**Tablets for Seniors**

**Sarah Botterill:** [00:00:00] We'll be kicking off and looking at GrandPad, which is a Tablet for Seniors. KOMP a device that AbilityNet has been working very closely with around connecting people in the community. And we'll be hearing a bit more about the device itself, but also a real-world application from Sue [Long].

And then we'll be hearing from how a care home setting has actually been using technology to keep people in touch. And I think, you know, that's been a real theme, which I've noticed during the pandemic is the use of technology to help people who are isolated for a number of reasons, but definitely that connection into care homes and also healthcare settings.

Actually, I had heard from one of our volunteers yesterday, how they have been helping people in an NHS setting use tablets and adapt them for people who are on the COVID ward. Who've got hearing impairment. So that's just one example of what we do with AbilityNet is provide that kind of support.

So just to say a bit more about us we are a charity. Our driver is that we believe in a digital world accessible to all at home, which is primarily what we've been talking about today. At work and in education we have over 300 volunteers said for obvious reasons, they're not providing face-to-face support at the moment, but we are supporting people by phone and remotely using a remote software.

The helpline number is there.

And they answer your question as well, if they can, or they'll signpost you to one of our volunteers for something more in depth. We. We also offer a lot of online support. So, my computer, my way is a database of adjustments that you can make to a variety of devices, phones, tablets, laptops covers all operating systems and platforms.

So, you will find Chromebook on there. iOS, all kinds of different resources on there. My study, my way is a fantastic resource for students that are free fact sheets on a variety of topics. So, one of the really popular ones is alternative input and keyboard devices.

Look out for future webinars on that homepage there.

And again, that's where you'll find details from today [abilitynet.org.uk/live].

And we can also help students with disabled student assessment, which actually when students are working remotely and that's been a really valuable resource for people as well. So, I'm just going to launch a poll because I want to start hearing from the people that we have got with us today.

So I'm going to launch the poll now. And it's just a simple, yes or no.

So the question is, do you currently own a tablet?

**Sarah Botterill: H**opefully everyone can see the results being shared.

76% already own a tablet and 24% don’t.

**Geoff, GrandPad:** Thanks for having us said delighted to be part of this as, as, as always. I'm Geoff Rochford.

Our European office is based here in Ireland, but our largest user base in Europe would be in the UK. I am delighted to be here, to talk to you a little bit and introduce what GrandPad is and talk about what we're all about.

Everything that we do in GrandPad is based around our *mission and our vision* and our mission being improved the lives of millions of seniors by reconnecting them with their families, friends, and caregivers at our vision is to live in a world where no seniors are lonely or isolated.

And every senior has the opportunity to live Grand.

So those are what we, we strive with everything that we do with our GrandPad tablet. In fact, we actually, we just had a milestone on New Year's Day, actually, where we had a million active users. That's people with the tablet, but also their companions and their, their networks.

So, the next step is millions of seniors, but we've got at least a million connecting a million lives at the moment.

So we were, we were very happy with that

**Geoff, GrandPad:** So, why was GrandPad conceived? What is what is the point of GrandPad? Why does it exist? It's really, it was originally envisioned to address one major problem. And that is that older people or older adults aged 75 plus are more disconnected or isolated than they ever have been. This was the idea for GrandPad was what came out of our founders Scott and Isaac contacting Isaac's grandmother, Scott's mother across the country in, in the U.S and trying to use a coordinate a Skype call.

This was over six years ago now.

And how difficult that was and just how unsatisfactory it was to get going on both sides. And if anybody's ever used Skype, you probably know how difficult that is yourself anyway. But they, you know, they, they thought there had to be a better way. And the more research they did, the more they discovered how important something like making technology, making the ability to make a video call as easy as possible and how important that can be.

Different people together and fight isolation. Nothing is as good as in-person contact, but when it's not possible. And we know that over the last year and beyond we know that at least engaging through technology, giving people a window to connect to their loved ones and their caregivers can, can make a huge difference.

So that's the problem that we saw to address the solution became a tablet and that went through a lot of different iterations.

