## Data attached to Work Package 4 of the Designing for Healthy Cognitive Ageing (DesHCA) Project

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## Data Archive Link and Reference

McCall, V; Rutherford, A (2024): Serious game data archive for the Designing for Healthy Cognitive Ageing (DesHCA) Project. Version 1. University of Stirling, Faculty of Social Sciences. Dataset. http://hdl.handle.net/11667/227

## Background

The Designing for Healthy Cognitive Ageing (DesHCA) aimed to test, understand, and identify facilitators and barriers for various stakeholders, including older people, in achieving cognitively sustainable housing, in both new-build and retrofit contexts.

The DesHCA project has developed a co-produced legacy tool called ‘Our House’ as part of its Work-Package 4, led by Professors McCall and Rutherford. The archived data attached to this work-package has been generated from 10 playtests of the serious game legacy tool that was developed. Our House is a serious game that was developed to generate research insights on how to deliver housing for older people that is cognitively sustainable and inclusive.

## Overview

This is the transcript from playtest session 10, which took place on the 29th of January 2024. The playtest comprised of 11 participants and took place online.

This transcript has been fully anonymised, with all identifiable characteristics, including the participants’ names, removed, or replaced with pseudonyms.

I1: [Inaudible 00:02] you very much. Okay. So I suppose while you're playing…and keep asking your questions ‘cause we want to know if it’s not working. That’s really important. But also, I guess I just want you to…hear your first thoughts while you're playing around with it in terms of…do you think this would help people visualise their own homes? And have a think through those priority spaces.

I'm going to bring Chloe in first ‘cause, Chloe, you were talking a lot about the importance of the cognitive and as you can see we have separated out cognitive and physical, just to make people start thinking through different options and adaptations that are more helpful for the cognitive than the physical. I’d love to hear your thoughts if that’s alright to bring you in first.

R1: Sure. Unfortunately, I’ve been around the Highland Council too long because all I see are price tags on everything, seriously [00:59], and the fact that they’re not buying in to this already, which is…a lot of this we raised for the accessible home standard consultation. A lot of what you’ve been saying, we…as tenants on a national level, we raised this, we flagged these up and I can just see them getting shut down because, you know, we can't do this with new builds, and we can't do this to old builds.

And I'm thinking, but if you just move this here and you just do this here. Like, I would have a bedroom and a wet room or the potential for a wet room already on the ground floor, as if it was a self-contained flat, just in case you have an accident or as I told you before, someone has taken a parent with dementia and they need a ground floor bedroom, a ground floor full bathroom.

And the…and that gets shot down because of a spare room and it costs more and then people don’t want this in their homes up front, especially a second bedroom. I like the idea that you have a second bedroom in case someone needs someone to live with them if they have dementia, like my neighbour does. But she has no second bedroom, so her son sleeps in a storage room.

So, these are the sort of things that…this is why I'm resisting, I think. I'm trying to make the changes but I…in the back of my brain I'm hearing all the reasons why it won't be done. But, yeah, for me, I have a lot of aspects because of my Lyme’s disease dementia, like dark floors, I can't handle dark floors, it becomes an abyss. Overhead lighting, glossy surfaces, all one colour, no contrast. I'm trying to think what else that you have. Jeez, I can't think of the other ones.

But, yeah, the things that I know they’re not already doing in social housing, well local authority…I’ll be specific, local authority housing, that are just basic to me. And if you retrofit them later, they're so much more expensive. So…I don’t know if I'm answering this, ‘cause I'm [inaudible 03:22] as well, so I [voices overlap 03:24] …

I1: No, you're singing from the same hymn sheet as us all and it feels, Chloe, frustrating ‘cause it feels like it is common sense and there’s a… I think for me in social housing, what we found in this project was there is a business case, there’s a social case as well as the moral and ethical case for futureproofing in these ways.

And the business case for social housing is to increase tenant sustainability and that…avoid…that avoids that void costs, that avoids the repairs and maintenance costs. And there’s more integrated ways of doing this, but I think what your point is making is it’s still a hard sell, isn't it.

