The occupational therapist, the designer, the researcher and the older user!

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My career

- Occupational Therapist
- MSc Ergonomics (ARC bursary)
- Product specialist, Huntleigh Healthcare
- PhD Ergonomics
- Research Fellow, Design and Technology, LU
- Senior Lecturer, Human Sciences, LU
People are multidimensional

Physical
Cognitive
Emotional
Social
Cultural
Co-designing workshop
Co-designing workshop objectives

- To gain insights into user perceptions of flexible packaging
- To generate ideas for the future development of such packaging
Sampling strategy

- Random purposive sampling
- Ten regular users of microwaves
- A breadth of experiences e.g. males and females, the over 65s, people with dexterity problems, people with visual problems
- (2 members of the design team)
Co-designing methodology

Pre-workshop:
- probes

Workshop:
- brainstorming
- group discussion
- annotated sketches
- prototyping
- verbal presentation
User experiences of the microwavable flexible packaging
Real homes!!!!
Data: annotated sketches

FINGER HOLE AND SIDESLEEVE FOR HANDLE METHOD COMBINED.
Data: models of concept ideas
Data analysis

- Abridged transcription of the verbal communication from video footage
- Internal checks made between the note-taker, transcriptions and data documented by individuals
- Emergent themes identified
- Triangulation (annotated sketches, models, verbal presentations, notes)
User-led priorities for design

Grip - textured areas
Heat proofing - colour-coded hot/cool areas
Holding - finger holes, handles
Shape - easy stacking
Pouring - features to aid intuitive pouring
Balance & stability - wide footprint, short pouch
Opening - clear tear openings
Instructions - contrast, large print, Braille
Facilitating ‘user-push’ into design

- Build in trustworthiness and credibility (e.g. a clear sampling strategy, systematic and transparent data analysis and triangulation)

- Market novel methods/tools/approaches

- Recognise that visualisations important in facilitating communication between users, designers and other stakeholders
Cutlery design for older and disabled users
Current ranges unsatisfactory

- ...problems with grip, handle size and shape, poor blade, difficulty cleaning (physical, anthropometric, biomechanical)
- ....poor styling, build quality and visual appeal (emotional)
- ....bulky to store, stigma (social)
Technical assessment

Size, shape, weight, frictional properties, cutting force
The final design

- Handle shape – thin section at fingers, ridge between handle edge and utensil, smooth shape
- Handle material – high friction, dishwasher safe
- X-factor - social and cultural acceptability
Design of nutritional drinks packaging
The percentage of participants who rated the packaging positively for the performance variables (n=16)
The percentage of participants who rated the packaging positively for the visual appeal and pleasure variables (n=16)
Significant findings (Wilcoxon’s)

- Ability to reseal the packaging
- Pouring (into a glass)
- Comfort of the shape to hold
- Stability
- Storability
- Ease of carrying
- Shape from a visual perspective
- Appropriate size
- Feeling of quality
- Pleasure in using
- Attractiveness
- Confidence in using in a public place
New research project

Aunt Sue: improving the journey experience for older people

Managing uneven surfaces, ramps, escalators and steps

Entry & exit issues for buildings and vehicles

Reading and understanding timetable information
New research project

‘Working Late’: the ageing worker, workplace design, the work journey