

Open Research Online

The Open University's repository of research publications and other research outputs

Improving Older People's Lives Through Digital Technology and Practices

Journal Item

How to cite:

Marston, Hannah and Musselwhite, Charles (2021). Improving Older People's Lives Through Digital Technology and Practices. Gerontology and Geriatric Medicine, 7 pp. 1–4.

For guidance on citations see FAQs.

© 2021 The Authors



https://creativecommons.org/licenses/by-nc/4.0/

Version: Version of Record

Link(s) to article on publisher's website:

http://dx.doi.org/doi:10.1177/23337214211036255

Copyright and Moral Rights for the articles on this site are retained by the individual authors and/or other copyright owners. For more information on Open Research Online's data policy on reuse of materials please consult the policies page.

oro.open.ac.uk



Editorial

Improving Older People's Lives Through **Digital Technology and Practices**

Gerontology & Geriatric Medicine Volume 7: I-4 © The Author(s) 2021 Article reuse guidelines: sagepub.com/journals-permissions DOI: 10.1177/23337214211036255 journals.sagepub.com/home/ggm

(\$)SAGE

Hannah R. Marston, PhD o and Charles B. A. Musselwhite, PhD o

Abstract

The Aging and Technology special issue showcases twelve papers spanning a range and diversity of international scholarly research within the field of ageing and technology. The collection of papers demonstrates the positive impact technology can have on the lives of older people including improving cognitive performance, physical and mental health and people's daily activities and practices. There are still barriers to use, including psychological issues of motivation, attitudes, privacy and trust and social issues involving learning to use the technology. In conclusion, to help overcome these barriers, it is recommended that research and development of technology involves older people as co-developers working with stakeholders from different disciplines and backgrounds.

Keywords

technology, ageing, gerontology, gerotechnology, cognition

Manuscript received: June 28, 2021; accepted: July 9, 2021.

Introduction

This set of articles contributes to knowledge and understanding of how digital technology and practices play a role in improving the lives of older people in contemporary society as well as setting the grounding for future ageing populations. The Aging and Technology special issue comprises twelve papers from international scholars across the USA, the UK, Italy, the Netherlands, France and Canada.

Introducing the Papers

Digital technology may be beneficial in improving people's cognitive ability as suggested by Wu et al. (2019). In the first paper of the special issue, Wu et al. (2019) explore the use of technology in memory clinics suggesting how the use of technology can be beneficial for people's mental and physical health, through stimulating cognitive abilities including executive functioning, memory and reasoning. Wu et al. (2019) conclude by noting how learning to use digital technology may protect people from cognitive decline in line with previous research (e.g. Stern, 2012; Valenzuela et al., 2008). In the second paper, Siu et al. (2019) found using technology in primary care with older adults identified how information provided to an older adult with regard to taking their medications could in turn improve medication adherence, primarily by prompting better informed discussions between the patient and the clinician.

Technology may help people become more active and less than half of older adults carry out the recommended physical activity, for example, only 37% of older adults in the Netherlands fulfilled the required activity according to Dutch guidelines (National Institute for Public Health and the Environment, 2015). With this in mind, the third paper in this special issue from Ummels et al. (2020) discusses how a pocket activity tracker can be adapted to work with older people and therefore be used to give insight into the amount of physical activity older people undertake and increase awareness and motivation to increase their physically activity. The fourth paper of this special issue is by De Vito et al.

¹The Open University, Milton Keynes, Buckinghamshire, UK ²Swansea University, Swansea, Glamorgan, UK

Corresponding Author:

Charles Musselwhite, Centre for Innovative Ageing, Swansea University, Haldane Building, Singleton Park, Swansea, Glamorgan SA2 8PP, UK. Email: c.b.a.musselwhite@swansea.ac.uk



(2020) who explore and monitor activity by conducting a telehealth intervention once a month. This intervention pertains to the care of older people living with advanced dementia, showing acceptance and feasibility of such technology over 6 months, as part of the care.