R1: Well, it is because…I mean, again…I go…I was on the Human Rights…as Rosie knows, I was on the [REDACTED], where my focus was on disability, ageing and adequate housing, the right to adequate housing.

Now under that comes accessibility. So, we know in theory that landlords will have to do this. It’s minimum core obligations, especially for ageing. I mean, they don’t have time to progressively realise these things in ten years’ time, they need to be doing this now.

So, they’ll have to do it and yet they're not even try…they're not even starting yet. So, what’s going to be the prompt, will it take…unfortunately people will start taking them to court, they’ll start…you know. But I…and yet I sympathise because another thing we have to remember is this comes out of our rent. In local authorities, the tenants pay for any upgrades, adaptations. It’s all coming out of our budget, our rent that…the rent…so when you start…when we start talking about this, we also have to keep it affordable for tenants. And a new build with this kind of accessibility, roughly around 400,000 for a local authority, that’s a lot of money for one house.

So I keep saying yes, but if you already start with the bedroom and bathroom downstairs…like, they talk about…in the accessible homestead they’ve talked about a little office, a little thing, and a bathroom that could potentially become a wet room if it needs it but that little office, I said, you're not talking about a double bed that a wheelchair can get all the way around or needs a carer to stay in there with…you're not thinking, it can't be a little room squeezed in like a little snug. It has to be a proper bedroom potentially down the road that’s a home office now let’s say.

But they're not…and you know what they're saying about two storey house, they’ll want to put a lift in, they’ll want to leave space for a lift because no more chairlifts. Well, what if an engineer takes a week to get to us up here in Highland, takes a week for an engineer from Glasgow to come up to repair a lift up here. So, what is that person supposed to do in the meantime.

So, all these things, they're not factoring in, the common sense part, the logistics part. And it’s almost as if, we’ll wait ‘til it’s needed and then we’ll take care of it.

I1: More reactive rather than proactive, yeah. I'm going to go to Annie [6:34]…they’re all very good points, Chloe. And I like how you're showing the whole bigger picture, complex landscape as well. But, Annie, you’ve had your hand up…Annie [06:44] first, then Tina [06:44].

R2: I suppose I’ve got a bundle of things to say or to ask. One, I agree with Chloe, I think the first thing, as I started playing, I wanted to understand about the funding and, you know…and who…which then led to me be thinking, who is playing the game, is it the family, is it the ageing member of the family, is it somebody from the local authority. Kind of, who is it, so who’s the client, who’s the audience.

It also…and please don’t take this the wrong way, and it might just be my perception of it, it feels very middle class. It feels…it doesn’t…it didn't…doesn’t to me feel representative of maybe the majority of the houses in the area I'm in where, you know, there’s quite a lot of council houses and croft houses.

And actually, some of the language and suggestions of adaptations I think might be off-putting to a certain demographic because they're so outwith, you know, the possibly. So, I just…I hope you don’t think that’s me being rude, I really don’t mean to be. But I'm just react…that’s my gut reaction. And actually, we had to do…we were designing a, kind of, carbon audit thing for Kinlochbervie and somebody had designed it very nicely. But one of the questions was, when was the last time you were on the tube. Which immediately I was like, we can't have that, the nearest subway is Glasgow which is, like, six or seven hours away. The majority of people filling this in will…won't…that’s not something they do. And that immediately makes you feel it’s not for you, you know.

Anyway, the carbon thing, I was just wondering whether…we talked…or, Vikki [08:29], I think you mentioned earlier at the beginning about the climate emergency. The reason we’re doing the carbon audit and surveying…we’re doing a kind of, pilot, is in essence to try and mitigate against fuel poverty, because so many of the houses in the area are so badly insulated.

So, what if you could do your audit for insulation and fuel poverty but actually do this audit at the same time. And we’re doing a place plan, a local place plan in Kinlochbervie, which again potentially, you know, for certain demographic of, I don’t know, people aged 60/65, whatever it is, you could get…when we’re doing the local place plan, we could actually be doing this for those individuals.

