



# AbilityNet Live – Staying Connected

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# Welcome: Caring at a distance

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- Tips for Carers in these challenging times (Action for Carers, CFTC)
  - Use technology to stay in touch during the Coronavirus pandemic
    - Using existing devices
    - Communication devices
  - Advantages and disadvantages
  - How to set these devices up
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# Housekeeping

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- Live captions are available during the webinar
  - Slides, a transcript and recording will be made available post-webinar
  - Please use the Q&A window to ask questions
  - Please use the chat window for general conversation
  - There will be a feedback form to ask any follow up questions post-webinar
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## Caring at a Distance (CFTC)

- Discuss with loved ones when/how/how much communication works for you all
- Don't put yourself under pressure to respond immediately to communication
- Where technology is new/unfamiliar don't use it if you're feeling tired
- Limit contact with people who make you feel negative/anxious



# Carers Support: possible challenges

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- **Be Prepared:** Do you have everything in place you need?
- **Use patience:** It will take time for you and others to adjust to the technology. Be kind to yourself and break tasks down
- **Take control:** Address the things that you have control over, including your own response

“Patience is not measured by your ability to wait, but by your actions and your behaviour while you wait.”

# Caring at a distance (Action for Carers)

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Remember we are in a time of physical distancing, not social distancing. Technology helps us to stay connected.

If possible, protect some time for social engagement:

- A chat and check-in about how they're coping
  - Mentally, with shopping, exercise where possible?
- 'Drinks together; tea or glass of wine, weekly if possible
- Games – joint scrabble, cards, a crossword or jigsaw (via video call).



# Carers Support: Emergency Planning

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- Can others support you in your caring role at this time?
- Do you have an emergency plan in place?
- If possible, discuss the plan with family/friends and include how they might be able to help in an emergency
- Your plan should include what happens if certain emergency contacts are unavailable

# Creating an emergency plan

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Create and emergency plan together. It should contain:

- Contact details for you and any other support (e.g. neighbours).
- Full information on all the daily needs your love one has, from medication to behaviours.
- Download a plan from [Action for Carers](#)
- Support on emergency planning from [Care for the Carers](#)





# Poll 1: Emergency plan

Do you currently have an emergency plan in place?

- Yes
- No



# Technology that can help you

Caring at a distance

# Staying connected: FaceTime



Pros	Cons
Many people already have Apple devices	Only available on iOS
Can connect 32 people at a time	
Video calling	

# How to guides

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- [Set up FaceTime](#) on iPad
  - [How to use FaceTime](#) (Digital Unite)
  - My Computer My Way:
    - [Auto answer call](#)
    - Make [phone calls easier to hear](#)
  - Video-calling: [Learn My Way](#)
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# Staying connected: WhatsApp



## Pros

Runs on both IOS and Android devices.

You can have a group chat with other contacts and name it “Cousins” for example.

# How to guides

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- AbilityNet: [Set up a Family Group in WhatsApp](#)
  - Digital Unite: [Overview of WhatsApp](#)
  - Digital Unite: [How to use WhatsApp on your smartphone](#)
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# Stay Connected: Skype



Pros	Cons
Good ease of use	Costs extra for Skype calls
Works on multiple devices: Android, IOS, Windows etc.	
Available on web and download	

# What can it do?

## Functionality

Video calling, file exchange

Use skype to connect to landline phones (for a fee

You can also control someone else's computer via Skype to offer tech support



# How to Guides

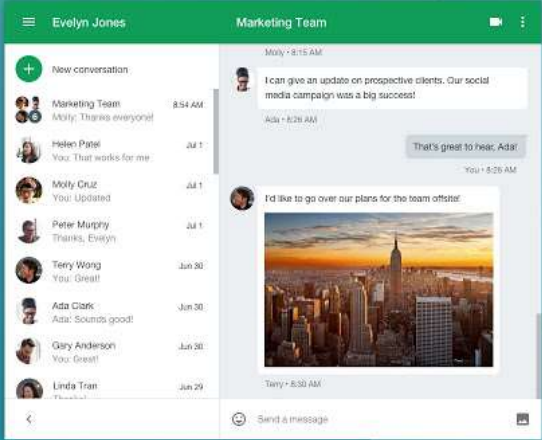
- Digital Unite [Guide to using Skype](#)

# Poll 2: Connecting

How do you connect with loved ones you care for (Multiple options)?

- Email
- Phone call
- Chat app
- Video call

# Stay connected: Google Hangouts

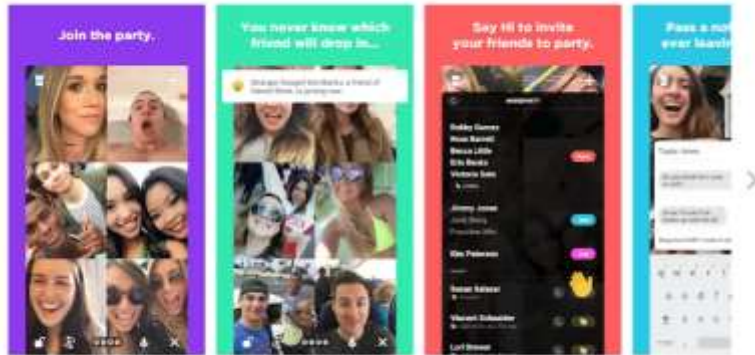
	Pros	Functions
	<p>Can be accessed on many different devices such as phones, tablets and desktop computers.</p>	<p>Instant Messaging, Voice Calls. HD Video Calls. HD Group Conferencing.</p>
	<p>Can also run as an extension.</p>	

# Further information Google Hangouts

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- [Set-up app info](#)
  - [App walk through](#)
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# Stay connected: Houseparty



Pros	Functions
Can be accessed on Apple devices..	Instant Messaging, ability to send short video clips to other users
Can chat with up to 8 people at a time	Product is made by Life on Air.