Conversely, engagement with technology can become difficult and cumbersome for people in later life, for example difficulty with the graphic user interface, pressing multiple buttons (Marston, 2013) and any peripheral devices and/or screens (e.g. smartphones) due to age-related health issues (e.g. dexterity, eyesight issues and cognitive changes) and for people who have various disabilities. Virtual assistants (VAs) can allow people (including older adults) who experience such difficulties the opportunity to still gain benefits from technology such as enjoying listening to music, setting medication reminders and making telephone calls, including critically point of contacts and/or emergency phone contacts (White et al., 2020). As noted by Marston and Samuels (2019), VAs afford people of all ages to achieve a series of tasks, while Sheerman et al. (2020) and White, et al. (2020) note how VA smart speaker technology and other respective technology devices can function as an emergency response system and help older people connect with friends and family and link to vital services and offering assistance. There are two papers in this collection focussing on voice assistants or smart speaker technology. The fifth paper in this special issue is by Nallam et al. (2020) who explored using voice assistants or smart speakers to provide health information to older adults from low-income backgrounds. However, the sixth paper by Chung et al. (2021) identified low-income older people living in residential accommodation using smart speakers or VA technology to provide reminders and support for their daily needs, such as a daily living assistance tool, a social activities reminder, a medical appointment reminder, a medication reminder and an information provider including providing health tips and the news.

The seventh paper by Tural et al. (2021) explored the intention to use and attitudes towards smart home technologies, including smart lighting, door locks, fire prevention and home automation. Findings from this article identified how the notion of smart fire prevention devices were perceived most favourably because of various factors including the affordability, the prospective benefits to one's safety in the home, which also influenced a positive intention to use (Tural et al., 2021). They do note that technology scepticism, an often underplayed issue in the literature, can affect older people's relationship with and use of smart technology (Tural et al., 2021).

As a refreshing change to viewing older people as in need of technologies to help them with safety, health or illness, the potential for technology to help people across the life course find a spouse, partner, a lover and/or experience differing levels of intimacy is explored in Marston et al. (2020a). In this eighth paper in this special issue, a review was conducted by Marston et al. (2020a), who explore and discuss the importance of sex and intimacy for older adults and people with

life-limiting and life-threatening health conditions (LLTCs). Their extensive review of contemporary dating apps highlights the breadth of this growing area of research, the differences surrounding the verification of legitimate users on respective dating apps, cost of subscriptions, age classifications and the app 'category'. Concluding this in-depth review, Marston et al. (2020a) propose a series of recommendations for multiple agencies including developers, governments and public sector workers (e.g. police).

Moreover, technology may be able to assist people to connect to places they can no longer go to, as noted previously by Musselwhite (2018). The concept of virtual reality (VR) and virtual environments (VEs) has been around for over 20 years whereby scholars such as Turkle (1997), Murray (1998) and Fencott (1999; 2001a; 2001b) have explored and contextualised narratives, storytelling and the interconnections of VR and VEs. The ninth paper in this special issue, by Brown (2019), used VR to show local places of interest to people, including a local walk and a museum. Findings from this article highlighted three themes: 1. usability; 2. video subject matter preferences and 3. application, which highlight the positives that VR can afford older people as well as the challenges. On the whole, the participants enjoyed seeing such places and discussed how it may help people stay connected to places they can no longer go to, while acknowledging it could potentially be distressing for people who can no longer travel to such places.

There are some important barriers and enablers to technology among older people as acknowledged in the articles, surrounding psychological and sociological aspects of use. The tenth paper in the special issue, by Briones & Meijering (2021), explored the initial and subsequent motivations to use technology by older people living in Barcelona, Spain. Taking a qualitative approach to their work, the respective authors identified the need of social support to assist participants to learn, supporting similar findings ascertained by Marston et al. (2019). Furthermore, Briones & Meijering (2021) emphasise that their research also supports intergenerational learning opportunities towards using technology, supported by previous work by Freeman et al. (2020).

