All Things Digital

**Smart Home Newsletter** April 2021

**In this issue:**

Where we are during Covid

Reducing social isolation

Case Study of intervention

Other services that can help

Contact us

# Impact of covid:

# The Covid pandemic forced the building where the Smart Home is situated to close. We are working hard behind the scenes to open again where we can offer 1-1 appointments for the residents across Edinburgh and social Care Staff and services. We are hopeful this will be soon.

# As a direct impact many people are utilizing digital platforms to communicate with friends/family and services. Our service can help explore the options that can aid you to connect digitally.

**Technology that can help:**

**Video Calling/ conferencing,**

**including:**

* Smart phones/ tablets
* Laptops/computers
* Smart speakers such as google home and Amazon Alexa Show
* My Home helper
* GrandPad—a tablet for seniors
* Microsoft Teams/ Zoom/ Facetime

**Are you or do you support someone who is socially isolated?**

**We can help with:**

* If you have a visual/ physical or cognitive impairment, we can help identify other access solutions.
* Online shopping / ordering prescriptions.
* Getting individuals connected digitally to engage with family and friends virtually.
* Identifying the right device to meet their needs.

Smart Home Case Study

Kathy’s family contacted the Smart Home as they were concerned that the impact of Covid meant they could not visit their Mum as often.

I explored the current options at home, no internet and a very old non-smart mobile phone. After discussion we decided on a loan of an iPad. At the time we focused on only one area, to link in with video conferencing for the family members. Due to no Wi-Fi in the home we loaned a data package an iPad and a stylus to the family to trial. We gave pictorial instructions of the actions Kathy was to take when a video call came in through the apple app of facetime. Breaking down the task into pictorial format helped Kathy know the steps she was to take to answer a call. This worked well for Kathy who was apprehensive at first. I linked in remotely with the family to provide support and tuition on how to introduce this at a pace that was achievable for their Mum. After a discussion there was no real need to adapt the device other than increase the font size slightly. I ensured this was in place before the device was loaned.

Kathy’s Daughter showed her mum the device and the pictorial guide and talked her Mum through the steps whilst a face time call came in from a family friend. Being quite simple as Green button to accept and red button to decline Kathy quickly got the hang of it. After a week they wanted to progress to Kathy making calls not just accepting them. We provided further pictorial guidance for this. At the end of the loan Kathy was effectively using the device to keep in contact with family and was becoming used to using the iPad. Her daughter had introduced further apps for her to engage with, word searches/ crosswords and emails. They decided to buy an iPad with a sim package to maintain connectivity for their Mum, continuing virtually online also increased her wellbeing by being able to do leisure activities such as word searches and receive emails. This has been a success for the family as family members all over have been in touch with Kathy virtually, reducing her social isolation and maintaining close relationships with those who are closest.

“I have been able to keep in touch with my family who cannot visit during this time. I have learnt new skills that I never thought I’d be able to. Being able to have a loan of the iPad before I bought one was beneficial as I never thought I would be able to use one.

Kathy, 83

-

Helpful Resources:

https://www.edinburghhsc.scot/the-edinburgh-smart-home-is-open-for-remote-information-and-advice/

https://services.nhslothian.scot/mentalhealthinformationstation/Documents/Connect%20Here%20Directory%20March%202021.pdf

https://peopleknowhow.org/

https://abilitynet.org.uk/

Contact Details:

COTRS@edinburgh.gov.uk or anne-marie.seath@edinburgh.gov.uk

Telephone: 0131 443 3837 (answering machine only) or 07761330031