A lot of testing the idea of a phone was thrown around. But we, they landed, we landed on a tablet, the form factor, and specifically the eight-inch tablet, because it was.

It’s an accessible size to holding your hand and move around freely for the older person that we were targeting the device for. So, there was three Elements to create.

And that was the hardware, the software and the service that would back it up.

We designed the as I said, the hardware specifically with our hardware manufacturer partner Acer, it says custom built tablet and has specific features in it like a touch sensitive screen which is much more sensitive to, to dry or touch because as you get older your skin gets drier and it doesn't react as well to standard touch screens as well as you'd like, and we, we, you know, that was taken into account. This was all done through feedback and research. Through our grant advisor team, which we'll get into a little bit, but this was all vetted by people out there who would be using this technology the software then obviously you have to be accessible and had to be geared towards the people that we work at, aiming the technology for it had to appeal to them and being engaging to them.

Something that an older person would pick up and start using right away because those first few minutes of engagement with piece of technology for any demographic are extremely important. If you're not engaging with, with software within the first sort of 30 seconds to 60 seconds you might never engage with it again.

So it had to be very much accessible right off the bat. And as like I said, it started off with video calling, but as, as we grew and recognized what other applications could be put on there and how that can help to combat isolation, more things were added such as specific articles making news easily accessible. A safe and secure web browser, a safe and secure email and so on and so forth. And that grew out of again, more research and feedback. One of the most important things then about the entire grandpa system is the service that, that backs it up. So, it is a tablet it's designed for the older person to be engaging.

We, we covered the hardware and the software, but there's an element. That's missing too, a lot of technology and that's. That's the human behind it. So, the main, one of the main features of GrandPad is that the last button on every single grandpa is a help button. And if you, if the user or the older person tops that they will get through to an actual person on the other end right away there's no waiting and then that's always there.

That's 24 seven 365 days a week. We have the team here based in Ireland. We have the team in the US and we provide 24 seven coverage and that button can be used for anything. Any questions about the tablets adding or removing features, but it's also there for any reason. So, if anybody just wants to have a chat, they can tap that help button. They'll get through to one of our, our, our member experience agents. Who were more than happy to, to do that. So that's, that's a whole ecosystem.

Obviously, the main concerns is, is making sure that the, it stays a safe environment.

We all know that through when you're, when you put yourself on the internet and you go through into a social network or, or any element you are opening yourself up to the internet basically in that it can be a wonderful thing, but it can also be a bad thing. So, one of the concepts that was really important is making sure that we had a secure family network.

It's a secure social network for putting the older person at the center of that. So with the GrandPad the family can create a secure social network that will only include approved contacts, whether they be family, friends who are caregivers, and it's only those people within that trusted family network that are able to communicate with the GrandPad to share photos send emails, call them all of that kind of thing.

So that while you're still the, the older person is still connected to the people that matter most to them, they're still in a safe and secure environment where they're not being exposed to the bad actors that are out there using technology for other than, than what we are.

**Sarah Botterill:** Fantastic. That's a real whistle-stop tour.

And as you're talking, I know there's a lot of synergy with some of the design principles from KOMP and some of that trusted user thing as well. So, I'm really keen to, to hear from them soon.

But first we have another poll to hear from the people that we've got here.

What technology tools have you used to stay in touch with older relatives while they have been distanced from you? And you can tick as many as apply.

So, the first one is a chat app (WhatsApp) email, old-fashioned phone call, which I think we often forget about these days video conferencing, other and you'd like to leave a message in the box with some more information in our Q and a box, then please do.

**Sarah Botterill:** So, the numbers have stabilized now. So I'll just end the poll and share the results before.

**Poll results**

Phone call: 93%

Video conferencing: 67%

Chat programme: 62%

Email: 51%

Other 13%.

Over to you, George. Tell us all about KOMP.

**George Howe, No Isolation:** Right. Thank you very much, Sarah. Hello everyone. Very pleased to be here, to tell you about our organization and comp. If you can just skip to the next slide. So yeah, no isolation is the name of our organization and we were founded in Norway in 2015. And we build what we call warm technology to bring people together.