Cognitive reserve refers to the extent to which cognitive functions are preserved despite neural damage due to age, injury or disease (Stern, 2002). The eleventh paper in the special issue is by Ranieri et al. (2021) who found technology is beneficial to those with medium levels of cognitive reserve, improving their quality of life through being actively involved in the digital world. Those with higher cognitive reserve found the technology to be less beneficial, highlighting for them their perceived lack of digital savviness. It is also discussed that they already have greater access to social and cultural systems, and as such, digital solutions are only one aspect of their daily lives. This is another crucial understanding of how technology can fit into people's lives and become part of it; they are not separate or an additional extra.

The final paper of this special issue is by Kadylack & Cotten (2021) who explore the willingness to use automated vehicles

Marston and Musselwhite 3

(AVs) or self-driving vehicles by older adults living in the USA. Older people often have to give up driving, limiting their mobility and as such automated vehicles offer much promise (Musselwhite, 2019). Quantitative findings from a sample of 1231 people identified adults with higher levels of education, transport limitations and displaying positive attitudes towards technology adoption were more inclined to use AVs.

Barriers and Enablers to Technology

Implementing and accessing digital technologies and services such as the Internet is not cheap and can often for some people in society lead to digital poverty (House of Lords, 2021; Marston, et al., 2020b). There are affordability issues noted among potential users both in virtual assistance smart speakers (Chung et al., 2021) and smart technologies (Tural et al., 2021). Additionally, there are also ensuring privacy concerns noted among potential users both in virtual assistance smart speakers (Chung et al., 2021), especially when using health data (Nallam et al., 2020), and smart technologies (Tural et al., 2021). Finally, there is concern emanating in a lack of trust that a smart device can give the correct health recommendations (Nallam et al., 2020).

Having individuals who support older people's use of technology are important in technology use and uptake (Freeman, et al., 2020; Marston, et al., 2019). In Briones & Meijering (2021), the presence of social support from people viewed as technology experts by older people helped the learning and use of the technology. Opportunities for intergenerational learning are important in this context, where older people may share their life experience with younger people's technological expertise (Briones & Meijering, 2021; Freeman et al., 2020).

Conclusion

The Aging and Technology special issue showcases twelve papers spanning a range and diversity of international scholarly research within the field of ageing and technology and demonstrates the impact technology can have on the lives of older people in contemporary society and sets out a baseline for future research agendas. Based on the published work in the Aging and Technology special issue, technology can improve cognitive performance, physical and mental health and simply improve people's lives. There remain some ensuring barriers to use, including psychological issues of motivation, attitudes, privacy and trust and social issues involving learning to use the technology. It is recommended that more research involving older people as co-developers co-producing technology with academics from different disciplines is needed in addressing these barriers.

Declaration of Conflicting Interests

The author(s) declared no potential conflicts of interest with respect to the research, authorship, and/or publication of this article.

Funding

The author(s) received no financial support for the research, authorship, and/or publication of this article.

ORCID iDs

Hannah R. Marston https://orcid.org/0000-0002-8018-4166 Charles B. A. Musselwhite https://orcid.org/0000-0002-4831-2092

