
1. User Persona-Elderly Woman



Service User- May

Age: 93

Date of Birth: 09/01/29

Address: 9 Hillview Rd, Newry Co Down, Northern Ireland

Occupation: Old Age Pensioner

Status: Widowed

Phone no: 3092837145

GP Name Dr. Smith

Bio

May is a 93 year old great grandmother who has always lived in this area.

Her grandparents farmed the land.

She now lives at home with her son in a new bungalow on this land.

She has 7 children, 6 who live close by.

In her sparetime she enjoys crotcheting and watching quiz and detective Programs as well as chatting to family, friends and carers.

Interests

- Crotcheting/knitting
- Watching Vera/Heartbeat
- Quiz Shows- The chase, Family Fourtune & The Cube
- Chatting to family
- Watching Mass Online

Influences

- Carers
- Family
- Friends
- Sisters
- Neighbours

Needs & Expectations

- Up to date daily Communication between carer and service user/family member.
- To be clear in Communcating information and tasks.
- Trustworthy app
- User friendly

Goals

- To be cared in her own home.
- Maintain independance as much as she can.
- Stay healthy
- Carers/family can support May to achieve the above goals

Pain Points / Frustrations

- unfamiliar with using apps.
- The buttons on Iphone are too small for her fingers.
- Can't hear too well on the phone.
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Motivations

- Carers to encourage May to do things she can on my own- Promoting Independance.
 - Carers to support and assist her in things she finds difficult- See Care Plan.
 - Know who to contact for service user in emergency.
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