**audio\_only**

**Caroline Laurenson:** [00:00:00] It's a really big topic. So this is really just a taster or for you. But what we wanted to to do was make sure that people had a good understanding of some of the underpinning things that you need to be aware of.

And one of those is your connectivity.

So you'll possibly already have internet in your home. And a lot of homes that we work in the wifi coverage can be a bit patchy. So it's good for you to have an understanding of, are there any problem spots? So if you were looking at bringing in the smart home sensors and technology, is there any areas where you would want to increase the coverage of the wifi in your home?

So an app that we use is the network analyzer. So you can put that on your mobile phone and use that to help diagnose if there are any issues and the other recommendation and advice that we'd have is have a look at your doctor. If it's an older one that you've had for a w hile,one up your internet provider because you may well be eligible for a free upgrade.

So speak to them and see if there's anything they can do to help them boost your signal and things. They can also offer extender and quite often they will do this for you for free as part of your monthly package.

And then the other piece of advice is just around. How do you position the router on the standard devices?

So sometimes you're at the mercy of wherever your sockets are. And so if that's an issue for you, then a company like ours can come in and change that to give you a bit more flexibility. And, and really you're, you're wanting to try and put it centrally.

So if you can put it perhaps in your hallway, so it links across.

So the different rooms in your home that that's ideal.

And if anyone needs any help with that, then we'd happy to answer anyone's request. So then the next thing is security. So I think there is You know, people, they get a bit nervous about bringing internet connected devices into their homes, because there has been a lot of stories in the news and Katie's got some fantastic slides there on this actually, but for our security what we really do recommend is, is looking at your passwords.

So if you have a device, okay. That is password enabled, make sure that you change the default passwords. So they may have factory settings. So you want to have your own unique password and it should be a unique password for each and every device. So don't use the same password across them, and that can get quite complicated to keep a chalk off.

So we really like using an app called last pass. So you can get this on your mobile phone or also on your web browser. And it's a really fantastic app that helps to generate unique passwords and store some for you. So it makes it really easy and you don't have to worry about remembering or writing them down on a piece of paper and losing it.

And then the second thing is about registering your devices. So quite often with these devices, they will have periodic software updates because they're, they're constantly finding like new security vulnerabilities. So if you have registered your device, then you will be notified if there are any really important updates.

And that allows you then to take action. So yeah, that's just two top tips there. We do have a blog on our website and if you click on the picture on this slide, when you get the pack, that will take you to the blog post with a bit more information around how to go about checking these things. And again, we're here.

If anyone needs any help. So then onto the next one had smartphone devices. The limit is your imagination in terms of use cases. So you can use them for a whole host of different functions. So some of them maybe more and. To do with your kind of basic utilities. So your heating and your lighting, some maybe more related to the entertainment side of your home.

So helping you to access your, your TV and your surrounding side and, and not end up having four different remote controls to, to control your your TV and your, your cinema sort of experience that you might have set up at home. And then also. Probably one of the fastest growing areas of the smart home is the security side of things.

So things like the ring doorbell have really grown in popularity and they give people peace of mind and, you know, the ability to accept parcels when they're not at home, they can check who's at the door without having to physically go to the door. So that gives you, you know, some, some protection, if, if you are worried about You know, people visiting on announced.

So with the security as well comes, lots of other sensors that can help to look at. Intrusions or all your window indoor sensors, these sorts of things are really useful. And on the security side as well, we find it's really beneficial, particularly for people with dementia.

So if you have a family member, a lot of these security devices can be repurposed to be used in a way that helps you to know, you know, when the front doors being opened.

So if it's someone who maybe. Unfortunately sometimes will and resolve and leaves the door open. Then that can give you an early warning sign that, you know, your loved one is potentially needing some help. So these sorts of sensors are. Really affordable and can give you a lot of peace of mind if you are catering for someone at home.

And so the motion sensors, the door, sensors, these sorts of things and they can give a lot of autonomy as well. So things like the lighting. You can control with your voice, which has fantastic.

 Or you can create like little buttons. So we use a lot of these just simple little button devices, or have to switch the lights off little button devices, and you can program them to do different things around the home as well, which has really useful if you are someone with mobility issues.

 Yeah, so, like I say, the limit is your imagination and we. The way we work is we would like to get to know you understand more about what your aspirations are. And then we design a package around that rather than it being here's a magic box of tricks and you just install it. We're here to kind of support you through that journey and help you to design the perfect home and vitamin.

