



TECHNOLOGY TO HELP YOU STAY INDEPENDENT





INTRODUCTION TO HOW TECHNOLOGY CAN SUPPORT YOU

Technology is all around us and when used safely and correctly it can make a huge difference to quality of life and daily living. You may have heard the term '**care technology**', this simply means any digital or smart device that can support your independence, to help you better self-manage and monitor your own (or someone else's) health and wellbeing. Care technology can provide accessibility, convenience, choice and control that enables you to have an improved, independent quality of life at home and in the community.

There are many different types of smart devices and technology available, and it is important to choose the ones that best suit your needs. This is because using the right device and technology can help you support your independence, health and wellbeing. In this leaflet we have explained some of the terms used to describe different types of technology.

Smart home technology

Smart home technology allows you to remotely control appliances around your home using a smartphone, home hub or tablet connected to the internet.

Some examples of smart home technology:

- Smart or video doorbells will provide extra security as you can see who is at the door and talk to them before you answer it. It is a safe way to talk to cold callers.
- Smart plugs can be integrated into other smart home technology allowing you the ease and flexibility to turn appliances on and off remotely, such as individual lights, portable heaters, garden sprinkler hose.
- Smart speakers and virtual assistants such as Alexa are voice-activated devices that can perform certain tasks like play music and record your shopping list. This is how Mary uses Alexa:


Mary lives in her own home. She was diagnosed with Dementia two years ago and although she has some memory loss and impaired cognition, she is still able to do many things for herself. Mary wishes to remain as independent as possible. Mary asks Alexa to open and close her smart blinds at the right time of day so Mary remains better oriented.

Using smart lightbulbs, she can slowly lighten and darken her room in the mornings and evenings and keep her oriented to the time of day. She uses Alexa to wake her up in the morning and remind her of an appropriate time to go to bed. Mary also has a smart doorbell, which is connected to Alexa which enables her to see who is at the door before opening.



Movement sensors and home monitoring systems

These are devices which can be worn by you or fitted around your home. They can help keep you safe by alerting others that you might need help. For example, if you have a fall, a wearable alarm will either send automatic alerts or can be activated by you manually. In an emergency the person who cares for you will be alerted. You can even have lights which come on when you move, to keep you safe. Smoke and fire alarm detectors are also a type of sensor.



David lives on his own and contacted the Adult Social Care team after a few falls at home. We recommended a wearable alarm and a key safe installed to make sure he could get help if he had another fall.

We also got a walking frame for him and a short reablement independence plan to re-establish safe day-to-day personal care routines. This has given David the confidence to live more independently.



Smart phones, video devices and wearables

There are many different types of smart devices, and it is important to choose the ones that best suit your needs. A smart watch is a wearable device that can monitor your step count, heart rate and you can also set reminders. On a tablet or smart phone, you can subscribe to virtual exercise programmes to join in with others, and be part of an online community to share similar experiences. You can also control your smart home remotely using your smart phone. Having a tablet, phone or laptop with a built-in camera will allow you to download video apps such as Whatsapp and Zoom so that you can video call your friends, family or carer.



David also misses his son very much, so we helped him find a device that allows him to video call his son on a regular basis. The video call also enables David's son to spot anything out of the ordinary or different about this dad and his surroundings.

HOW CAN I GET CARE TECHNOLOGY?

All you need to do is contact our Adult Social Care team (contact details on page back). We will have a chat with you and help you explore different types of care technology, including apps and devices that best suit your needs. We will talk to you about the things you enjoy doing, what your strengths are, what you would like to achieve and how you will benefit from using technology. Together we will agree on the type of technology that may suit you best. If required, our partnership organisations will install the equipment and provide support to help you get started. If your needs change over time or you have become more confident in using technology, we will support you to change to something different.

We are working with a technology partner to provide you with a range and choice of care technology products. This service is called Gloria and it features a range of devices that can be customised to be part of your daily life and help you live as independently and safely as possible in your own home and local community. Depending on your needs we can offer a combination of devices mentioned in this leaflet and more.

- Alexa Dot or Alexa Show
- Smart plugs
- Falls buttons and wearables
- Ring doorbell

What is available as part of the Gloria service?



Smart sensors

These small devices can detect and monitor your movements passively and can help you live independently in your own home. They do not use camera, video, or microphone but are linked to a smart device and can alert your carer or family member if there is a change to your routine or if you may need help.



Smart watch

This watch allows you to call for help if you need it either at home or when out and about. It can detect if there has been no movement/inactivity that may indicate a fall has occurred and send an alert for help.



Video Care Phone

The Video Care Phone is a tablet device that allows you to make two-way video calls with your family, friends and carers in an easy way by simply touching a picture on the screen.



