Care Workers' Compendium of Digital Resources

2021/2022 edition
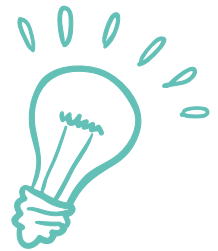
TEC Technology Enabled Care

Contents

Welcome

This resource is intended for staff working in care homes to signpost digital tools and support digital ways of working that can help enhance the work of supporting and caring for citizens and residents.

During 2020/21 the Connecting Scotland Care Homes initiative supplied tablets to care homes across Scotland to support residents stay connected with their communities during the pandemic. Everything in the following pages is based on collective learning and expertise gathered following this initiative. Best of all the resources and tips are those recommended, tried and tested by care home staff and residents.

We hope this resource becomes a trusted source of information, inspiration and quick wins for you and your colleagues to use in your day-to-day work whether you're new to going online or have been doing so for years.

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Digital resources

This resource is an amalgamation of:

A directory of apps and digital resources.

Tips and guidance on digital accessibility, cyber safety, using digital with the people you support and your colleagues.

Real life stories and inspiration from how others are using digital tools and resources in care settings across Scotland.

Case study 1
Intergenerational connection

What we were hoping to achieve

Despite the in-person restrictions brought about by the Covid-19 pandemic, children from a local child minding service and care home residents from Durnhyth Care Home in Aberdeenshire who had joined together for activities for a number of years were keen to continue to interact and have fun together. Staff pursued various mechanisms to maintain and expand the existing relationships. Young people and residents kept in touch by exchanging artwork and letters, joining in music sessions together and making new connections with the wider community as well.

Digital Solution

Video call app; big projector screen/TV; tablet or other device that can make video calls

How we did it

We did this with a combination of online and offline activities, including:

1. Socially distanced sing song in the garden with parents and youngsters (and a large loudspeaker)

2. Youth Highland dancer and pipers in the garden

3. Video call, approximately half an hour a week where:

   ▸ Youngsters and residents agree on the songs and accompanying choreography

   ▸ They sing songs together

   ▸ The children are on a large screen, while an iPad (or one of the other digital devices available in the care home) is used so that individual residents can see, and be seen by, the children
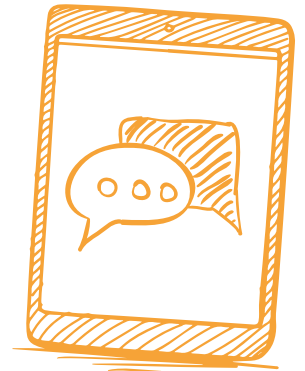
Impact

"These weekly video calls help everyone to feel comfortable about meeting together again when it is possible. It makes sense to do something right now to keep the relationships going in a fun, easy and safe way."

Anuj Dawar
Care Home Manager at Durnhythe Care Home

Staff continue to find ways to improve the experience further but the key is that the children and the residents continue to meet weekly, just as they did prior to the pandemic!

Considerations

The greatest challenge in this venture was overcoming connectivity issues due to the absence of wireless broadband in the Care Home. The greatest asset has been the sheer dedication from Christine (Owner, Welly Walkers Childminding family) and the Durnhythe team to persist despite connectivity issues and willingness to keep trying different things to overcome the issue.

Directory of apps and resources

These apps and websites have been recommended, tried and tested by people working in care homes for use with the people they care for and support.

Communicating with people

Here are some of the most popular and well used apps and packages that are available for using to connect supported people, their families and friends, and also staff teams.

Facebook – great for sharing daily care home updates in a private group for relatives.

Facetime – video communication app – great for digital 'visits'.

Zoom – great for group meet ups between care homes.

Workplace – Facebook professionals app. A great way of sharing organisational news with your colleagues.

WhatsApp – asynchronous messaging app where residents can send/receive voice and video calls to family and friends.

MS Teams – typically used for professional video communication due to higher level of control around information governance. The chat channel is a great way to communicate securely with colleagues day-to-day.

"We've made continuous and great use of Armchair Adventures Podcasts using the iPads. Our residents love it and look forward to new episodes to explore virtual tours of different countries that people have visited, especially towns they grew up in."