So, we kind of coined this phrase as technology that's very specifically designed for a particular user group with us where our mission is to and loneliness and voluntary social isolation. The development of, of such technology. [00:15:00] I think for context, I'll just quickly mention our first product, the A1, which is actually a small telepresence robot which was designed for children with a long-term illness.

It's about this big about 30 centimeters tall. And it sits on the desk in the classroom of a child who might be at home or in hospital, meaning they can take part of their lessons. And stay in touch with their friends. So that was our first product, but we then moved on to trying to help people at the other end of the age spectrum, and that led to us to develop comp.

So KOMP is just very simple one button screen, but I think I just want to talk about how we got to this point. We, they, we have a phrase where we say throw away the idea and focus on the problem. We see a lot these days some existing technologies being adapted to try and suit people's needs, but we've really tried to strip [it right back. We actually went to a care home and met with the residents there about different and talk to them about what would be the best piece of kit for them. And they wanted you know, very familiar design. So, you'll notice it looks a bit like an old-style television or radio. And it's a large screen. It's about 17 inches across with just one button.

And we actually, our first prototype user was quite reluctant to have it in his home. And ask that to be put at the end of his kitchen out the way. But within a couple of weeks, he called us and asked us to move it into his living room by his coffee table.

So yeah, I think as we often see those similar initial reluctance, but. The simplicity of KOMP makes it accessible to all a few other bits of research that went into this. You've actually seen that particularly over the age of 80, sometimes people's fingertips can become dry and leathery, which can mean that touch screens won't actually work. We've removed the touch screen element and it's actually just has one on and off button, which yeah, controls the volume as well. And how it works is the KOMP would be sat in the home of the person and their family or friends are connected to it via an app on their phone or tablets. And they can send photos messages and make video calls or without the need for any complex passwords.

Or anything else that just receives that content to the device?

So, for us, it is very much about connecting the family up to their loved one who may not have been able to connect through other means such as the ones that were just on that pole. For example, if get to the next slide. So since then, we've also developed KOMP Pro.

Now this is like an add, an add on piece of software, which can be used by care providers. In care homes, we have charities, domiciliary care agencies or local authorities using this. And this is a separate piece of software, which can do much the same as the family app but can also send reminders for medication or schedule events, which might be visits from carers or video calls.

And this also gives a way of an organization managing multiple devices if they have those within a care home, or as part of that domiciliary care, for example, importantly, it's a private network between the family and the carers.

So the family won't see what the carriage agency is sending and vice versa.

They will all be received to the same single device. So that's no change needed for the comp user and poorly, I should say as well, the comp comes with a 4g SIM. So it's portable, it's doing is plugging in and then it's online providing those a 4g network. If you just skip to the next slide is a bit more of a diagram.

I'm sorry if it's hard to see here, but it just shows. How the single comp can be connected to the network. So, they've got family members connected by the app, sending them messages and content. But also, they might be connected up to the nurse, or I'm a physiotherapist that might video call them for physiotherapy sessions.

So yeah, KOMP Pro adds an extra element of options there of how care can be provided remotely. So yeah, and that's a bit of a whistle stop into KOMP Pro and yeah, happy to us answer any questions later on when the time comes.

**Sarah Botterill:** That's fantastic. Thank you ever so much for that. Before we just go into hearing from Sue and about some real-world applications of calm, just wanting to take a little bit of time to reflect on both of those and we'll come back to questions after.

But what I think I really love about both applications-based devices is that they share that element of co-design of actually, you know, you've both talked about the leathery fingers and the fact that you've. They still delivered solutions for that particular demographic. There's a lot of thought and care that's gone into it also that trusted platform and thinking about keeping a safe environment and for people to be able to connect.

Yeah.

Which brings me nicely to you say, when it actually says that they're supporting people to live safely, Independently and well at home. So here is the aforementioned maps. So I'll pass over to you to explain where you are and a little bit about what you've been doing.