References

- Briones, S., & Meijering, L. (2021). Using everyday technology independently when living with forgetfulness: Experiences of older adults in Barcelona. *Gerontology and Geriatric Medicine*, 7, 1-8. https://doi.org/10.1177/2333721421993754.
- Brown, J. A. (2019). An exploration of virtual reality use and application among older adult populations. *Gerontology and Geriatric Medicine*, 5, 1-7. https://doi.org/10.1177/2333721419885287.
- Chung, J., Bleich, M., Wheeler, D. C., Winship, J. M., McDowell, B., Baker, D., & Parsons, P. (2021). Attitudes and perceptions toward voice-operated smart speakers among low-income senior housing residents: Comparison of pre- and post-installation surveys. *Gerontology and Geriatric Medicine*, 7, 1-9. https://doi.org/10. 1177/23337214211005869.
- De Vito, A. N., Sawyer, R. J., LaRoche, A., Arredondo, B., Mizuki, B., & Knoop, C. (2020). Acceptability and feasibility of a multicomponent telehealth care management program in older adults with advanced dementia in a residential memory care unit. *Gerontology and Geriatric Medicine*, 6, 1-8. https://doi.org/10.1177/2333721420924988.
- Fencott, C. (1999). Towards a design methodology for virtual environments. In Proceedings of the International Workshop on User Friendly Design of Virtual Environments, York, England.
- Fencott, C. (2001a). Comparative content analysis of virtual environments using perceptual opportunities. In R. Earnshaw, & J. Vince (Eds.), *Digital content creation*. Springer. https://doi.org/10.1007/978-1-4471-0293-9 4.
- Fencott, C. (2001b). Virtual storytelling as narrative potential: Towards an ecology of narrative. In O. Balet, G. Subsol, & P. Torguet (Eds.), Virtual storytelling using virtual reality technologies for storytelling. ICVS 2001. Lecture notes in computer science (Vol. 2197). Springer. https://doi.org/10. 1007/3-540-45420-9_11.
- Freeman, S., Marston, H. R., Olynick, J., Musselwhite, C., Kulczycki, C., Genoe, R., & Xiong, B. (2020). Intergenerational effects on the impacts of technology use in later life: Insights from an international, multi-site study. *Int. J. Environ. Res. Public Health*, 17, 5711. https://doi.org/10.3390/ijerph17165711.
- House of Lords Covid-19 Committee (2021). Beyond digital: Planning for a hybrid world. 1st Report of Session 2019-21. Published 21st April 2021. Retrieved June 15, 2021, from https://publications.parliament.uk/pa/ld5801/ldselect/ldcvd19/263/263.pdf.
- Kadylack, T., & Cotton, S. (2021). Willingness to use automated vehicles: Results from a large and diverse sample of U.S.

- older adults. Gerontology and Geriatric Medicine, 7, 233372142098733.
- Marston, H. R. (2013). Digital gaming perspectives of older adults: Content vs. interaction. *Educational Gerontology*, *39*(3), 194-208. https://doi.org/10.1080/03601277.2012.700817.
- Marston, H. R., Genoe, R., Freeman, S., Kulczycki, C., & Mussel-white, C. (2019). Older adults perceptions of ICT: Main findings from the technology in later life an initial study. *Healthcare*, 7(3), 86, https://doi.org/10.3390/healthcare7030086.
- Marston, H., & Samuels, J. (2019). A review of age friendly virtual assistive technologies and their effect on daily living for carers and dependent adults. *Special Issue "Creating Age-friendly Communities: Housing and Technology" Healthcare*, 7(1), 49. https://doi.org/10.3390/healthcare7010049.
- Marston, H. R, Niles-Yokum, K., Earle, S., Gomez, B., & Lee, D. M. (2020a). OK cupid, stop bumbling around and match me tinder: Using dating apps across the life course. *Gerontology and Geriatric Medicine*, 6, 1-20. https://doi.org/10.1177/2333721420947498.
- Marston, H. R., Wilson, G., Morgan, D. J., & Gates, J. (2020b). Research evidence#3 LOL0017 living online: The long-term impact on wellbeing. Published 15th December 2020. COVID-19 Committee. Retrieved June 15, 2021, from https://committees.parliament.uk/writtenevidence/18490/pdf/.
- Murray, J. H. (1998). Hamlet on the holodeck: The future of narrative in cyberspace. MIT Press. ISBN-9780262631877.
- Musselwhite, C. (2018). The importance of a room with a view for older people with limited mobility. *Quality in Ageing and Older Adults*, 19(4), 273-285. https://doi.org/10.1108/QAOA-01-2018-0003
- Musselwhite, Charles (2019). Older people's mobility, new transport technologies and user-centred innovation. In *Towards user-centric transport in Europe Challenges, solutions and collaborations* (pp. 87-103). Switzerland: Springer.
- Nallam, P., Bhandari, S., Sanders, J., & Martin-Hammond, A. (2020). A question of access: Exploring the perceived benefits and barriers of intelligent voice assistants for improving access to consumer health resources among low-income older adults. Gerontology and Geriatric Medicine, 6, 1-9. https://doi.org/10.1177/2333721420985975.
- National Institute for Public Health and the Environment (2020). Beweeggedrag bij personen van 4 jaar en ouder in 2018. National Institute for Public Health. https://www.rivm.nl/leefstijlmonitor/bewegen.
- Ranieri, J., Guerra, F., Angione, A. L., Di Giacomo, D., & Passafiume, D. (2021). Cognitive reserve and digital confidence