"We host weekly church services which are streamed on YouTube – I connect the tablet to the television using Google Home and Chromecast adapter"

Remember to comply with your Organisational Information Governance policies when considering or using new communication apps.

Leisure and recreation

Games and pastimes

▸ **Golden Carers:** directory of free resources, games, and quizzes.

▸ **Chess apps**

▸ **Daily Sparkle** (Dementia friendly activities)

▸ **Who wants to be a millionaire?**

Reminiscing

▸ **Back in my Day**

▸ **My House of Memories**

▸ Little Islands **'Jolly Trolley'**

▸ **Google Earth**

Music and entertainment

▸ **M4D radio** (Dementia friendly)

▸ **Armchair Adventures – made by mortals**

▸ **YouTube**

Creative activities

▸ **Kinnections** creative activities with young people in kinship care

▸ **Crossreach Heart for Art** (art and dementia)

▸ **Luminate** creative projects with older people

'We have a resident who used to play chess with her daughter on a weekly basis. Since lockdown this has not been possible and the visits are currently too short to have a game. So they have been playing through an app against each other, and she has also been teaching me to play using the app so we can play together. I'm a long way off from winning!'

Why not try…?

▸ Using **'what3words'** for location for lost courier drivers!

▸ Hooking up your device to Bluetooth headsets for a silent disco

▸ Asking **Alexa**, **Siri** or **Google Assistant** to play tunes or radio stations

▸ Using shopping apps to support people to buy birthday presents for friends or family

▸ Exploring the world outside through Google Maps and YouTube

▸ Check out the **NHS Apps Library** for more ideas

Case study 2
The Poetry Lovers

What we were hoping to achieve

Launching a poetry collection written by a group of poetry lovers at Edenholme Care Home. Connecting our residents with the wider community.

How we did it

The poetry group met on Fridays and were supported by workers from Aberdeenshire Council's Community Learning and Development Team (CLD) during the pandemic. Development workers Ed and Alistair met the group virtually each week, by linking in through a video call streamed through a big screen. Care home staff supported the group to get online. The group was a popular activity where residents met together to be creative, have fun, and share favourite poems and memories.
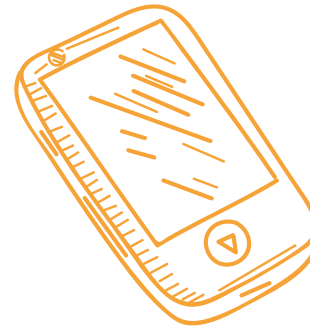
Digital Solution

Video calling app, tablet, big screen

Impact

Using digital to connect meant that CLD workers could meet residents and co-create an activity that people wanted to do – and so the poetry group came into being! The group could have fun and write poetry together, and ended up creating a booklet to share their work with friends and families. Residents enjoyed being part of the group and were delighted to be able to see their collection in print.

An online version of the collection can be accessed here and you can also watch the **launch event**.

Health and wellbeing resources

National Wellbeing Hub and the **Social Care Institute for Excellence (SCIE)**. These can help with regular check-ins on staff wellbeing.

Mental health and wellbeing podcasts: **https://www. digitalunite.com/technology-guides/health-and-fitness/ best-mental-health-and-wellbeing-podcasts**

CBT techniques created in partnership with NHS for managing insomnia (**Sleepio**) and anxiety (**Daylight**)

Use **Near Me** for GP and professional services (e.g. social work, allied health services, council) appointments. Guidance for using **Near Me video calling in social care**