**Sue Long:** Okay. Thank you, very much and good afternoon, everyone.

My name is Sue Long and I am the implementation lead for mPower in the Western Isles, and this is a European funded project. And as you can see here to support people to live safely, independently and while at home, and just to put in some context of how rural and remote we are we're a string of islands off the Northwest coast of Scotland, about 40 miles away from the mainland. And our service covers from the top of Lewis to the Southern tip of Bata in the Southern files and be invited along today to look at some of the work that we've been doing around making people more fleet included, and therapy could move to the next slide, please. Okay. So, let's say this is a program that's funded through Europe.

We are one of three teams in Scotland. So, there's ourselves and the Western Isles and priests and Galloway and Ayrshire and Aaron, and the program supports anyone who is 65 or over living with a long-term condition. And it's about empowering them to have more control over how that condition is managed and how they can start to be less perhaps socially excluded than they are at the moment. The projects are C supports, anyone who is 65 or over, but in the Western Isles, we support anyone who is 18 or over living with a long-term condition. And how we start that process is to work with individuals. We do a well-being plan because this is very much about the person it's not what we think is about what the person feels and what the person thinks.

So wellbeing plan would focus on three key areas. One would be the house, what are the things that impact their life through their health? And their likes and interests. So what are the things that they really enjoy doing and finally digital. So do they have access to a tablet? Do they have access to a mobile phone and do they actually use it?

We find in the Western Isles that we do have an older population. A lot of people move away. I can talk from my own experience. I've lived off the islands for a number of years. We purchased my mom and I pad and left it with her and said, stay in touch. That never happened. But every time we returned home for a trip; it was how do I do this?

How do I do that? So, we're very keen with empowering. When we work with our service users is to find out what they do have and how they use them and how we can help to move that forward. I can probably split this into pre COVID and during COVID.

So before COVID we would find that for lots of people and keeping in touch, it would be showing someone perhaps how to send an email, or it would be showing someone how to do online, shopping to secure that they had that mixed.

Diet available to them at all. Transport isn't is a problem here. It's not regular. And again, remote communities aren't always best served. But we do have Tesco network that delivers to all areas, but those slots are precious. So quite a lot of support was around how to access the slots for Tesco and how to make sure, as I say, they had access to food.

We also started. Working with AbilityNet. I've been linking in with Chris now for two and a half years because we within empower half a limit, finite relationship with somebody, as I say, it's about building up their skills and empowering them. And so, we've left people, a lot of people with AbilityNet contact details to then support them to move on in their journey.

Okay, this is more what we've been doing since COVID and brings to the point of, of KOMP. We've all around digital to find out what matters to them. So, we've had access to some devices. So if we've done a try before you buy and with those devices, we've always. As Jeff and Georgia balsa said, it's about what matters to that person.

So what are the things that might draw them in and engage them with the device? So we started off with some Samsung tablets that we had through ongoing conversations. We then found that people might like doing quizzes. So we've, we lent out some Alexas and people have smartphones. So, what the key things that they might want to do with a smartphone, and we've also worked our try apply through connecting Scotland for devices to support our service users throughout this time, and, and also become aware of the comp because it's key around here that not, it's not one size fits all.

So people have different abilities, they have different levels of understanding and, and it's about finding out what will best serve that person. So, I was made aware of the KOMP over a year ago by someone who had bought the device for their own mother. And as the Western Isles became more digitized. Felt that this may be a good tool to support some of our service users who would not be able to link into an iPad or a laptop. So, we purchased four devices and we were allocated one by AbilityNet. Our devices are distributed across the Western Isles with a high degree of success. So, for example, we have one lady who she just couldn't use her iPad or her phone because she wasn't able to see she had on-site issues.

Doing video was not a thing for her. So, she was missing out on family in Glasgow, for example, So we lend to a KOMP and just the size of the screen as George has described the fact that she only has to turn the device on and that her family then connect into her. So, it's made a real difference that she'd been able to see family in Glasgow, that she can have few families connected, that she can have a conversation with people that she's able to see pictures that are sent. And she really doesn't have to do anything other than switch the device or excuse the fire alarm on a Tuesday lunch time.

