

YORK ST JOHN UNIVERSITY PhD RESEARCH SURVEY

My name is Alicia Ridout. I am a PhD student at York St John University.

I am researching the issues affecting older peoples' digital safety using Artificial Intelligence (AI) and internet linked devices/sensors (IoT) or Smart products.

I would like to invite you to complete this survey.

To return to the survey click the link at the end of this leaflet.

What is the research about?

Title: Digital Clinical Safety for Older People accessing Adult Social Care Occupational Therapy Services: A survey of older adults' experiences of using smart technology.

I am surveying older people to help create new occupational therapy practice tools, to improve our conversations about AI safety, in your care.

This video from Surrey County Council gives an example of how occupational therapists might use Smart technology: [Home sensors help independence](#) .

Who am I approaching?

Older people who are:

- ✓ Already using a smart phone, smart assistant (such as an Alexa™)
- ✓ Use devices which manage your home environment (such home sensors linked to a smart phone) or
- ✓ Use systems that are constantly monitoring your situation and provide health advice or access to support
- ✓ Thinking about a referral or self-referral for occupational therapy assessment via Adult Social Care services
- ✓ Live in their own or rented accommodation in England
- ✓ Able to read English, as we are unable to provide any translation services.

Why am I approaching older adults?

- To improve digital clinical safety conversations during referrals and assessments
- Improve personalised care and support choices for older adults using Smart devices
- Better understand older peoples' needs
- Our findings will provide insights for further research
- Help us to co-design future improvements we can share.

When do I need to complete the research?

The deadline for completing this survey is 13th October 2023.

Who is doing the research



Alicias' PhD at York St John University is supervised by Professor Alison Laver-Fawcett, Professor in Occupational Therapy. A registered Occupational Therapist, she is experienced in digital innovation, research, and safety. The University's ethics committee approved the research on 07/07/23. Ref: ETH2223-0007.

Who should I speak to if I have further questions, concerns, or a complaint about this research?

You can speak to Alicia or her university supervisor directly, Monday to Friday in office hours. Contact details are E: Alicia.ridout@yorks.ac.uk M: 07976785744.

You can contact the university see the bottom of this leaflet. We will reply within a week.

General Information about the Research.

Products and safety.

Smart technology often has Artificial Intelligence (AI) in the software and when watches, smart phones, or monitoring sensors are linked through the internet. This is known as Internet of Things (IoT).

- It can have complex, self-learning software, making predictions.
- It can trigger, for example, a service to respond to a person's wellbeing needs or provide advice on health issues.
- If you are referred to Adult Social Care occupational therapy services, you may have the opportunity to use such technology
- It can be complicated to work out if technology is safe for a person to use, owing to the way AI and IoT work.
- This research is looking at what we might need to do to make this conversation easier. It may help us to look at the risks and benefits that using complex technology might bring.
- This new technology is still lacking practice guidance.
- It is hoped to create some tools to be used by older people and occupational therapists in the future. Your views, experience and feedback is really important.

What is the purpose of the research?

Many older people are facing significant changes in their daily lives.

An occupational therapy assessment can be helpful to overcome issues and help you reach goals and aspirations.

Occupational therapists' have always used technology to support people to live their best lives.

Smart technology, means everyday devices such as:

- Smart mobile phones
- Systems to help us manage health (e.g., smart watches), heating or security, using devices such as an Alexa™.
- Products using AI when they are linked together using Apps and sensors

Health professionals, such as occupational therapists, are regulated (by the Health and Care Professions Council).

We must work with people using our services, to manage any risks.

- ✓ Products like these are regulated.
- ✓ Some Smart products are also medical devices which means it is the law, that companies show that the products are safe.
- ✓ Health professionals must understand their intended use
- ✓ We must help people to use them safely.

What will I need to do if I take part?

You will be asked a series of questions, most of which have multiple choice answers.

There are no right or wrong answers.

It is your experience that is important.

The survey will take you about 15 minutes to complete online and will ask you to tick boxes.

There is no time-out, but you cannot leave and return later!

- Any data entered will be kept unless you choose to request it is deleted.
- You will be asked to complete a consent question to meet legal and research standards

If you wish to withdraw your survey after completing it, you will need to create a new code. You can email Alicia up to 2 weeks after the survey closes on 13th October 2023. Make a note of your code.

- Your data will then be deleted, and you will be emailed as soon as this is done
- If you choose not to give consent, you will go to the final thank you and exit page
- There are no negative consequences to doing this, it is entirely your choice.

Do I have to take part?

- No. If you do not wish to consent you will exit the survey.
- If you something stops you, mid survey, you should not be timed out.
- If you change your mind halfway, you can leave, but the data will be kept
- There are no negative consequences to taking part or leaving, it is your choice.

What is meant by digital clinical safety?

