

# Service Design to promote a systemic and dynamic perspective of well-being in dementia care

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## 1 Abstract

Individuals with dementia often display a range of behavioral and psychological symptoms, which can lead to increased reliance on care partners and the need for more complex care during daily activities (WHO, 2017). This not only places a burden on the affected person, but also has a direct impact on their care partners (Köhler et al., 2021). In the 20th century, there has been a shift towards promoting the well-being of both people with dementia and their care partners (Burley et al., 2020), emphasizing the importance of understanding the interactions and experiences of all actors involved in dementia care (Watson, 2019; Podgorski et al., 2021; Köhler et al., 2021).

However, in the field of dementia care, the concept of well-being has mainly been framed from an individual perspective and associated with "health." This approach emphasizes people's functioning and capabilities while disregarding the systemic and structural contexts in which people with dementia are situated (Kitwood, 1993; Dröes et al., 2017). Consequently, existing design studies tend to focus on developing products or environments to assist people with dementia (Tseklevs & Keady, 2021; Rodgers, 2022), with limited consideration of how a systemic view of well-being can inform the design of dementia care, taking into account the needs of their care partners, families, and communities as a whole.

Based on research gaps, my PhD research questions are: (1) How to understand well-being from a systemic perspective in dementia care and what are their interrelations in existing care models? (2) How is the systemic perspective of well-being currently approached in designing for dementia care? (3) How can service design introduce and foster a systemic perspective of well-being for dementia care?

This research aims to explore how Service Design should change in order to adopt and reach toward a systemic and dynamic perspective of well-being in the context of dementia care. While acknowledging the need to focus on improving the well-being of people with dementia and their care



partners, this research will explore the influence of relational dynamics involving multiple actors on the experiences of caregiving or living with dementia. Figure 1 shows my PhD research focus.

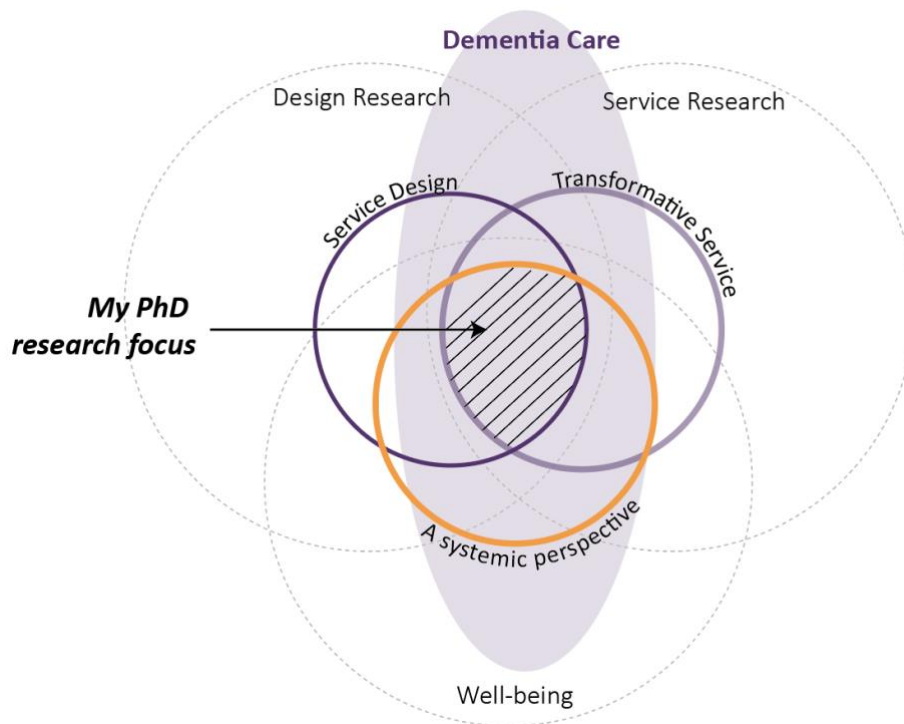


Figure 1. My PhD research focus. Source: the author.

My PhD research will draw on both empirical and theoretical knowledge to create a more holistic understanding of dementia care, well-being, and the challenges associated with it. The interdisciplinary nature of this research will involve collaboration with healthcare professionals, designers, and other stakeholders from nursing, psychology, health science, and transformative service research.

So far, the research findings include four parts: (1) the historical transformative perspective of well-being in dementia care, (2) a developed framework concerning a systemic perspective of well-being and the reflection about Service Design contributions, (3) an analysis of the case of a dementia-friendly community from a systemic well-being lens, and (4) key learnings from expert interviews in the field of dementia care and preparation for conducting action research (research through design) in the Europe.

**Keywords:** *Service design; Well-being; Dementia care; Transformative service; Systemic perspective*

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