Sit Fit – a gentle seated exercise app which consists of three levels (link to Apple Store)
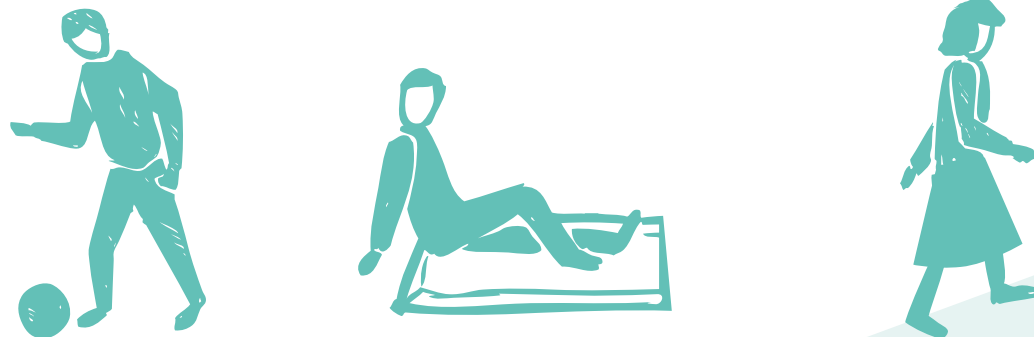
"Sit Fit is great for independent use by residents or as a supported activity. It's designed for people who are unable to stand for long periods of time or who are unable to complete a full body workout".

Links to other useful digital resources

- ▸ **TEC Digital Care Homes Resources**
- ▸ **SSSC 23 Things Digital – an easy access guide to useful online resources**
- ▸ **Information about the Patient-Reported Outcomes Measurement Information System (PROMIS) tool**
- ▸ **Care Inspectorate Guide to alternative ways of keeping in touch when visiting is not possible**
- ▸ **SC/CCPS/CI COSLA guide to using video calls**

Top tips for using digital
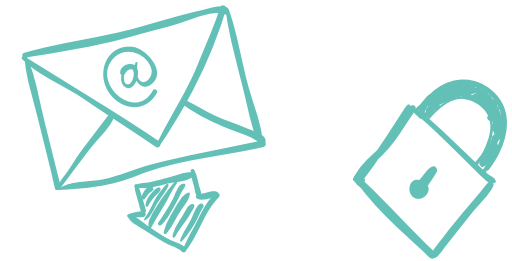
Digital Safety

▶ Close down browser private sessions and log out of personal email accounts.

▶ Set up a safe place where the passwords and usernames are stored and the team knows where that is and the procedure for keeping passwords secure.

▶ If others are around, use a password to access devices or accounts. This makes access more secure to individual users. Set up an individual area or device account they can access themselves with their Favourites saved.

▶ Always treat unexpected messages, texts or emails as suspicious. If you don't recognise it – don't respond – ask for support from someone else.

▶ UK National Cyber Security Centre guidance
How to make video calls safely

More digital security tips from the Connecting Care Homes Learning and Support Network available here

Getting and staying connected!

▸ Get extra devices if you can – this ensures residents have better access to getting online.

▸ A MiFi device or dongle can boost Wi-Fi in areas of a building not already connected to Wi-Fi, helping residents make use of video calling from the privacy of their room.

▸ A portable device makes it possible to run meaningful activities that can be offered to all.

▸ Bluetooth speakers allow residents to go into the garden for singing and dancing in good weather.

▸ Charging

– Put a device on to charge as soon as you've cleaned and finished using it.

– Label chargers and charging devices so they don't get re-owned!

– Plan in time for charging before and after using a device.

– Establish a charging station – a set place in the home for charging kit and label or number the chargers and devices so they can be easily paired up and kept track of
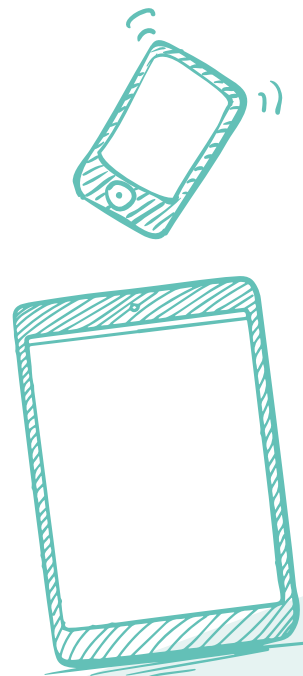
"The Wi-Fi does not reach some of the corners of our home due to the size, so as a result the connectivity is low when making video calls. Instead I use a phone to serve as a Mifi hotspot (it is amazing with a 5G connection) resulting in a much clearer video call for residents"

Supporting others to use digital

People you care for:

▸ Get to know people – what support do they need to make digital work for them?

▸ Patience is a virtue. If residents have not used websites, devices or apps before, they can be reluctant to try due to anxiety. Take time to gently give them more encouragement.