Okay. Let me go off again in a second. So my apologies for that so that that's one example with the KOMP. We've also had an additional success in one of the Southern islands in us, in the U S and again, we use these devices. Okay. So, we use these devices again on a try before you buy. So we we're working with a project. They had some iPads on the phone that when they were through COVID and the delay in being able to work with people that a number of people for the iPad, they weren't then able to use it.

So, we talk to them about the KOMP and they've now ordered six. And through a charity and ordering six of their own. And there's a lady whose father we lent it to, it was able to share in his sister's birthday, in Glasgow, opening her presence, the candle on the cake, things that he'd not been able to do previously. And she's now set up a crowd fund and is crowd funding for comps for us, for our father and for others to be supported through it.

**Sarah Botterill:** That's brilliant. Thank you. Sorry to just, I'm mindful of our time and lots of questions piling up as well. But I think just following on from the devices that have been specifically designed with people in mind, lovely, to hear some real-world examples of where, where that's really working. So, I think we've covered most of these questions is crypt sheet for us, just to make sure that we covered everything off.

So I'll move on now to yourself, to Julie. And I know specifically during these challenging times of COVID that you guys, Oh, I've got a poll before you, sorry, I just do the poll and then we'll come on to hear about how you have been using tech within care home.

So let me just launch the poll here.

**Sarah Botterill:** Okay. So this just to follow on from what we've been talking about, actually, have you bought, or are you considering buying a device for an older relative or a loved one? So I think this is really relevant to what we've been talking about today. So often as Sue has said, it might be there You're not buying a device for yourself, but you're actually buying it to make sure that you can maintain that connection with someone else.

So I just thought it would be really interesting to see whether people have already, but when, or, or thinking of buying one. So just let this settle in a bit.

* 58% have purchased o are thinking or purchasing a device for an older relative
* 42% not considering it

**Julie Walker:** So, thank you very much for inviting me. I really appreciate it. We've realized very early on that the only way that we could keep everybody connected was to embrace the digital medium, whether it was with smartphones or with tablets or laptops, it didn't actually matter. We just needed to keep people connected. Great. I'm familiar with this, this whole period. I think one of the few positives that have come out of COVID, if I can use the positive word in inverted commerce is that it's truly been a digital revolution for more. So more of the older generation, you know, young people have embraced it, they've been done it, you know, they've, they're ending up with opposable for all that, but it's been fantastic to see how elderly people and older people have actually embraced digital technology.

Listen, that we're going to replace a hug from a loved one. But it's been lovely, like Sue was saying for family members to be able to connect and be there when it's the person's birthday or to see newborn babies or just for a chat. And it's really made a huge difference. I kind of like answered two questions.

Just having access to the technology has made a big difference. And from we bought, we bought lots of different ones. We've got time, we've got iPhone iPads, we've got tablets, we've got Facebook portal devices, and each one has its own sort of quirks. I'm of course, all of the time that we are using it because it's in our care homes and the people that are using them might be frail and unable to use the tablets themselves.

They are assisted by the care staff. So, we haven't. Needed to look at something like comp or like grind pedal that I think both of them are absolutely brilliant ideas. But it's just, we found it's just been vital, especially for people who have dementia, that they can still see their loved ones and still hear their voices.

And the difference that's made has had a huge impact on their mood, not feeling isolated or less isolated, shall we say, because. If somebody has dementia, it is quite a challenge and they do feel more isolated. But I think what it's helped us do is just keep everybody connected and to spread the love and to spread kindness.

Because at the end of the day, it is an extraordinary time that we live in at the moment. If you know about it,

**Sarah Botterill:** Yeah. You talked a little bit about the difference. You said it's making w if we saw like that almost 50, 50 split there, somebody is considering buying a device or unsure. What advice would you offer to people who are caring either informally or a loved one at a distance or, or more formally in a care home setting, given what you've learned around challenges and things, what advice would you give to other people?

**Julie Walker:** to go back to what Sue said, you know, don't just give them the top of the iPad and go. There you go. You know, get in touch. I think it's got to be a big tech support behind if they decide to get something like the grind pad, for example, they've bought that assistance, but you've got to be able to really set it up so that it's ready for you.

