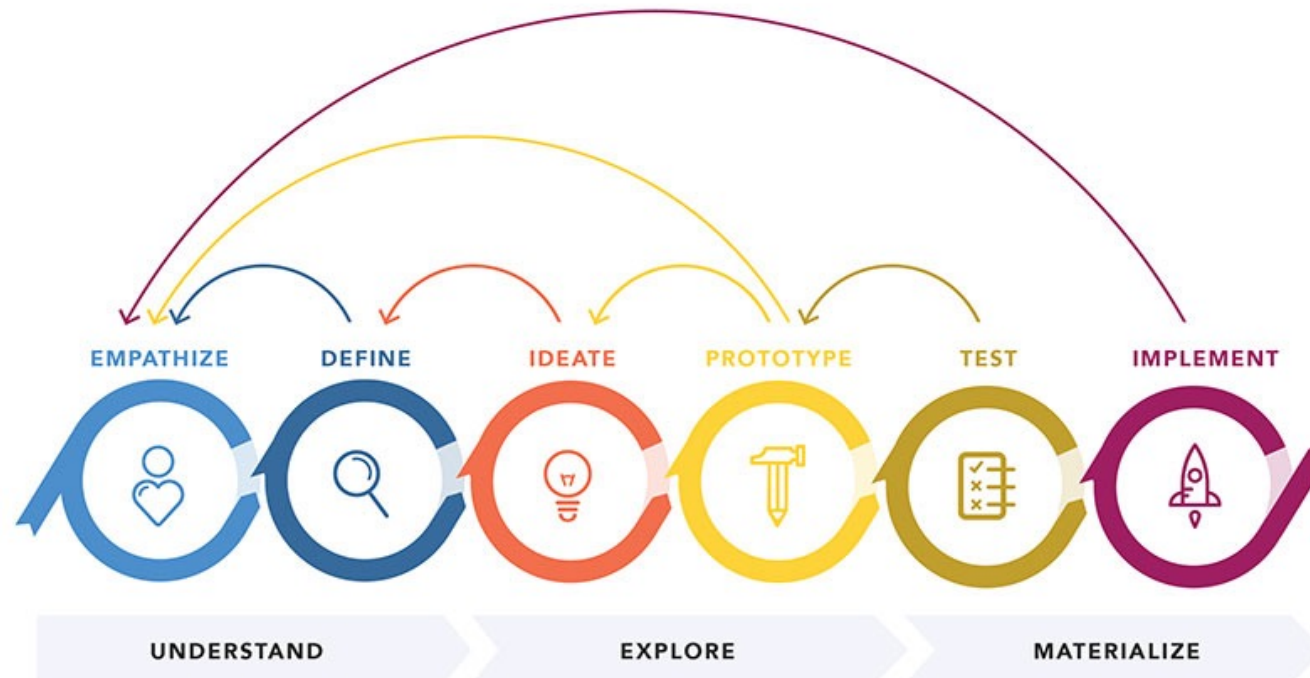# senior-lab

A platform of innovation for and with seniors

2025, July 4th

Design thinking

Design Thinking is a user-centered and innovation-oriented method. Whatever the field of application, empathy, creativity, co-creation, iteration and the right to make mistakes are at the heart of this innovation methodology. This allows us to design innovative products and services for and with users.

Participatory methods

Create contexts to support the expression of needs and the emergence of new ideas

- Focus group
- World café
- Longitudinal tests (real-life setting)
- Simulation tests
- Participant observations
- Qualitative interviews
- Surveys
- Shadowing
- Testing

Workshop

World Health Organization - WHO
Decade of Healthy Ageing (2021–2030)
https://www.who.int/initiatives/decade-of-healthy-ageing

Wokshop :
How can we better integrate seniors
into the care services intended for them?

Workshop

senior
– lab ch

- Introduce yourself very briefly
- Share experiences from your country and your culture
- Imagine concepts, ideas, good practices
- Write it down or draw it on a flipchart
- Share it with other groups

1h

How can we better integrate seniors
into the care services intended for them?

Rendering

6 groups with about 4-5 students and 1-2 seniors

Group 1

Technology is a big topic, access for public transportation for instance but also to pay the bills, insurances, making appointment.

Need to simplify information and process. Too much information kills information.

Importance of family.

Perception of home is different according to the culture, the security for instance. In India, it is important to take care about their parents.

