

拋棄「完美」的社創設計—— 讓認知障礙長者從遊戲中享受訓練

Social Design that Lets Seniors with Dementia Enjoy Training through Games

Lighten Dementia - Ryan Cheng

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訪問相約在今年三月下旬，正值新冠肺炎疫情第二波爆發，疫情之下人人避免非必要社交，見面亦要保持距離。這個下午跟鄭觀平（Ryan）初次見面，隔著口罩、只看到對方半張臉做訪問，感覺微妙。

但即使如此，仍無法掩蓋Ryan愛笑健談的性格。Ryan現時任職室內設計，因畢業作品與認知障礙症長者的遊戲有關，這讓他萌生於正職以外，繼續發掘社會設計的不同可能。「正職是為老闆打工，能夠發揮的並不多；但社會設計這邊，的確可以讓我做回心中所想的設計。」

This interview was scheduled for late March amid the second wave of Covid-19 outbreak in Hong Kong. As the outbreak persists, we all avoid unnecessary social meetings and keep our distance in the rare meetings. It is hard to explain my feelings when I went out to meet Ryan for the first time that afternoon for the interview, with both of our faces half covered by masks.

Despite so, Ryan's cheerful temperament shone through. He currently works as an interior designer. His graduation assignment about games for seniors with dementia inspired him to explore different possibilities in social design besides his day job. "In my day job, I work for my boss and there isn't much room for creation. In contrast, when I am engaged in social design, I can work on whatever design I want to."

正如Ryan參加Good Seed的項目「Lighten Dementia」的名字般，社會設計不單能夠惠及社群，同時在計劃推展的過程中，讓他更清晰將來發展的方向。

Ryan端出了一盤「昆蟲」、一條放滿「冬甩」的木柱及數個茶包豆袋——這一套外形精美的遊戲，就是他跟團隊為認知障礙症人士設計的「Lighten Dementia」認知訓練遊戲。讀產品設計的Ryan約27歲，畢業後任職室內設計師，從產品設計到關注認知障礙，他是如何一路走來？

資源有限 現行遊戲單調

畢業那年，Ryan跟很多大學生一樣需要完成畢業作品，他回想早前曾到認知障礙症的服務單位協助設計遊戲的經驗，心想當時的設計可以更臻完善，就打算延續早前留下的這條尾巴。「當我搜集資料的時候，發現長者在中心的遊戲的確可以更好玩。」

在Ryan籌備畢業作品時，他主動要求想到服務單位做兼職，協助單位設計海報的同時，可以觀察認知障礙症人士參與小組的情況，「有些長者不太投入，可能遊戲不吸引，讓他們提不起興趣。」他形容，礙於資源有限，有些中心提供的遊戲甚為單調，道具也沒有太多顏色，難以吸引長者的注意，「但當長者玩關於飲茶、點心的遊戲時特別開心，所以我想設計的遊戲要有主題。」Ryan稱。

社會設計：用家才是皇道

他拿起放滿不同顏色的冬甩木柱，形容這是「點心遊戲」的改良版——「點心遊戲」原是翻牌配對點心的遊戲，Ryan認為以「冬甩木柱」代替卡牌可減省翻牌的時間，讓遊戲更為順暢，「我設計有三大原則：遊戲可以隨時停止，規矩簡單易明，再可以配上故事或角色扮演。」Ryan解釋道。

這三則宗旨看來容易，卻是Ryan不斷訪問用家及社工意見領悟出來的，

「作為設計師，心目中會想怎樣才是完美，這是僅僅滿足自己，或是會說服客人選用自己的設計；但社會設計不同，設計的目的是希望幫助到某個社群，如果他們覺得不好用，不適合，件產品多完美都沒用。」

接受批評才有更好構思

在構思遊戲的過程中，每當Ryan有初步想法時，就會立即告訴任職社工的隊員以及其他人的意見，然後再不斷改良，「那麼你就要不斷接受別人的批評吧？」筆者好奇地問，「我跟同樣做設計的朋友不時都會拿自己的構思出來互相評價，都習慣了。」Ryan笑說。

Just like the name of the Ryan’s Good Seed project, “Lighten Dementia”, social design not only benefits the community, but also lightens Ryan’s vision of future development as the project unfolds.

Ryan produced a plate of “bugs”, a wooden pole full of “donuts”, and a couple of bean bags made from tea bags. These fascinating objects are components of cognitive training games under “Lighten Dementia”, designed by Ryan and his team for people with dementia. How did Ryan go from interior design to designing products for people with dementia?

Limited Resources and Dull Games

Like many university students, Ryan had to work on a graduation assignment. He recalled his experience of designing games at an organisation that serves people with dementia, and realised the designs could be further improved, so he decided to pick up where he left off. “During my research, I found that games for the elderly could really be more fun.”