So not just be something where it's, so, you know, they'll [00:35:00] figure it out because there were. You know, it it's we, we all go to what we are used to, and if we use to speaking on the phone, it's a revelation to be able to see a person on a screen. And it's also a revelation to learn that it's okay to touch your screen.

Because the younger ones yet, not like the young ones on the call, we'll be thinking touchscreen technology, but those the best two, I'm not quite young or not we'll know that you were never allowed to touch your screen and that's quite a barrier to, to get beyond actually. So the advice that I would offer is whatever you choose to do, make sure that you set it all up in the first place so that all they do have to do is put in.

I go through the simplest possible process and to contact you. But I would also say even when you've done that, be the one who makes the calls that don't necessarily expect them to ring you because they might forget they might be anxious. They might not know. Or the process that they normally go to might fall out of their brains.

It happens, you know, it happens to me all the time. So I would say that if, if you all gonna do that, you just gotta make sure that it's constantly, that you are making sure that they are. Able to use that technology. And it's not just a, well, I've shown you once or I've shown you twice, or it's got to be that, you know, keep supporting them with it until they get so comfortable that they can start exploring themselves and start looking at things like virtual bucket lists.

For example, you know, none of us can travel anywhere. We do an, a project moment with all of our different homes where none of us can travel anywhere. But if you've got a virtual bucket list waiting for her to climb to the top of the Eiffel tower, this thing wrong with them, you help having someone help you with a VR headset or just a tour to the top of the tower.

That's been something that we've discovered that the communication's okay, but, Oh, well, let's have a bit of fun, you know, let's have a voyage of discovery. Where are we going to go? You know, and, and I think that's too, too, once you get beyond the using of the technology, you come to the realization that actually do, you know what it's really fun.

We can go and do fun things together, you know, and I think to explore that side of things is also really, really good brings families and older people closer

**Sarah Botterill:** That's brilliant. Thank you so much. And I think, you know, we've looked at that technology, but we've also may have miss Alfond from Sue about, and this is what ability now always says, you know, I'm very passionate about technology and always have been. But because of what it can do for people. And that story around a virtual bucket list is just lovely. And I just wanted to say that it's also another example of where people who have been working inside care homes and these crazy times have been going above and beyond to look after your residents.

So thanks to you and all your colleagues for the work that you're doing. And I say one

**Julie Walker:** extra thing that was quite unexpected. Part of this is that we found that the young people, the grandchildren that are 11 or 12 or 20 or whatever, have enjoyed and have embraced it, talking to their elderly relatives. Whereas previously it was a children to go and see Nana and granddad at the care home. Now it's like, well, quick, we can dial them up and have a chat. So there's that aspect to it. Sorry, I didn't mean to interrupt you, but I just wanted to bring that in because it's that whole family embracing the technology because everybody starts to understand it or at least develop the ability to use it.

**Sarah Botterill:** Thanks so much an important point. So Chris, I don't know if you want to be on screen now, but Chris has been keeping an eye on the Q and a for me diligently. Then I've been watching the numbers. There's been quite a few questions coming through Chris. Is there any trends or anything that in particular that you want to raise with our panelists now?

**George Howe, No Isolation:** [00:39:35] Cool. So, yeah. So we offer either a rental or a purchase option for the comp. So you can rent the car for 39 pounds a month or you can purchase the car outright for 599 pounds. If you wish to have internet as well as unlimited internet for 19 pound a month.

And that's why the 4g, [00:40:00] otherwise it does work on wifi. And if you're an organization that's looking to use the con prone system those prices for kind of the software S range between 10 to 35 pounds a month per device, based on yeah. How much of those different features you want to use?

**Geoff, GrandPad:** [00:40:24] Yeah. Sure. So we are, we partnered with a. Online store in the UK called tech silver. That's where the ground pad is currently available. And they specialize in technology for older adults. It's currently available on, on a lease model. So it's or a rental model, I suppose you could put it as well.