Cool. So last slide for me. I think this one is was just a little bit of an intro into the different systems. So what, as I said, there's a lot of choice when it comes to smart homes. So the smart home devices, they communicate using different technologies. And what you'll find you probably need is a control hub that sits at the center of that.

So our main technologies that we use typically. Tends to be Zigbee. Zigbeeis our preferred solution. And the reason for that is it's actually built in as standard to the Amazon echo smart speaker helps. So it does make it a really affordable solution.

Hey, if you wanted to go for something a little bit cheaper as a ZigBee option, there's a manufacturer of Tuya does it slightly cheaper gateway. The other thing actually, that's just come out in the last couple of weeks is Zigbee, have what they call the Zigbee Alliance. And they were at the forefront of the connected home for IP initiative, which has literally an adjust. The last two, three weeks changed its name, very confusingly to matter.

So this new matter and connectivity protocol, the idea behind that, and I was to open up. Or to make it easier for the consumer to buy things and knew that they will be able to communicate with each other so that they and this new system called matter is that it will allow the people to buy devices from different manufacturers and not have to worry about worth it or not, they will actually be able to talk to each other.

And so we will walk and we will see how this pans, I believe that first devices with Matter built-inare supposed to be available for purchase later this year. We write a regular blog on our website, so we will definitely appreciate any more on this, where we hear about it.

So if you want to follow us yeah, that would be cool. And I believe we're now going to move on to section of the talk. So is going to tell us a bit more about our favorite device, Alexa.

**Sarah Botterill:** [00:09:30] Thanks ever so much, Caroline really informative. I don't know how you've packed so much into so few minutes. And I know there are lots of signposting towards the end of the slide deck, which people will receive after the webinar.

So without further ado, I will hand over to Robin who is going to talk through some of. The specifics of some of these devices, some of the assistive tech and how people can use that to Robin, take it away.

**Robin Christopherson:** [00:10:00] Thank you, Sarah. And thank you, Caroline. Really, really interesting. So yeah, I am going to be talking about what many people think of first, maybe when they think of a smart home, which is the thing that you talk to.

To make all the magic happen. I know that you can drive various smart home devices by apps, et cetera, but I'm definitely immersed in the smart speaker space. So that's definitely the first thing that I think of at the center of a smart home.

So I'll ask Sarah to do my slides, I think, cause I can't see just to let people know.

And I think there's a slide starting here with lots of information about me. So let's skip over that straight away.

**Sarah Botterill:** [00:10:41] I have skipped it Robin, but so we're on what is this smart speaker?

**Robin Christopherson:** [00:10:45] Absolutely. Thank you. So we've got a number of pictures here of smart speakers, the apple home pod, Google nest and the echo of course.

And what are smart speakers? Well, they're like your favorite virtual assistant in a can. Or a ball or some sort of shape. They come in lots of different shapes and sizes, but smart speakers. I'm sure you don't need telling are those things that you can talk to just, you know, talk to the air. And they'll answer.

And if you've got a number of them, then often one in another room will answer instead of the one that's right next to you. But that's just a quirk of how the smart speakers kind of inter operate at the moment. But they're being developed all the time. They're being updated all the time. You don't need to worry about the software in them.

You don't need to worry about reading a an instruction manual or anything like that. The idea is that you should just be able to intuitively ask something. Of your smart speaker and hopefully something useful or informative will happen. Say if we move on to the next slide, what are they used for?

Many, many different things, certainly controlling your smart home devices is at the center of what we're talking about or what we will be talking about today. Or have been as well. I'm actually going to concentrate a little bit more on what the smart speakers themselves can do. And in particular, their accessibility features because.

If that's going to be a primary way of interfacing with your smart home, then it's really important to know that it itself can be made inclusive because people come in different shapes and sizes. And we have a range of impairments for me. It's vision and hearing increasingly. Rather worryingly, but anyway you know, so we all have requirements to help us you know, that we need to overcome to be able to use technology and hopefully smart speakers are very, very inclusive.

So yeah, we're going to touch upon some of the things you can do with your smart speakers, but first of all, let's look at what you can use, sorry of how you can use your smart speakers effectively on the next slide. It says, who are they for? Everybody, absolutely. Everybody, regardless of age you know, there's no kind of hurdle to knowing how to use these devices.