And then last thing to say is somebody was saying to me the other day, recently, what about house swaps. So, you know, it…actually we are trying to build affordable housing and there are lots of the ageing population who are in three bedroom croft houses or two bedroom croft houses which are desperately needed by families, but if you built in to this affordable…rather than a…I think at the moment, the community are thinking, the affordable housing is for younger families and younger people. But maybe we need to consider the flipside which comes back to Chloe’s point about actually building the wet rooms and building from the outset for an ageing demographic. So that’s interesting. So, it's been very useful to come along. Thank you.

I1: Thanks, Annie. There’s so much there to comment on, all excellent points. And if we’d had more time, there’s a lot of vignettes that are set up in advance with different experiences in life. So, for example, we’ve made sure to make vignettes that are socially renting, we’ve made sure that we’ve made vignettes that are home owners like Shawn and Kerry [10:22], yes, they were middle class. But Susan [10:26] definitely wasn’t and had very limited budget and so on.

And we have vignettes with private renters as well who have a lot less control over what they can adapt and talking through the constraints and budget constraints and…I guess when you asked me about audience is that you have to think of this as a tool to use with the audience you want, and you can adapt the discussion and you can adapt the parts of the game to focus in on as well.

The idea is we pitch something to you that’s high level that can be used in different…and we’ve tested with professionals, we’ve tested with older groups and it’s always just pitching to the audience of which you're talking to and you're quite right, language itself is very, very important. And people don’t know what they don’t know. I'm going to…sorry, I’ll stop talking, I need you to talk more. Tina, do you want to come in, and then Nathan.

R3: Yeah. All great points people are raising and was just thinking if you’re playing this with people who are not in the older adult age group, it’s going to educate them and increase their knowledge about potential challenges that people have in older age. But I was thinking as well, the idea of the wet room downstairs, if you’ve got little children, you know…I mean, it’s not just the older age groups.

So, some of these adaptations…I know you’ve concentrated on the older age group in the project, but actually it could be intergenerational. But at the end of the day, it’s like Chloe said about money, and interestingly, my place is a new build and on the plans there was a stairlift. And I said to somebody, oh I'm futureproofing here. We’ve got the stairlift on the plan.

But when they asked you to pick the colours for the rooms, there wasn’t anything that said, think about contrast, you know, and something like that because it could have a point…and even if somebody said why, then you could say because as you age, your eyes get different or you may want…you know, whatever. So, I'm just thinking this is a great educational tool for people. And again, this is quite a fun way to do it, not like a doom and gloom about, this is what you’ve got all to look forward to, you know.

I1: Yeah. A serious subject but we can step back a little bit and think it through and…and you're quite right, people don’t know what they don’t know. They don’t sometimes know what adaptations would help cognitively. And the idea is that we can break that down just for a bit of insight. It’s like, here’s things maybe we never thought about before as well. Thank you, Tina, that's amazing. Amazing feedback. Really appreciate that. And Nathan. Nathan, do you want to come in?

R4: Yes. Firstly, let me congratulate you on what you’ve done so far. I think it’s really, really good. It takes a very difficult topic, and it offers you the opportunity to consider yourself within that situation. So, I think it's great.

I'm a very visual person, so from my perspective, I’ve only got two points to make, and that’s around inclusiveness and such like. And that is I probably…yeah, feel more comfortable if it was a floor plan of a property as opposed to just what is a box, do you see what I mean? I don’t know if you can…if that’s even possible but a floor plan would give me a better understanding of the connectivity between the different rooms and such like.

And the second thing, a lot of the narrative, the text, you could probably…not replace it but you could probably have symbols that would also maybe offer more…offer people a better understanding of what it might be, a kitchen or a stairs. You can have symbols that would actually…for people who maybe have got literacy issues, it’ll be an opportunity for them to be more inclusive around some of these things. But otherwise, congratulations. Congratulations, thank you.

I1: Thanks, Sam. I'm quite a visual person myself and now I'm kicking myself, why didn't I think of symbols. That makes a lot of sense. No, that’s really good feedback. And I…I'm not sure who was first, was it Chloe and then Nadine [14:55]? And sorry, folks, it is half past. Do you mind keeping on for another five minutes? I do not want to stop the discussion and I know it’s getting late. Thank you.