So it's 59 99 per month in the UK, or you can get it out under leave for 599. And that is, that includes all of the services, the customer support. It also comes with a 4g SIM card as well for internet access. And that is not something [00:41:00] to any sort of contract. So if for whatever reason, you no longer need the device or want the device, you can return it to us.

And you're refunded prorated as well. So the idea is, you know, would there's. Obviously contracts can be concerning for older people. We didn't want to do that. So that's, that's why that model is in place as well as, as well as there's no extra charges. That's all. That's all inclusive.

**Sue Long:** [00:41:23] Great. Joe and George, George, and there was a question around the same support his employees are called.

What's the support and

**George Howe, No Isolation:** [00:41:33] help. Yes, we have. Customer service team available from nine to five on weekdays you can still contact us outside of those hours and we'll, we'll pick up the next working day. But yeah, we yeah, I have kind of experienced technical support for those, but yeah, not 24 seven.

I'm afraid.

**Sue Long:** [00:41:59] Do you want, we'll [00:42:00] take another couple or

**Sarah Botterill:** [00:42:01] yes, please. Yeah. To fire off. As many as you can get through.

**Sue Long:** [00:42:05] Yeah. And Martin McNeil's Austin and his car was as suitable for visually impaired and blind. Well, you bought email or you used it jet.

**Geoff, GrandPad:** [00:42:18] Early a, we don't have that functionality. That is one of several things we'd love to address and on our roadmap.

So grandpa has been around for just a little over five years now. So it's going to grow and address more and more issues like that. And we're always testing and bringing in new features. So unfortunately, currently we don't have anything to do address that directly. But it's always some on the road.

**Sue Long:** [00:42:43] Well, and George is going to come back to you about accessibility controls for the comp there's. Any accessibility control, Richard colleagues elsewhere.

**George Howe, No Isolation:** [00:42:53] So currently we don't have any kind of specific other accessibility controls. We've kind [00:43:00] of tried to include like a very clear screen and large tax for the messages to make it a very powerful speaker.

But yeah we're always listening to suggestions as we pride ourselves on our customer and user experience. So. Yeah, there's we've we have hard things requesting kind of text to speech and things like that. But yeah. Other than that, not at the moment.

**Sue Long:** [00:43:24] Sure. I'm gonna come to you. There's been a couple of questions that I, and M parody, another part to UK, and one of the questions . Yeah, but the other question was, is that available and then off in Scotland right now. Okay. It's not available in France, unfortunately. Honestly at the moment, there's only the three sites in Scotland, but we're hoping that through the learning of empower and the way that we deliver our business and that will be made accessible to other health boards.

[00:44:00] As things, as things progress and other health boards are aware of what we're doing. We have spoken to other health partners about what we're doing. Thank bank. And the other thing that's been coming up quite a lot is about safety and on the chart. And it's been a big question since and call them abuses with his presence.

So I'm going to come to you first, George, about toolkit and it's about how the debate is managed and to use intimate, securely password supposed to the Chrome, at least the internet, but far as dialing in how you secure can things be in the other part, the question and might care projects asking, can you also make code?

I don't need to come.

**George Howe, No Isolation:** [00:44:49] Yeah, of course helped to give a bit more detail on how that works. So the access or the connection between the family members on an app on that phone or [00:45:00] tablet is made by a a single use keyword, which basically you enter into the app and that provides the encrypted connection between your device and the comp.

That then expires. So it can't be used by anyone else, meaning it can't get into the wrong hands. And then once you're connected in the app, you can then invite other family members from the app, so they will receive their own code which they answer the app to join. So yeah, it's very secure in that sense.

The same with the kind of con pro access only an administrator on there, which we give initial access to can invite other staff members to join it. And yeah, in terms of the, the calling is just a receiving device, we've really tried to reach kind of the the end of the, kind of. I guess the bottom end, if you want to say of kind of the technical experience.

So to keep it as simple as possible, it is just a receiving device. And those calls [00:46:00] are made very easily through the app by family members sometimes. I know people most still have phones. So sometimes we see the elderly relative of the car, calling their family, asking for a video call. Which is a way of getting around it, but you have to keep it simple that it's just a receiving device with calls made from the app.

