



SERVICE DESIGN FOR THE ELDERLY IN HUTONG

Research on Concerns of the Elderly
Tianyue CAI, Yining LEI, Nan JIANG

Highlights – Achieving Sustainability in 4 Dimensions

Environmental Quality

Economic Vitality

Social Equity

Cultural Continuity

- To improve living environment by our design
- Supposed to offer more job opportunities and may have further cooperation with other organizations
- Pay attention to the relatively vulnerable group – the elderly
- Devote to ensuring their rights of enjoying a better community
- The project can become a unique community activity

Questionnaires:

- 100 valid questionnaires are collected in 3 communities near the hutong area in Dongcheng District, Beijing.
- The questionnaire includes the following 4 parts:



Personal Information



Accident Consciousness



Behavior Safety



Space Safety



Personal Information

- Given the nature of the elderly, colloquial expressions and simple options are applied.
- For *Accident Consciousness* and *Behavior Safety* parts, “yes” = 1, “no” / “Without this option” = -1, total scores are showed as follows.

Gender		Self-care ability	
male	38%	Yes	95%
female	62%	no	5%

Age	Score
≤ 70	12% 65.3
71-80	15% 57.8
≥ 81	73% 50.2

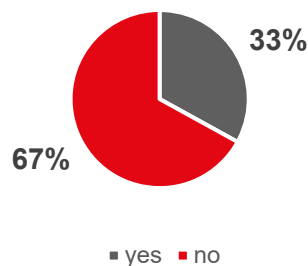
Way of Living	score
Companion & live alone	19% 50.6
No companion & live alone	34% 58.8
Companion & consort	7% 65.1
No companion & consort	22% 52.3
Children & consort	3% 58.2
Children	15% 67.2



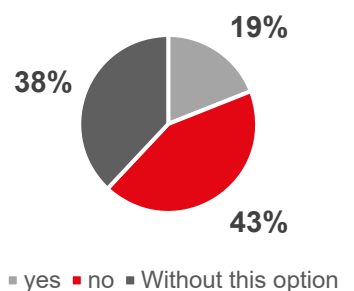
Accident Consciousness

- Designed to figure out whether senior citizens have accident prevention consciousness to both indoor and outdoor safety hazards.

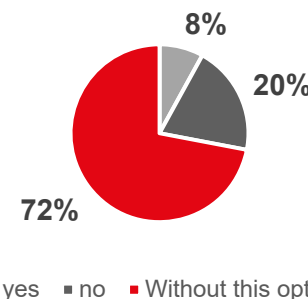
Are you familiar with escape routes or emergency shelters?



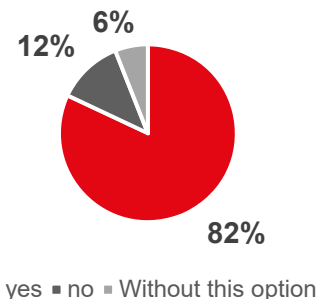
Can you open the security window quickly by yourself?



Are you proficient in using first aid kits or fire extinguishers?



Do you know how to switch off gas, tap water or power?





SERVICE DESIGN FOR THE ELDERLY IN HUTONG

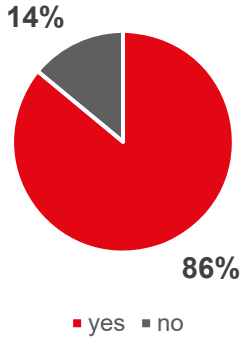
Research on Concerns of the Elderly
Tianyue CAI, Yining LEI, Nan JIANG



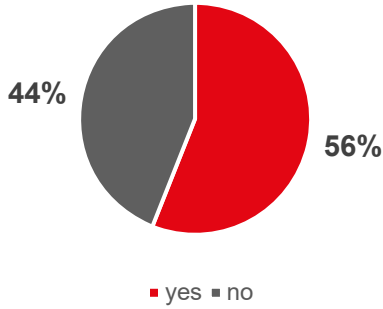
Behavior Safety

- Questions are designed from former investigations on the frequency of indoor safety hazards. The most frequent safety hazards are selected to form questions.

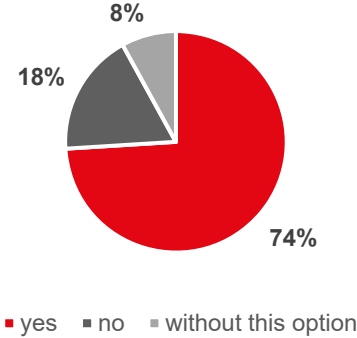
Do you use electrical appliances after drying hands?



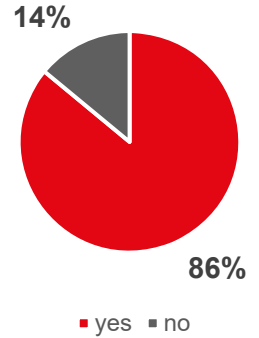
Do you plug high power appliances into different sockets?



Do you confirm that the gas switch is off before going out or going to bed?



Has your home's gas pipe have been used for over 2 years?



Space Safety

- Again, in this part, "yes" = 1, "no" / "Without this option" = -1, but the total scores will be added up to evaluate the safety concerns over each room (or spaces that have equivalent functions, given the limited space in Hutong) of the apartment.
- The higher the score is, the more attention senior citizens are paying attention to. In *Bedroom and Study Room* part, questions are subdivided because from our literature review, we have found that most of safety hazards happen in bedrooms.

	Living Room, Dining Room and Balcony	Kitchen	Bathroom	Bedroom and Study Room				
Score	0.45	-0.11	-0.32	No phones near the bed	Cannot switch off the light on the bed	Hard to get up from the bed	Wrinkles of the carpet affect walking	Messy wires on the floor
				24.75	346.5	264	82.5	107.25

Interviews:

- Interviews are conducted in two families of Hutong.



- ✓ Female
- ✓ 75 years old
- ✓ Living with her husband and son/daughter
- ✓ Activities freely, articulate, positive and good temper, good thinking ability, communicate fluently



- ✓ Female & Male
- ✓ 90 years old
- ✓ Living with her/his partner and son/daughter
- ✓ Activities freely, articulate, positive and good temper, good thinking ability, communicate properly with others

- ⊗ No toilet.
- ⊗ Poor lighting.
- ⊗ They use gas but don't have alarm device.
- ⊗ Tile floor in the room.
- ⊗ Granny has trouble on washing her face due to her weak waist.

- ⊗ Nothing protects them when having bath.
- ⊗ No public toilet had equipped the certain seat and hands for the old people, but it was an acceptable situation though a bit inconvenient.
- ⊗ The most serious problem for these interviewees is not the space safety.