- among older adults as new paradigm for resilient aging. *Gerontology and Geriatric Medicine*, 7, 1-8. https://doi.org/10.1177/2333721421993747.
- Sheerman, L., Marston, H. R., Musselwhite, C., & Morgan, D. (2020). COVID-19 and the secret virtual assistants: The social weapons for a state of emergency [version 1; peer review: 1 approved, 1 not approved]. *Emerald Open Res*, 2, 19. https://doi.org/10.35241/emeraldopenres.13571.1.
- Siu, H. Y.-H., Delleman, B., Langevin, J., Mangin, D., Howard, M., Fang, Q., Price, D., & Chan, D. (2019). Demonstrating a technology-mediated intervention to support medication adherence in community-dwelling older adults in primary care: A feasibility study. *Gerontology and Geriatric Medicine*, 5, 1-11. https://doi.org/10.1177/2333721419845179.
- Stern, Y. (2002). What is cognitive reserve? Theory and research application of the reserve concept. *Journal of the International Neuropsychological Society*, 8, 448-460. PMID: 11939702.
- Stern, Y. (2012). Cognitive reserve in ageing and Alzheimer's disease. *The Lancet Neurology*, *11*, 1006-1012. https://doi.org/10.1016/s1474-4422(12)70191-6.
- Tural, E., Lu, D., & Austin Cole, D. (2021). Safely and actively aging in place: Older adults' attitudes and intentions toward smart home technologies. *Gerontology and Geriatric Medicine*, 7, 1-15. https:// doi.org/10.1177/23337214211017340.
- Turkle, S. (1997). Life on the screen: Identity in the age of the Internet (1st Touchstone ed.). Simon & Schuster. ISBN-10: 9780684833484.
- Ummels, D., Bijnens, W., Aarts, J., Meijer, K., Beurskens, A. J., & Beekman, E. (2020). The validation of a pocket worn activity tracker for step count and physical behavior in older adults during simulated activities of daily living. *Gerontology and Geriatric Medicine*, 6, 1-11. https://doi.org/10.1177/23337214 20951732.
- Valenzuela, M. J., Sachdev, P., Wen, W., Chen, X., & Brodaty, H. (2008). Lifespan mental activity predicts diminished rate of hippocampal atrophy. *PLoS ONE*, 3(7), e2598. https://doi.org/ 10.1371/journal.pone.0002598.
- White, PJ, Marston, H.R, Shore, L, & Turner, R (2020). Learning from COVID-19: Design, Age-friendly Technology, Hacking and Mental Models. *Emerald Open Res*, 2(21). https://doi.org/10.35241/emeraldopenres.13599.1.
- Wu, Y.-H., Lewis, M., & Rigaud, A.-S. (2019). Cognitive function and digital device use in older adults attending a memory clinic. *Gerontology and Geriatric Medicine*, *5*, 1-7. https://doi.org/10.1177/2333721419844886.