▸ Encourage residents to explore using iPads or tablets independently rather than trying to force instruction. It can take a while to become comfortable using these devices and some people need a bit of space to do that. **Connecting Scotland** is a great resource for getting started with technology.

▸ Always be prepared. If you have a pre-arranged video call with a family member, do a test call first, check the device is charged and can connect online in plenty time before the main call.

'We work with adults with learning disabilities, one of whom made a video of all our animals to send to another service user at home who was unable to come in to our premises. They loved seeing the animals!'.

Colleagues:

▸ Create a chat channel in MS Teams or Workplace for sharing ideas for apps and websites with colleagues.

▸ Making sure all your team are able to access the apps you use in the care home.

▸ Encourage trying new things. Don't be afraid, and don't expect to be an expert straight away!

▸ Encourage staff to share the apps or websites during team meetings or training sessions, and show colleagues how to use them.

Tips for accessibility

▶ Other specialist services can help with accessibility support, e.g. the **RNIB** can help with access to their services for people with little or no sight.

▶ Try out different accessibility options on the device e.g. text size, audio, home screen setup. Learn more about **Microsoft device** and **iPad** accessibility.

▶ If possible, create individual device accounts for users so their accessibility preferences are saved.

▶ Save frequently visited websites to 'Favourites' for quick and easy access

▶ Use iPad camera shortcut function from lock screen for quick snaps and videos

▶ Use a bean bag pillow so that the device can sit comfortably on a resident's knee, table or a wheelchair

"I think that the iPad was a great idea. It was the first time that I had done a Zoom meeting, but it was easy to use and it meant that the resident could see me even if she couldn't always hear me. Without it, the resident wouldn't have seen me for several weeks and I think that would have affected both of us. Contact is always important and with the iPad the residents knew that they had not been forgotten".

"We had a resident who didn't speak English so we downloaded a translator app to allow us to communicate. It worked well and made her respite stay more enjoyable".

Case study 3
Connecting people and services

What we were hoping to achieve

Support a resident's preparations for their new tenancy.

Digital Solution

iPad or equivalent tablet

How we did it

Care home staff were looking to support a resident with planning for a return home. The resident's own device had intermittent Wi-Fi reception that made connecting to online services difficult. The home was able to provide an iPad to use instead. This allowed the resident to check progress of their welfare fund application via emails to the council and their social worker. It also meant they could schedule the installation of fixtures and decoration of their new flat in preparation for moving to their new tenancy.

Impact

Connecting to services online enabled the resident to be more in control of planning their new tenancy and reduced their anxiety levels during a time critical period.

Case study 4
The Ice Cream van

What were we hoping to achieve

Keep residents in touch with day-to-day experiences and inject some fun

Digital Solution

iPad (or equivalent tablet) and bluetooth speaker

How we did it

We have a weekly ice-cream shop through the summer at Durnhythe Care Home which is usually done using a kitchen trolley. To make the experience more authentic, Alison, one of our staff team, drew and painted this van onto a large thick cardboard cut-out and then her husband strengthened it with a plywood structure that just clips onto the trolley. Using our iPad (or one of the other digital devices we have in the care home), which is linked to a Bluetooth speaker, various common snippets of ice-cream van music are played so it is that much similar to an ice-cream van experience.

Impact

Our residents really enjoy the ice cream van round and one person started reminiscing about the van that used to visit her at home which was wonderful to hear.
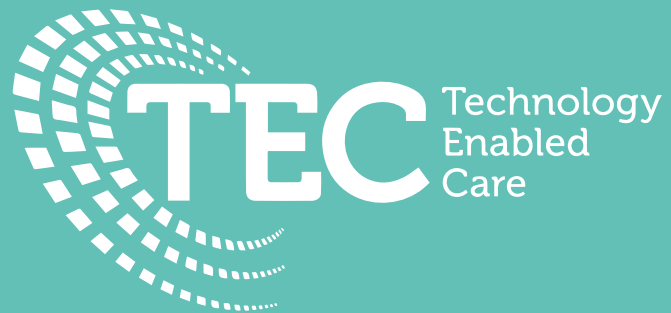
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