



# PORTFOLIO

ILL20 MENTAL HEALTH AND SENIORS

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MOVING MINDS

## ABOUT ME

Welcome to my portfolio. My name is **Beatriz Reina Pérez**, I'm from **Spain** and I'm **21** years old. I registered in this living lab because it is part of my study programme. Among all the options I had to choose from, this one caught my attention because I give a lot of priority to my mental health and I also believe that older people have something special.

My field of study is education as I am currently in the third year of my degree in **primary education**. I am currently living in **Hasselt, Belgium** doing my **Erasmus** programme.

When I finish my studies I would like to get a job in a school in Spain and fulfil my dream of becoming a **teacher**. My motivations are my family as most of them are dedicated to education and I believe that it is a **vocation** that is very present in my environment.



In my free time I play **handball** and I also like to play the **guitar**. On the other hand, I like listening to music and spending time with my **friends and family**.

My greatest strength is that I am a **perfectionist** and I like everything I do to be perfect. Although it is often frustrating to try to get everything right.

My knowledge about mental health and seniors is not very extensive, although I do like to read about mental health and tips on how to **improve it** from time to time. I would also like to increase my knowledge and put it into practice, which is why I chose this living lab.



# FIRST AND SECOND WEEK



## WHAT I HAVE LEARNED AND SURPRISES

During these weeks we have learnt new tools to work with and that will help us during **design thinking**. Some of them and the ones I liked the most were mind map, the 5 whys, and above all the 6 thinking caps. I was surprised that some of my colleagues had already used these tools, especially David who explained his experiences with them. I was surprised by the friendly **atmosphere** we had in class and the **respect** and consideration we have for each other.

The first and second week went very well. Today I have met my classmates and teachers who have been very nice. I felt very **comfortable** during the whole class as we are few students so we have more opportunity to **interact** with each other and get to know each other better. My reflection partner is **David**, a Spanish boy of my age who is studying **social work**. He is a very charismatic and nice guy.

The skills I hope to work on and improve in this living lab are **cooperation, self-determination and reflective competence**. I think that by the end of the classes I will be able to improve in all these aspects. At the moment my cooperation skills are good, but being such a perfectionist I always prefer to do things on my own, so today in this subject I will benefit from **working in a group**. Determination is also something I need to improve on as I always doubt whether what I do is right or not. Finally, reflective competence, because I think that reflecting is very important and it is something you never stop improving.

We also have created some questions to seniors in order to discover their **needs**.

In the second week we have been reading our portfolios. It has been interesting and usefull because we could see other examples. The teacher gave us some **advices** in order to improve them.

# INTERVIEW WITH SENIORS

## INTERVIEWED PERSONS

In these interviews I have been supported by my two maternal grandparents, my paternal grandmother and three of my grandparents' sisters. They are **between 70-80** years old.

After asking the questions and chatting for a while, these were their answers and conclusions.

- Most of the interviewees **live alone** and therefore sometimes feel lonely even though they receive visits from family members.
- Some of them still keep in touch with their friends but not on a regular basis. Only one of the 6 interviewees communicates with their friends through social networks, the rest only occasionally when they are in the village.
- The hardest thing for the interviewees, apart from the **loneliness**, is to see how the world and things change. They feel helpless because they often find it **difficult to keep up to date**.
- All agree that they do use new technologies. "Right now technology is everywhere". Although they do not regularly connect to the internet, they take advantage of other uses.
- **Most do not have a device** with which to connect to the network. And it is not for lack of resources but because **they do not have the necessary skills to handle it**. They think that although it is very useful, they can live perfectly well without a device.

- For example, in the area of health they use technology through a device to help in case of emergencies. You press a button and the medical services contact you and, if necessary, come to your home.
- However, to make an appointment at the doctor's or elsewhere, they opt for the **traditional method**. Go to the medical centre. This has already caused a lot of controversy when a few years ago banks decided to close their branches in order to save money. Elderly people who do not have access to the internet could not go to the bank to do their business or withdraw money. Some time later, due to criticism, they reopened.
- Finally, we asked if they would like to improve their technology skills. Most of them said yes. Learning to use **Whatsapp to communicate with the family and necessary applications** such as the bank or the medical one.



# THIRD WEEK

The last week it was a really good experience working together. During this week I've learned more things about David (my reflexion partner) he loves dancing and cooking. Actually, he is interested on helping people and improving their social skills.