How can we better integrate seniors into the care services intended for them? (2)

- Civil society
  - → practice
  - → association
- proxies
  - → family assistant + friends
- denormalize stigmitation
  - → encourage respect, help + listen to concerns
- integrate easer to manage technology
  - → teaening how to manage basics like phone calls, texts, making appointments
- inform elderly about their rights
  - → in healthcare, education + economy, transportation,
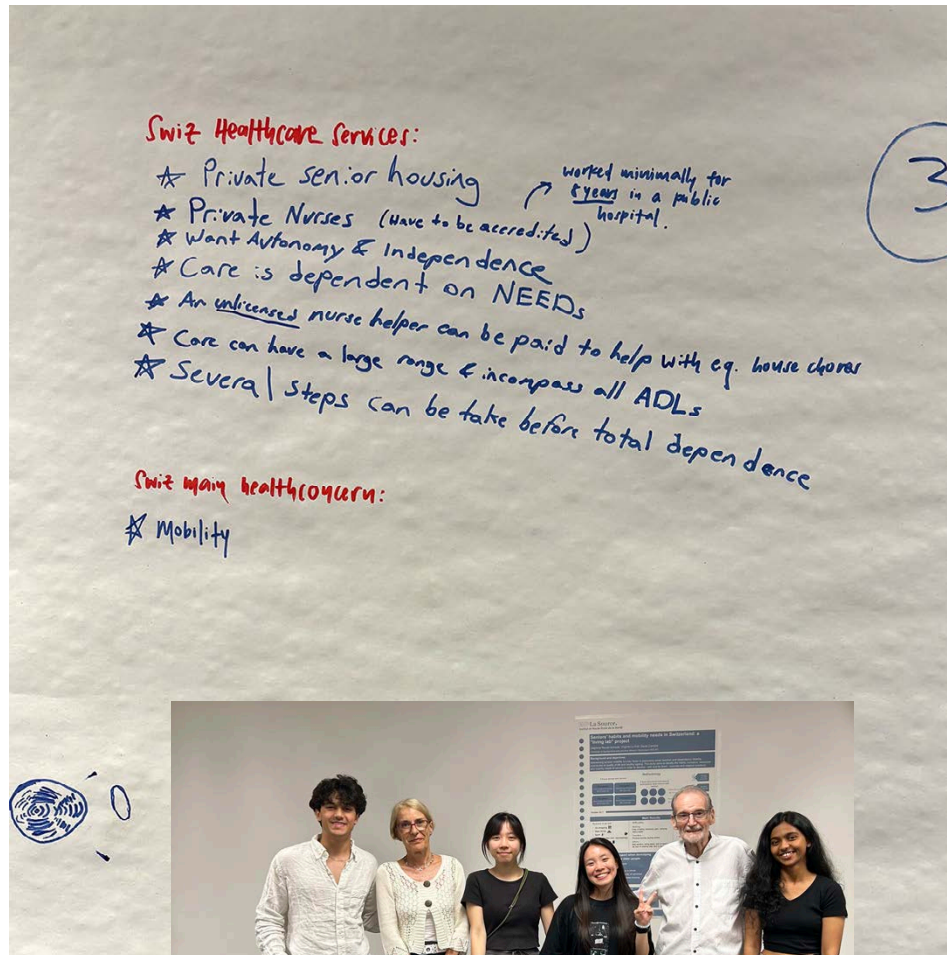
Group 2
Importance to define well the civil society.
Go forward with senior biaises.
Needs are universal but the way to answer it is different according to the culture or the country.
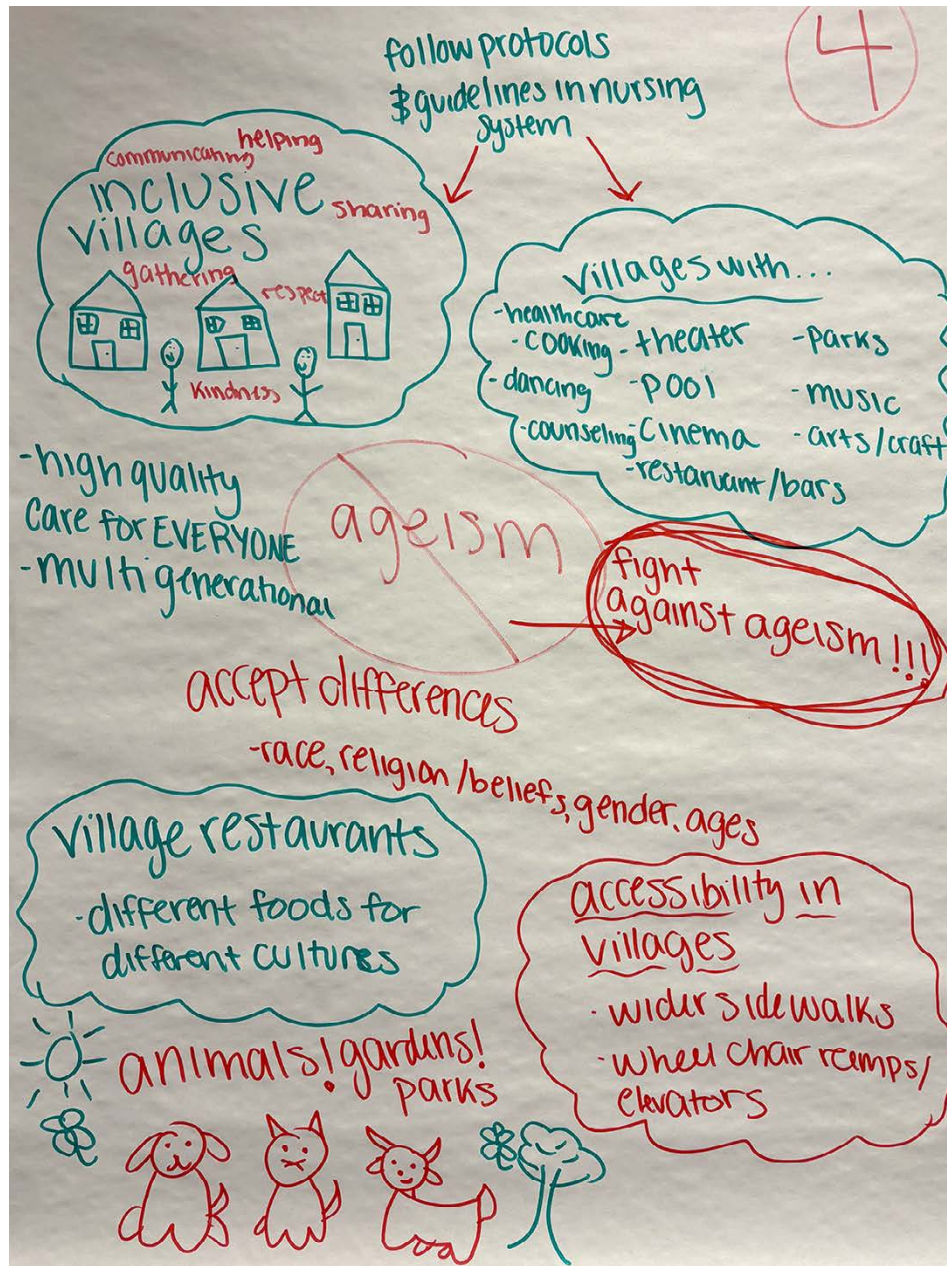Importance to adapt to everybody.

