### User Stories – what are the desired user outcomes

<table>
<thead>
<tr>
<th>User story Ref</th>
<th>User Story Outcomes</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>turn on/off the TV and change channels / volume</td>
</tr>
<tr>
<td>2</td>
<td>be able to turn on/off Radio (and music)</td>
</tr>
<tr>
<td>3</td>
<td>remember where wife/partner/husband is, what time will they be home</td>
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<td>4</td>
<td>remember other specific items, i.e. where is something</td>
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<tr>
<td>5</td>
<td>add items to a shopping list</td>
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<tr>
<td>6</td>
<td>know when family member (or carer / doctor) may be visiting next / where they are currently</td>
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<tr>
<td>7</td>
<td>be able to call / contact family in an emergency</td>
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<tr>
<td>8</td>
<td>check what day or week / time is</td>
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<tr>
<td>9</td>
<td>to be able to message the house/home remotely to ask them to contact you</td>
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<tr>
<td>10</td>
<td>to prompt to undertake an activity and get a response (i.e. prompt have they eaten lunch) and get a yes/no response</td>
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</tbody>
</table>
Scenario 1 – Elderly couple living in own home, one suffering with Dementia, family available for support

Personas

Anthony (70+)
- Early stage dementia
- Unable to switch TV on, or change channels – confused by multiple remotes, but likes to watch TV
- Likes to listen to radio, but asks for it to be turned on
- Not aware of what the day or time is, often asks
- Gets worried when Elizabeth is, if she pops out
- Not able to use phone, in case of emergency
- Knows key family peoples names

Elizabeth (70+)
- Use PC for web & email, limited IT skills, doesn’t use online shopping
- Users the remote to change channels / put TV on for them both
- Uses basic mobile phone & text for communication
- Happy to use landline
- Finds it challenging answer the same questions
- Worried that Anthony could contact her when she leaves him (typically for no more than 2 hours)

Son (40+)
- Computer literate
- Has access to smartphone / tablet (Android or iPhone)
- Happy to manage and set-up account and support remotely (i.e. be owner of Amazon and/or Google accounts)
- Would like a way to communicate with father when mother is out
- Would like to be contacted in an emergency
- Would do the initial set-up on behalf of parents

Home

Equipment

Technology in house
- Television with remote, but not SMART TV
- Broadband with Wifi router
- Telephone Landline & mobile (not smartphone)
- Computer Laptop
- Set-top box for TV viewing (i.e. Sky or Freesat)

Remote Support

Technology
- Broadband and Mobile data connectivity
- Smartphone and Tablet
Scenario 2 – Elderly couple living in own home, one suffering with Dementia, family available for support, but a Smart Phone user in home

**Home**

- **Technology in house**
  - Television with remote, but not SMART TV
  - Broadband with WiFi router
  - Telephone Landline & mobile smartphone
  - Computer Laptop
  - Set-top box for TV viewing (i.e. Sky or Freesat)

**Remote Support**

- **Technology**
  - Broadband and Mobile data connectivity
  - Smartphone and Tablet

**Personas**

- **Anthony (70+)**
  - Early stage dementia
  - Unable to switch TV on, or change channels – confused by multiple remotes, but likes to watch TV
  - Likes to listen radio, but asks for it to be turned on
  - Not aware of what the day or time is, often asks
  - Gets worried where Elizabeth is, if she pops out
  - Not able to use phone, in case of emergency
  - Knows key family peoples names

- **Elizabeth (70+)**
  - Use PC for web & email, limited IT skills, doesn’t use online shopping
  - Users the remote to change channels / put TV on for them both
  - Uses smartphone mobile phone & text for communication & social networks
  - Happy to use landline
  - Finds it challenging answer the same questions
  - Worried that Anthony could contact her when she leaves him (typically for no more than 2 hours)

- **Son (40+)**
  - Computer literate
  - Has access to smartphone / tablet (Android or iPhone)
  - Happy to manage and set-up account and support remotely (i.e. be owner of Amazon and/or Google accounts)
  - Would like a way to communicate with father when mother is out
  - Would like to be contacted in an emergency
  - Would do the initial set-up on behalf of parents
Scenario 3 – Elderly person living alone, early stages of Dementia, family available for support

Personas

Ruth (70+)
- Early stage dementia
- Unable to switch TV on, or change channels – confused by multiple remotes, but likes to watch TV
- Likes to listen radio, but asks for it to be turned on
- Not aware of what the day or time is, often asks
- Gets worried where Elizabeth is, if she pops out
- Not able to use phone, in case of emergency
- Knows key family peoples names

Elizabeth (70+)
- Use PC for web & email, limited IT skills, doesn’t use online shopping
- Users the remote to change channels / put TV on for them both
- Uses basic mobile phone & text for communication
- Happy to use landline
- Finds it challenging answer the same questions
- Worried that Anthony could contact her when she leaves him (typically for no more than 2 hours)

Daughter Daphne (40+)
- Computer literate
- Has access to smartphone / tablet (Android or iPhone)
- Happy to manage and set-up account and support remotely (i.e. be owner of Amazon or google account)
- Would like a way to communicate with father when mother is out
- Would like to be contacted in an emergency
- Would do the initial set-up on behalf of parents

Home

Equipment

Technology in house
- Television with remote, but not SAMRT TV
- Broadband with Wifi router
- Telephone Landline & mobile (not smartphone)
- Computer Laptop
- Set-top box for TV viewing (i.e. Sky or Freesat)

Remote Support

Technology
- Broadband and Mobile data connectivity
- Smartphone and Tablet
Scenario 4 – Elderly person living alone in sheltered accommodation, with Dementia, needing help to do things to be able to continue to live alone

Personas

James (70+)
- Dementia
- Unable to switch TV on, or change channels – confused by multiple remotes, but likes to watch TV
- Likes to listen to radio, but asks for it to be turned on
- Not aware of what the day or time is, often asks
- Gets worried when carer is due
- Not able to use phone, in case of emergency
- Knows key friends names, but unable to call them

Elizabeth (70+)
- Use PC for web & email, limited IT skills, doesn’t use online shopping
- Users the remote to change channels / put TV on for them both
- Uses basic mobile phone & text for communication
- Happy to use landline
- Finds it challenging answer the same questions
- Worried that Anthony could contact her when she leaves him (typically for no more than 2 hours)

Remote Admin Support

- Will install and set-up solution for resident
- Means less one on one support, or calls to put residents TV on etc.
- Gives residents ability to communicate with friends or facility
- Extending independent living
- May use it to remind residents of events etc.

Home

Equipment

Technology in house

1. Television with remote, but not SMART TV
2. Broadband with WiFi router
3. Telephone Landline & mobile (not smartphone)
4. Set-top box for TV viewing (i.e. Sky or Freesat)

Care Home Admin Team

- Broadband connectivity
- PC and Tablet

Personas

James (70+)
- Dementia
- Unable to switch TV on, or change channels – confused by multiple remotes, but likes to watch TV
- Likes to listen to radio, but asks for it to be turned on
- Not aware of what the day or time is, often asks
- Gets worried when carer is due
- Not able to use phone, in case of emergency
- Knows key friends names, but unable to call them

Elizabeth (70+)
- Use PC for web & email, limited IT skills, doesn’t use online shopping
- Users the remote to change channels / put TV on for them both
- Uses basic mobile phone & text for communication
- Happy to use landline
- Finds it challenging answer the same questions
- Worried that Anthony could contact her when she leaves him (typically for no more than 2 hours)