When Ryan was preparing for his graduation assignment, he offered to work part-time at a service centre so that he could observe what playgroups for dementia patients were like while

he helped with designing posters. “Some seniors were not very engaged. It could be because the games were too dull to draw their attention.” He explained that because of limited resources, the games and toys offered at certain centres were quite dull. “But the seniors were particularly excited when playing games about ‘yum cha’ and ‘dim sum’. That’s why I give themes to the games I design.”

Social Design: Users Are Paramount

Picking up the pole full of “donuts” of different colours, Ryan described it as an improved version of the “dim sum game”, a game in which you flip cards to match different dim sums. He thinks that using a “donut pole” instead of cards saves the time of card flipping, so the game may go more smoothly. “I have three principles for my designs: the game should be stoppable anytime, the rules should be simple and easy to understand, and stories and role-playing can be incorporated into the game,” he explained.

These three seemingly simple principles were the result of numerous interviews with users and social workers. Ryan pointed out, “As a designer, you tend to focus on how you can create a perfect design, simply to satisfy yourself or to persuade your clients to choose your design. Social design is not like that. Its aim is to help a certain group of people. If they think the product is hard to use or that it does not suit them, it doesn’t matter how perfect your product is to yourself.”

然而，Ryan很享受這些不斷改良的過程。他提到遊戲包內有個拍蒼蠅的遊戲，原本的玩法是紙盤上有十多張背面印有蒼蠅圖案的卡牌，長者要用紙扇拍打紙盤讓卡牌翻轉，最後數算有多少蒼蠅。「社工就提議加入蝴蝶或其他昆蟲，除了讓長者訓練手部肌肉之外，還可以加入計算的環節，我也覺得很不錯。」Ryan補充。

從細微觀察獲取靈感

Lighten Dementia的遊戲包是Ryan在社會設計上的起點，他經常從周遭的事物，或跟人溝通的過程中發現設計靈感。「好像這樣都可以拿來作遊戲啊」，當我跟Ryan隨意提起一種互動的配色遊戲，他雙眼骨碌碌地轉著說道。

跟長者相處的一段時間裡，Ryan留意到長者坐的椅子總是椅背高，椅腳笨重，所佔的空間較多，「一家人圍起來食飯，老人家的椅子就特別突兀，好像要強調他們是被照顧的一群。」這些情景留跟感受一直留在Ryan的腦海裡，為下個設計計劃埋下種子，「同時兼具外觀及功能的長者椅子是我接下來很想做的設計，現在因為疫情很多長者中心都暫停服務，就趁這段時間籌備跟整理一下吧。」

這次能獲得Good Seed的種子基金，Ryan認為是很好的機會讓他實行心中計劃，更讓他更清晰自身的路途。他直言，正職的工作只是讓他儲備經驗，社會設計的模式才是他嚮往的工作，「由有設計構想，到不斷詢問意見再改良，最後看到長者真的玩的開心，這就是社會設計帶給我的滿足感吧。」



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Accepting Criticism Leads to Better Designs

When conceptualising a new game, Ryan would share any rough ideas with his teammate who works as a social worker and other people; he would keep improving his ideas based on their opinions. I asked out of curiosity, “Don’t you face criticism all the time then?” “My designer friends and I comment on each other’s ideas a lot. I’m used to it,” said Ryan, with a smile.

Ryan enjoys the process of endless improvement. He told me about a “fly-swatting” game in the game package. The original design was to place a dozen or so cards with flies printed on the back on a paper tray. The seniors have to hit the tray with a paper fan to flip the cards over. At the end, they will count how many flies there are. “A social worker suggested adding butterflies or other insects, so that the seniors can do some simple arithmetic apart from training their hand muscles. I thought it was a good idea,” added Ryan.

Inspiration from Observing Details

The “Lighten Dementia” game package was Ryan’s debut in social design. He often gets his design inspiration from the surroundings and through interacting with others. “This can be turned into a game too!” he said, with his eyes sparkling, as I casually mentioned an interactive colour-matching game.

During his time with the elderly, Ryan noticed that chairs for seniors always take up more space with a tall back and bulky legs. “In a family dinner, the seniors’ chairs stand out, as if stressing that they have to be cared for.” The scene and the feeling it invoked stayed with Ryan and sowed the seed of his next project. “For my next project, I want to work on designing a good-looking and practical chair for the elderly. As a lot of elderly centres are now temporarily closed because of the epidemic, I will make use of the time to prepare for it.”

Ryan thinks that getting seed funding from Good Seed gave him an opportunity to experiment with what he had been planning and gave him a clearer vision of his future. He admitted that his day job is only for gaining experience; it is the model of social design that he considers to be his dream job. “Social design lets me go through the whole process of coming up with a design concept, repeatedly consulting and modifying, and witnessing the joy it brings to the elderly. This is why it satisfies me.”