R1: Well, I just wanted to raise…a good example is Fife Council. They had changed all the letter plates…the letterbox plates and then handles on their front doors because I guess they were very pale doors, and it was silver that was against them. So, for people with dementia or people with visual impairment, that made it possible for them to actually see it. So, they were very sensitive to that, which I…so they replaced everybody’s…they ripped everything apart and put new ones on, which was really good. So, they did go in to the contrast aspect.

Well on the Accessible Housing and Independent Living Stakeholder Group, we had someone that challenged that the HNDA does not address the needs of older people full stop. So, for…already at this point making a mistake. All the rest follows…

I1: So [voices overlap 15:55] …

R1: And that is true. So, yes, and we need older people to be codesigning with the local housing development teams. They should be giving their lived expertise as well, as disabled people, and they just not invited.

I1: How else, if you don't involve people, will they take ownership over the changes in their homes and communities, that’s the…Nadine, I'm going to jump to Nadine just ‘cause I'm so aware that I’ve run out of time somehow. Where did the hour go?

R5: Mine’s just a quick one. I really like it as well. It reminds me a little bit of a game that we played last Monday called Carbon City Zero that had similar cards. And people kept getting confused with what the numbers were, so I wondered if you could have a little reminder down the side or something, just with what each of the numbers means.

I was also going to say about symbols because I think that’s a really good point. I think symbols would be really helpful. And the other thing is because computers are this way, horizontal, it’d be great to have the bottom panel on the side instead so you're not scrolling down every time to find…so it would be a panel down the side with the different adaptations and stuff that you can drag on or click on rather than go down to the bottom to get it, if that was doable to change it. But, yeah, I really like it, especially with the educational side, ‘cause I don’t know anything about this and I’ve learned a lot just playing it. So…yeah.

I1: Oh, that’s great feedback, thank you. And you'll have to send us a link to that game as well, can have a nosey as well. So, I see what you mean about the game players, instead of up and down, can we do to the side. Something we’ll have a look at for sure. This is all so…I can't tell you all how helpful every comment is and every bit of feedback is to this. I wondered, for those who hadn’t shared their opinion, Laura [17:58] and Ash and Cindy [18:03], do you…

R2: I'm really sorry, I need to go…

I1: Oh that…yes, of course. Of course.

R2: I have arranged to go…I’ve got to go and do something, so apologies…

I1: Thank you.

R2: …nice to meet you all. Thank you for the invitation, and to Rosie for passing it on…

I1: Thank you for your feedback.

R2: …and take care. And if there’s anything I can help with, get in touch directly. Thank you.

I1: We will.

R2: Bye.

I1: Thank you so much. If you need to go, we completely understand. I'm just being sneaky and asking for a few more comments if we had them.

R6: Again, I thought it was really great. I managed to spend my budget even though I'm one of them [18:31], sort of, fairly well-off people, apparently. But again, some of the things that we learned in our gaming session again was the difference between, sort of, competitive games and this sort of thing, which really, sort of, works better with that collaborative approach and you’ve got that…and even just around this group here, you’ve got such different perspectives from different, you know, people. So, you learn so much. So, it’s not just about putting things in to rooms and why you're putting things in to rooms, but you do have that aspect of, you know, how much would it cost and why would you do it and what…you know, and why would you want it.

And…so it's just all the different potential for learning in the process I think is really good. So, it works very much as a collaborative…you know, inclusive game, I would have thought too.

I1: Thank you, Cindy. That…that’s really heartening to hear ‘cause that’s what we wanted to see in terms of the…nobody knows much about adaptations, you know, so it is about that knowledge exchange and it’s under researched, under…in an area that’s a little bit in the dark sometimes. The only person I hadn’t heard from, Laura, did you have anything to add from your perspective at all?

R7: I’ll just be really, really quick is that, yeah, cost is an issue where you’re presenting these options to people and then thinking, well how is that even…you know, how is that possible.

But I did find…I found it really easy to use and interactive and I think the comments others have said about putting adaptions on the side of the screen, these are all really great adaptions.