Swiz Healthcare Services:
★ Private senior housing → worked minimally for 5 years in a public hospital.
★ Private Nurses (have to be accredited)
★ Want Autonomy & Independence
★ Care is dependent on NEEDs
★ An unlicensed nurse helper can be paid to help with eg. house chores
★ Care can have a large range & incompass all ADLs
★ Several steps can be taken before total dependence

Swiz main healthconcern:
★ Mobility

Group 3

Autonomy and independence, dementia. Technology, access. Social isolation is a real problem in some culture. In India we have to take care about their parents.

Group 4
Inclusive villages gathering different stakeholders. Fight against ageism. Access to nursing in India is different from USA, Singapore / Hong-Kong or USA.

Group 5
Free public transport.
No barriers.
Need education to older people life.
Promoting pets to support seniors.
Volunteers for activities.

group 5

① Community — based Intergenerational Living Spaces

- Location: Easy access to public transport & Healthcare services (buses & trains)
- Barrier-free: Ramps
- Community Centre
  · Education on independence
  · Elderly-friendly activities to build social circle (book club etc.)
    ↳ knitting club
  ↳ Mind-stimulating activities
    ↓ risk of
    (to prevent Dementia)

② Education on adapting to Elderly Life

- Early promotion on integrating into elderly communities
  ↳ Changing mindsets starts early (e.g. learning how to ask for help)

③ Creating spaces specialised for elderlys ⟶ Maintain Quality of Life

- Clothing stores & Beauty shops
- Bike shops for elderlies, Chairs, Electric scooters
- Pets shops / Promoting Nature

④ Volunteer groups

- Inviting seniors to activities by going to their homes

Group 6

Good example in France where older people and students share flats.

There is a lot activities everywhere for older people but not visible and valorized.
Encourage hobbies, especially for men.
Death café to break taboo.
Depend where the funding are, Singapore put a lot of money in hospital, so (older) people go there. Shift is coming with more and more attention done for ageing in nurse education, because population is more and more old.

Thank you