average age will be approaching 50. Most of the developed world (with the notable exception of the United States) now has sub-replacement fertility levels, and population growth now depends largely on immigration together with population momentum that arises from









