I also…sorry, really great comments…I also found it really useful to just see what adaptions are available. My…both my parents have…had dementia and we never…and we were looking to adapt her house and it was never in one place where you could actually, you know, just got suggestions about altering lighting and so on. So I found that really useful. But I'm conscious of time. Thank you.

I1: No, no, really appreciate that. Thanks. And, Chloe, you had your hand up again.

R1: Yeah. Just a quick thing, Vikki. It’s…it underscores the challenge in anticipating. You know, you think, oh I got this all set, now we click to see what the next issue is, oops, now I’ve got to rip that apart, you know, and…and you can't do that with a house unless you have a clear picture of what may…you know, counter across [21:07] at that time in general. Yeah. It was very interesting, the challenge.

I1: It is indeed. And that’s the whole challenge in a nutshell around adaptations because we presented the findings of this to the housing minister himself and he’s like, well you need to show me need. You're like, well that’s not how prevention works. So, it’s a chicken and an egg scenario in terms of that preventative tangible agenda.

So, it’s…so this is one of the ones to help us think that through and the key things that make us futureproof for the things that may or may not happen. And I think it is…that’s exactly right. So, I'm going to have to draw this to a close just because I have taken some really extra minutes of your evening. But Elena, [21:57], Rosie, Robin, are you happy with that feedback as well? Thumbs up from Rosie, thumbs up from Elena. Excellent. We’ll follow…

I2: Excellent, yes. Excellent.

I1: Wonderful. Excellent. So rest assured to you all, Robin, Elena, Rosie, myself, Alasdair and Eve [22:15] are going to take all of this and really think all this amazing feedback through for hopefully building a legacy tool that you yourselves could find helpful to take forward to the audience that you want to talk to as well, as part of the outputs for this project.

But I hope this has given you some insight to the DesHCA project itself. Let you get to know us a little bit more as well, what we’ve been working towards and showing you just even…just one thing that we’re getting out of the project. But we’ll send you all of the information after this and follow up and have…I hope this is just the start of the conversation with you all. Thank you so much for your time and enjoy the rest of your evenings.

R1: Thank you.

R6: Bye everyone.

I2: Thanks, that’s been great. Thank you everyone. Bye bye.

R5: Bye, yeah. [Voices overlap 23:02].

I1: Thanks for staying an extra eight minutes folks.

R7: Aye, it was worth it.

R3: No problem. It’s been [23:07] great. Thank you.

I2: Well done. Bye.

I1: Chloe, good luck. We’re…I'm going to connect with you on other things as well. That was amazing.

R1: Okay, I am interested. I did start my email that I am very interested in that, yeah. I'm a lab rat. Anything you want me to do is fine.

I1: Wonderful. We like to call it partners not lab rats.

R1: My experiment [23:28] with [inaudible 23:29], I knew of your work…well not that work but the…what Stirling was doing, and I already started applying it to my sheltered accommodation…

I1: That’s amazing. That’s [voices overlap 23:40].

R1: …[voices overlap 23:41] they were installing…sorry, I'm taking up your time now, but they were installing dark charcoal floors in all the wet rooms up here when they were upgrading them. And because of that I said stop. And I actually refused it and said, no you have to give me a light floor, because in the dark it’s an abyss. What are you doing [voices overlap 23:57]?

I1: It’s…but you…yeah, very scary at night as…yes. Well, Chloe, you're an inspiration already.

R1: Well, thank you because you gave me the ammunition and I brought that to the accessible home standard consultation that we did with Tpas. So, see how it carries over as you start learning to spread it around…

I1: [Voices overlap 24:17] …

R1: …you know. So very [voices overlap 24:19].

I1: Maybe we need to get you even more involved. Absolutely. We will be in touch.

R1: Thank you so much for all the information you gave me. And thank you, Rosie, for the link. Take care, guys, thank you very much.

I1: Good night. Good night.

R1: Night, now.

I1: Do you want to stop the recording, Alasdair?

I3: Oh yeah. Yeah, yeah.

I1: Oh sorry, I could have. Sorry.

**End of transcript**