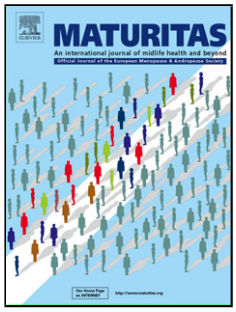

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Highlights

- Technological devices often cannot meet the real needs of older adults.
- Negative user experience discourages older adults from using technology.
- User-centred design (UCD) was employed in the development of the WIISEL (Wireless Insole for Independent and Safe Elderly Living) system.
- Assessment of the usability of and user experience with WIISEL showed positive results.
- A connected health system designed using a user-centred design process in a single country resulted in positive usability and user experience in other European countries.