

Table A.2 Responses to telecare in use in AKTIVE ELA households		
Device	Positive experiences or comments	Negative experiences or comments
Pendant Alarm (with wrist wearing option)	<ul style="list-style-type: none"> • Help successfully summoned when needed • Reassuring not to be 'alone' between visits (for participants, carers and home care workers) • Reminded users to 'go steady' • Allowed user to access 'risky' areas, e.g. gardens • Activation led to medical attention which resolved a previously undiagnosed condition • Gave confidence with personal care (e.g. washing) • Gave confidence with household tasks (e.g. cleaning) • Carer could remain in paid employment • Seen as avoiding need for (unwanted) home care 	<ul style="list-style-type: none"> • Appearance unattractive • Discomfort when wearing cord • Hygiene concerns as cord becomes dirty • Difficulty activating device (esp. in cases of arthritis) • Concerns re geographical range of device • Concerns re false alerts (some stop wearing, others do not wear at night, in shower, etc.) • Inadequate information (re cost, how to use, what will happen, who to contact for advice) • A few reports of lack of timely response • Triggered accidentally • Removed and not put back on through forgetfulness • Family / carer concerns re whether the older person is using the device
Bed sensor	<ul style="list-style-type: none"> • Supported carer (spouse) sleeping in separate room to feel more at ease (via sensor linked to Carer Alert) 	<ul style="list-style-type: none"> • False alerts (time not set correctly, position of sensor in bed, weight changes in user) • Timed sensor alarm caused some to 'rush back to bed' to avoid setting it off • User difficulty in assessing how long out of bed at night (so trial & error approach in setting) • Experienced as inflexible; in hot weather, user out of bed longer than usual, triggered alert • Unsure who to contact re adjustment to accommodate change to usual routines
Bogus call alert	<ul style="list-style-type: none"> • Reassuring, particularly where participants fear crime 	-
Carbon monoxide detector	-	<ul style="list-style-type: none"> • Flashing light disturbed one participant • Beeped when battery low; confusion about who would respond
Carer alert	<ul style="list-style-type: none"> • Enabled carer to do tasks in house and garden 	-
Chair sensor	<ul style="list-style-type: none"> • Enabled carer to do tasks in house and garden 	-
Exit sensor	<ul style="list-style-type: none"> • Eased tensions with neighbour and caring network 	<ul style="list-style-type: none"> • No feedback on activation; family felt they had to assume device was working
Fall detector (Belt worn & wrist worn versions were in use)	<ul style="list-style-type: none"> • Summoned help when participants 'blacked out' • Liked look of device, said unobtrusive compared with previous pendant alarm 	<ul style="list-style-type: none"> • False alerts / fear of false alerts caused anxiety • Unaware device was a fall detector • Feel and appearance - 'bulky' • Tilt / angle device accidentally activated (while sitting in chair)
Flood detector		<ul style="list-style-type: none"> • User with memory problems frightened / confused when saw device, did not recall installation
Gas leak detector	<ul style="list-style-type: none"> • Family reassured after PWD¹ living alone left cooker on 	
Medication dispenser	<ul style="list-style-type: none"> • Supported carer of PWD to administer medication (accepted better from dispenser than from husband) 	<ul style="list-style-type: none"> • Loud noise when activated unpleasant • Complicated to use for carers (loading pills) & older people
Reminder system	<ul style="list-style-type: none"> • Reminded PWD to take GPS tracker on walks 	<ul style="list-style-type: none"> • Family concern that PWD was getting used to reminder messages, starting to ignore
Smoke detector	<ul style="list-style-type: none"> • Valued for reassurance • Fire service responded when needed 	<ul style="list-style-type: none"> • Some problems with sensitivity / frequent alarms (toast etc) • Duplication (council, fire , service), uncertain which device connected to which service • Embarrassed that Fire Service alerted unnecessarily (burnt toast)
Temp. extremes	<ul style="list-style-type: none"> • Valued for reassurance 	
GPS tracking device	<ul style="list-style-type: none"> • Valued for general reassurance • Defused conflict over safety (older person and carers) • Offered reassurance to older person and carer • Easy to summon help 	<ul style="list-style-type: none"> • Accidentally activated if worn while out with carer • Hard to charge, esp. for PWD alone (one model) • Installed too late in one case, person with dementia not able to go out alone anymore

Note: ¹ PWD = person / people with dementia. Table A.2 is divided to show 1st, 2nd and 3rd generation telecare devices. All responses were reported at least once during the AKTIVE study.