- Health and care services in England must meet a set of digital safety standards, for the design and use of technology that may affect peoples' safety
- These standards look at likely risks before the product is in use
- They do not apply to products you buy
- The term 'clinical' refers to the duties of registered health professionals and others
- The risk assessments help us to make improvements, so that people who need the technology can use it safely
- Safety is monitored for as long as the technology is in use
- Safety is checked if the product is changed by the company that developed it, or the organisation that uses it in your care
- At home, you may have mix of personal products, and some provided by services, making this a more complex situation to assess
- There are benefits to older people, of using AI/IoT products but there could also be some risks or failures that may not be obvious
- We need to look at ways to discuss this openly and routinely day-to-day.

Why occupational therapists in community and Adult Social Care contexts?

- ✓ This research aims to support practice development.
- ✓ Occupational therapists assess the physical, psychological, social, environmental, and cultural factors that can influence older peoples' wellbeing.
- ✓ Older people are using this technology more
- ✓ Occupational therapists need to include risks and benefits in care plans.

What information will be collected?

- Questions look at the different types of products you use, how you use it, what you think about its benefits and risks
- Any worries, or priorities, including for the future, which relate to its day-to-day safety
- It also includes questions about your views and the future
- Any of your personal data included in your answers will be removed.

What happens to the data?

- ✓ People who complete the survey will not be known to anyone unless you choose to contact the researcher.
- ✓ Your privacy is most important, and the research will meet university and legal requirements. For example, the Data Protection Act 2018 and General Data Protection Regulations; professional regulations and standards
- ✓ Please read the University privacy notice below

At the end of the research, any anonymised data will be uploaded on to the University RaYDaR system. This is so that other researchers can benefit.

For more details see: <https://www.yorks.ac.uk/library/research-support/raydar/>

- I and my supervisors will have access to the information. The data will be stored in the University Microsoft Office One Drive.
- Any email contacts used to invite people to join the survey, will be password protected and only seen by me and my university supervisors, unless there is a concern.

What will happen to the results of the study?

- ✓ The results will be included in my thesis and published papers
- ✓ Shared at conferences and if teaching/training occupational therapists
- ✓ Events or published articles
- ✓ Sharing with companies and commissioners.
- ✓ Help improve services with occupational therapists
- ✓ Increase older peoples' involvement.
- ✓ Help the next research study with older people and occupational therapists co-designing tools to improve conversations
- ✓ Themes and priorities will be presented as easy to read summaries.

Are there any risks involved in taking part in this study?

This research is considered low risk.

It is not linked to or capturing any sensitive personal information.

You can opt out at any time, it is up to you. If you feel you need any support, you can find helpful services to contact here:

Age UK: <https://www.ageuk.org.uk/services/>

MIND: <https://www.mind.org.uk/about-us/local-minds/>

York St John University contact details:

Researcher Supervisor’:

Prof Alison Laver-Fawcett E: A.LaverFawcett@yorks.ac.uk

School of Science, Technology & Health, York St John University, Lord Mayors Walk, York, YO31 7EX.

Chair Ethics Committee:

Dr Charlotte Haines-Lyon, Chair of the Ethics Committee for the School of Education, Language and Psychology.’ Email c.haineslyon@yorks.ac.uk.

York St John University:

Privacy Notice
All personal information gathered and held by York St John University (detailed in Part 1 of this Participant Information Sheet) is treated with the care and confidentiality required by the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. For the purposes of processing your personal information, the data controller is York St John University. The University’s Data Protection Officer is the PVC Governance and Student Life.
Legal basis for processing your information: Consent - UK GDPR Article 6 (a) - the data subject has given consent to the processing of his, her or their personal data for one or more specific purposes. Archiving, research and statistics (with a basis in law) - UK GDPR Article 9 (j) - processing is necessary for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes in accordance with Article 89(1) based on Union or Member State law which shall be proportionate to the aim pursued, respect the essence of the right to data protection and provide for suitable and specific measures to safeguard the fundamental rights and the interests of the data subject.
Additional condition for processing special category data N/A
Additional condition for processing criminal conviction/offence data N/A
Your rights in relation to personal data Under the GDPR, you have a right to: <ul style="list-style-type: none">• be kept informed as to how we use your data.• request a copy of the data we hold about you via a Subject Access Request.• update, amend or rectify the data we hold about you.• change your communication preferences.• ask us to remove your data from our records.• object to or restrict the processing of your information.• raise a concern or complaint about the way in which your information is being used.
Any questions or concerns? If you have any questions or concerns about the way we are collecting and using your personal data we request that you contact the University by: gov.compliance@yorks.ac.uk . You also have the right to complain to the Information Commissioner's Office (ICO) about the way in which we process your personal data. Details can be found at: https://ico.org.uk .

Click here to return to survey: https://yorks.ac.uk/qualtrics.com/jfe/form/SV_9n5lnpf381dS9j8