**Sarah Botterill:** [00:46:21] Chris, we've only got a few minutes left, but just, I think that's a really interesting point. And I just wanted to ask Julie specifically, actually given that you are caring for vulnerable adults, have you had to make any similar considerations around bringing technology into your homes and how have you addressed that?

**Julie Walker:** [00:46:42] I, I, if I understand the question, forgive me I'm not quite getting the volume, but we, we we've very kept all of our calls are encrypted anyway, so we keep everybody safe. Whichever we are only using commercially available apps and we tend to use [00:47:00] something like WhatsApp with the Facebook portal device.

But we make sure safety so important and we need to make sure that everybody's data and they themselves are safe from before interviewing people, calling into the homes to speak to their loved ones. Some of some relatives have purchased smartphones for their families and they phone in any time they want to.

There's no problem there. With the few of them getting out using the tablet devices, we have a schedule so that everyone has an opportunity to speak to their loved one, at least once or twice a week. So everybody knows where they're going to you know, when and where they're going to be able to speak to them.

Obviously it very much depends if, for example, the harm, it doesn't have any Restrictions from the local health authorities, then we're in that we're able to do visiting now, which has made such a huge difference to everybody. But obviously that changes depending on what public health, England [00:48:00] issues and what their government issues from the guidelines.

And then we revert to the. Contacting the person digitally, but also family members who live in places like Canada and Australia and so on. It's great for them because they can share to all the calls. So everything that we do really is just to make sure that everyone has as much access to one another as possible as simply and safely as possible.

**Sarah Botterill:** [00:48:24] That's pretty question. Thanks so much. That's perfect. We've got a couple of minutes left, so I just wanted to wrap up a little bit and just some next steps. So as I said at the start we will be sending out links after this, to the video recording. I consider we've had a lot of Q and A's coming through.

So I will look at those in detail afterwards and yeah. I think we'll write a blog post answering some of those that we haven't got through to today, Chris, and like say put the costs up and some links to to comp and to grandparent up [00:49:00] there. So we'll do as much follow up as we can. I just wanted to say a massive thank you to everybody.

Who's attended the webinar and also to everybody who's been a panelists and to Chris for helping me out, Chris, I think if we've got. Time for just one final quick question. If you've got one there,

**Sue Long:** [00:49:20] I think it's going back to what we asked that the safety question to George, but it's asking to Jeff because there's a plane issue coming up.

So Jess, can we come back to how you see it as a community, the ground pick your internet browser.

**Geoff, GrandPad:** [00:49:37] Sure. Yeah. It's obviously one of our most central concerns. So grandpa was built from the ground up with that in mind that the tablet itself and the software is all proprietary. It is based on Android carnival, but the actual operating system and the apps they're in are all.

Built by ground pot. So the devices and cannot be compromised in a way that a standard device can [00:50:00] the family circle. It, again, it's a, it's a private family network. We, that is accessible by a companion out either via a computer or a phone, which is password encrypted. We also rope in one of the family members to help with that as well.

So we make sure there's a human element. We call them. Family admins. And these people can admin the secure network of people to make sure that the right people are in that network. And if anybody needs to be added or removed, do they can do so. And then finally all of the contents that we have, or all of the connections that we make.

Are all on private servers with end-to-end encryption. So it's not published out there like a traditional social media network would be out in the private in the public web. So lots of steps I did. I probably didn't do it justice in three minutes, but there you go.

**Sarah Botterill:** [00:50:50] Brilliant. Thank you very much.

And thanks again to everyone for joining. Again, to all of our panelists What cha for follow-up survey for the [00:51:00] information with all of these devices and with any tablet, ability net does offer that support and advice as well. And the details of that will be is within the slides that we shared at the beginning as well.

So please do call us and get in touch if you need any support. We work closely with Both compound with grandpa as well in terms of providing specific support around that. So I'll end the webinar there. Hope everyone's enjoyed it and stay safe and keep hope you all managed to keep in touch with your loved ones during these challenging times.

So, thanks very much everybody.

**George Howe, No Isolation:** [00:51:37] Thanks. Bye. Bye.