During the DT process I've used some skills such as user **research or emotional intelligence**. Moreover, we wrote some **rules** that will help us as a team. We need to follow them in order to spend a good time together. I think this week our team is in phase of **getting to know each other and gaining confidence**.

We have learned more about **senior's problems** when we shared our interviews. It's been surprising that most of the seniors don't have any idea about new technologies and we would like to **improve their skills**.

This week we also created a empathize map to learn more about us and share our thoughts and emotions. This is the empathize map that David did for me:



# FOURTH WEEK

This week we have been looking at the problems of older people. We have learnt that a pitch is a presentation where a future project is presented.

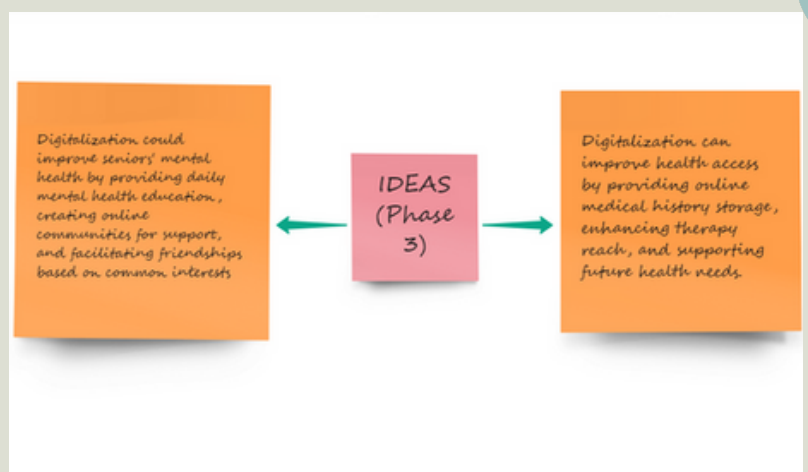
To carry out ours we have first gone through **4 phases** to come to the conclusion of what **aspects we need to improve** in the life of the elderly.

I was surprised by the **efficiency** of the team. There were only 3 of us and we were able to complement our ideas very well in the 4 phases. It was a great class in which we spent a long time working together.



## FINAL IDEA (Phase 4)

improve seniors' mental health and overall well-being through digitalization could involve combining daily mental health education with online medical history storage, improved access to therapy (online or in-person), and facilitated friendships based on common interests.



# FIFTH WEEK

## FEEDBACK FROM MY REFLECTION PARTNER

David gave me his feedback. He thinks I should try to be less shy. Sometimes I don't express myself and my ideas because I don't think they are good enough. I'll try to fix that and in the future be more open.

In today's class we have discovered other tools to create our prototype. Miha showed us Figma and we started to create our website.

Our project is a **website for the elderly**. It is easy to use and there are options such as **video calls with therapists, emergency contact, counsellors, chats for users to share their experiences, medical history...** All this in order to **improve access to mental health** care for older people.



# SIXTH WEEK

This week we had the penultimate class. We have been finishing the design of our website project. We have all collaborated and worked in a coordinated way. I have done part of the homepage and the part of the video call with the therapist. I also helped to make the poster.

Since the beginning of the classes we have learnt to work together and to complement each other. Each one contributes something different and we help each other.

## MY SKILLS

I have progressed and improved in the skills I chose on the first day.

Especially with cooperation as I always prefer to do everything on my own. I have learned to collaborate with my colleagues and to learn a lot from them.

I have also improved my reflections and developed self-determination during these classes, but not as much as cooperation.





# FINAL WEEK AND REFLECTION

## During the class

With this class we have finished this subject. We have been talking about the final project. Miha and Bibi have seen the work done and have given us the last tips. Afterwards we met to make the changes and talk about the making of the video.

## CONCLUSION

Looking back at what we have achieved these past weeks, I am very satisfied with the results. First of all, I have developed the expected skills. Especially cooperation (which I have worked on in each class with my team). I have improved in group work, being aware of the needs of others and learning from them. I am also proud of our final result as I think it is a very useful and complete project. Last but not least, I have met people of other nationalities with whom we have managed to connect and coordinate very well. Overall it has been an active and entertaining educational experience, certainly nothing like what we are used to.

THANKS

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