## Further information on chat apps

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Depending on how big your circle of friends (or family) is might dictate which software app you go for, especially with video calling

WhatsApp can cope with 4 video users at a time

Facetime can cope with 32.

Houseparty can cope with 8.

Google Hangouts can cope with 8

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# Device holders/stands

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# Poll 3: Group communications

How are you connecting with people during the pandemic?

- One to one
- As a group
- Both



# Specific devices (KOMP)



## Functionality

Video calling, picture messaging.

Users with software on their apps can send pictures to the KOMP device so older relatives can feel “more connected”.

KOMP can be set-up in your own home and then transferred to your relative’s home.

# Why use KOMP?



Pros	Cons
Really simple to use.	There has been such high demand for KOMP recently that the device is currently out of stock but should be available for order again in a few weeks.
Simple one-button control.	
No need to use passwords.	

## More information on KOMP

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- [Set-up device info](#)
  - [Product walk through](#)
  - For those who have a KOMP device, AbilityNet's volunteers can help you.
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# Facebook Portal



## Functionality

- Video calling, access to WhatsApp, Spotify and has Alexa built in
- Story time facility so you can read younger family members stories

# Facebook Portal



## Pros

If you have Facebook you can use the FB Portal to connect.

Added features for reading stories to family members etc.

Includes a camera attached to TV

## Cons

With anything related to Facebook and other social media, privacy is a real concern. The camera is always watching (but you can disable it if needed).

# Connecting to the internet

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- Although a lot of people have a connection to the internet, sometimes older relatives might not have a connection.
  - If an internet connection is needed, you can get a Mobile Wifi Dongle. Prices start from £30.
  - Some mobile companies have removed data 'caps'. Check with your provider.
  - BT Basics also do offer cheap Wi-Fi, for certain client groups:  
(<https://btplc.com/inclusion/ProductsAndServices/BTBasic/BTBasicBroadband/index.htm>)
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## Further information

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- AbilityNet: 0800 269 545 Email: [enquiries@abilitynet.org.uk](mailto:enquiries@abilitynet.org.uk)  
<https://abilitynet.org.uk/at-home>
  - Care for the Carers: <https://www.cftc.org.uk/> Call 01323 738390,  
email [info@cftc.org.uk](mailto:info@cftc.org.uk) or text 07860 077300
  - Citizens Online: <https://www.citizensonline.org.uk/>
  - RNIB: [www.rnib.org.uk](http://www.rnib.org.uk) 0303 123 9999
  - Stroke Association: [www.stroke.org.uk](http://www.stroke.org.uk) 0300 3300 740
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# Support for you as a carer

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- Consider your wellbeing, including how best to manage your stress and what you can you do for some 'me time' – it may be at the bottom of your list, but self-care will prevent burnout
  - Plan your tasks to support your self-care e.g. Could you follow a difficult or challenging task with something positive?
  - Your local Carers Centre is there to support your wellbeing.
  - For support and guidance during the Coronavirus pandemic <https://www.cftc.org.uk/blog/coronavirus>
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# Further information for Carers

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- <https://www.actionforcarers.org.uk/>
  - <https://www.cftc.org.uk/>
  - <https://carers.org/>
  - <https://www.careersuk.org>
  - <https://www.carersuk.org/help-and-advice/technology-and-equipment>
  - [info@cftc.org.uk](mailto:info@cftc.org.uk)
  - [Barbara.cormie@actionforcarers.org.uk](mailto:Barbara.cormie@actionforcarers.org.uk)
  - [caroleg@cftc.org.uk](mailto:caroleg@cftc.org.uk)
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# Further support from AbilityNet

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- **AbilityNet Live!** [www.abilitynet.org.uk/abilitynet-live](http://www.abilitynet.org.uk/abilitynet-live)
  - **Freephone support:** Call us on 0800 269 545 during UK office hours, Monday – Friday or contact us by email to: <mailto:enquiries@abilitynet.org.uk>
  - We continue to recruit volunteers to use their IT skills to help people in their homes. [www.abilitynet.org.uk/at-home/join-our-volunteers](http://www.abilitynet.org.uk/at-home/join-our-volunteers)
  - **NEW! Working from Home Review:** Our new workplace service enables employers to support disabled people working from home <https://abilitynet.org.uk/workplace/contact-us-about-workplace-services>
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# Poll 4: AbilityNet Live

Are you interested in joining future AbilityNet Live! webinars?

- Yes
- No

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AbilityNet



Citizens Online

RNIB  
See differently

Stroke  
association

# Q&A

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# Thank You

**For details of future webinars**  
**<https://abilitynet.org.uk/free-resources/webinars>**