Digital chair and bed mats

These mats are placed either under a bed mattress or chair. They send an alert to your carer when you get off / on to your bed or chair. Your carer or family member can see information and build a picture of your daily routine so they know if something out of the ordinary happens and when you may need help.

If the Gloria products are not suitable for you, we will explore other technology and apps that meet your needs for independent living. Please note that there is a small weekly charge for our monitored service.

WHAT SUPPORT IS AVAILABLE IF I AM UNSURE ABOUT USING TECHNOLOGY?

If you have never used a laptop or smart phone or your device runs an automated update, it can be a daunting experience. Or you may have some knowledge and experience but would like to learn more about using technology. Alongside our Adult Social Care team, there are a group of local organisations who can support you to get online and help increase your confidence in using technology.

We have listed the organisations that you can contact for information and advice, find out more about upcoming workshops and training, and in some cases borrow a device to try at home.



Digital Inclusion Support Service

Age UK Wandsworth provide a borough-wide Digital Inclusion Support Service for adults aged 60+ living in Wandsworth. This service can help you to access information and support services online, such as online food shopping, managing finances, booking health care appointments. You can also get help with using social media apps and joining online communities and activities.

- Email: digital@ageukwandsworth.org.uk
- Telephone: **020 8877 8940**

CDARS

This Digital Inclusion Programme is for people who are affected by mental health and substance misuse. The programme covers a total of 15 sessions, five of which are one-to-one bespoke sessions, and are followed by 10 group sessions should you need more support.

The course will cover an introduction to using a tablet, how it works, its essential functions, terminology, how to get online independently, using email and contacting organisations online, networking, and an introduction to social media apps. You will also learn how to write CVs and look for jobs online. CDARS may be able to lend you a tablet if you do not have one.

- Email: info@cdars.org.uk
- Telephone: **020 3872 8217**

Katherine Low Settlement (KLS)

KLS help people aged 55+ who want to learn how to use a smartphone or tablet confidently and safely. Depending on your ability and digital skills you can attend one of two sessions:

1 Tech Beginners

Tech Beginners on Thursdays from 11am to 12.30pm is for people who are new to smartphones and tablets or need extra help. Working in groups of up to eight you will learn how to navigate your device, touch screen gestures, connecting to the internet, adding contacts, sending and receiving emails, and basic skills on how to find information online.

2 Tech Together

Tech Together on Tuesdays from 11.30am to 1.30pm is for people who are developing their skills with smartphones and tablets. Working in groups of up to 25 you will learn how to manage storage, use of apps, different uses for your camera, navigating maps, and how to stay safe online.

Outreach

For people struggling to connect to WIFI or broadband at home KLS offer an outreach service where they can visit you at home and help you get online or help troubleshoot technical issues that you are having difficulties with. In some cases they may be able to help with data and device costs for those who are unable to afford them.

- Email: chris@klsettlement.org.uk
- Telephone: **020 7223 2845**

Share Community

Share Community works with adults who have learning disabilities and/or autism, including physical and mental health conditions and their families or carers. You will be able to access this service if you are on a low income with no or limited access to technology or have no or limited digital skills.

The training programme covers how to safely manage finances online including making payments, using apps to get around and staying in touch with others, maintaining your well-being and accessing online health services. You will also learn how to find other training and employment opportunities that are of interest to you.

- Email: info@sharecommunity.org.uk
- Telephone: **020 7924 2949**

Wandsworth Carers' Centre

Wandsworth Carers' Centre's digital inclusion programme is for unpaid carers aged 60+ and who are new to technology. Their training programme you will gain skills to make better use of the devices you already have, connect to WIFI and be able to access grants to purchase digital devices.

To be part of this digital inclusion programme carers must be registered with the Wandsworth Carers' Centre. Once registered and following a conversation regarding your digital needs, you will be and allocated a one-to-one support worker.

- Email: support@wandsworthcarers.org.uk
- Telephone: **020 8877 12005**

Further information

For further information complete our online enquiry form
[wandsworth.gov.uk/make-an-adult-social-care-enquiry/](https://www.wandsworth.gov.uk/make-an-adult-social-care-enquiry/)

Visit our web pages [wandsworth.gov.uk/adult-social-care](https://www.wandsworth.gov.uk/adult-social-care)



Our contact details

Monday to Friday 9am to 5pm

Telephone: **020 8871 7707**

SMS Phone: **07940 7751073**

Email: acessteam@wandsworth.gov.uk

Write to us at:

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Adult Social Care and Public Health
Wandsworth High Street
London
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www.wandsworth.gov.uk/privacy

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