You should be able to just talk and have them helpfully give you the information that you want or perform the task that you want. But particularly with disabilities, you know, We need to look at how they can be customized so that you can get the most out of them, but they're absolutely for everybody particularly for people who would potentially find other technologies complicated to use when it comes to a smartphone, for example, they are.

In the, on the whole, much, a much simpler proposition than a desktop computer say if you then look at a smart speaker, that's another whole level up of simplicity where you can just ask it intuitive questions, et cetera. So it really are for everybody. And as we'll find out in a second, you don't necessarily need to be able to speak for example, or even here.

So let's have a look on the next slide. Speaking and hearing. So let's quickly talk about some of the some of the features that are built into say the echo, which is my area of particular expertise. Very, very flexible, a very, very inclusive family of devices. Even if you can't speak or hear properly.

So closed captioning, the echoes with a screen, the echo spot, the time at all bedside kind of clock with a little circular screen. I don't even know if they still sell those. They weren't that popular, but certainly echo shows that do have a screen are very popular. And when you're running videos on there from YouTube or Netflix or Amazon prime, then you can run captions as well, which is obviously essential for people with hearing impairment.

Alexa captioning is the next item here. And this is where, when she talks to you in response to your question, then all that she says will come up on the screen as well. By default, that doesn't happen on an echo with a screen. So you would need to turn that on in the accessibility settings. Alexa captions means that everything she says.

We'll also be put on the screen. Often she puts additional information on the screen. So if you ask for the weather forecast, she'll put a nice little summary, a graphical summary on the screen. But with this Modan, she'll tell you everything in text, on the screen, as well as speaking it out. The next item here, tap to Alexa.

This is new, relatively new and really, really important. It's for people who can't speak at all. And there are a number of titles on the screen where you can get quick actions, music, weather news, for example. With a single tap, you can get that functionality straight away. There's also a question mark, for being able to access a keyboard and onscreen keyboard for typing in specific commands that other people would speak out loud.

And you can save those as quick tiles as well. So you're actually able to use your echo show entirely without talking to it, which is absolutely fantastic. Calling and messaging without speech. Again, you will get transcripts of messages, for example, up on the screen. Is really, really important viewing context on the screen, which otherwise you would just by voice call up, you know, call a mom or whatever it might be.

 You can actually bring the context up on the screen and you can scroll through those. You can have favorite context, et cetera. So it's just a quick way of calling people and having the transcripts made available. If we move on to the next slide vision. This is another really nice set of functionality.

Color in version is what it says on the 10. It will invert white to black you know, other colors quite strangely. So, you know, red would go to. Blue, I think, and or red to green, blue to yellow. I can't remember. So images will look quite strange, but at least text you know, black text on a white background or be inverted to make it really easy to see.

So there isn't a smart invert, like there is on your phone, your iPhone, for example. But there is the ability to invert colors, which is really useful for people with you know, who would find it high contrast, really useful. The next one, color correction, loads of people out there have color deficit conditions, red, green, blue, yellow, et cetera.

And it can take those colors and it can tweak them to ones that are. You know, avoiding those color combinations. So that makes it much easier for people with common color deficit conditions, to be able to see the information on the screen, more easily screen magnification does what it says it can block, you know, you can blow up the text on the screen, you can pinch to zoom, et cetera.

 So that's a really, really useful feature on echoes with a screen. You probably want to go for the echo show, eight, eight inch screen, or the 10 inch screen to get a nice big viewing area. If you're going to be using magnification voice view, that's what I would use as a blind person. Just ask the lady to turn on voice view, and then your device will be talking to you and you can access the information that otherwise would just be visually presented on the screen.

And for things like weather forecast, et cetera, those images should be labeled and we can access webpages and all sorts of functionality via that voice view that built-in screen reader as well. Show and tell such a brilliant feature for echoes with a screen. They have a camera as well, and you can just hold up a product.

I would love to demonstrate it, but you know, this is a kind of a whistle stop tour today. But by all means request a more in-depth look at some of these features and we can see if we can schedule that in the, not too distant future, but yeah. Being able to. Pull the product up to the camera. She will guide you about how you can hold it in different orientations until she can see the text or a barcode and have that spoken out to you.

So you don't put, you know, dog food on your, in your casserole is that of chopped tomatoes or whatever it might be really, really handy for all products and texts that you can have scan. Then if we move on to the next slide, Let's now talk about skills. You guys know what skills are actions on the Google home, Google nest skills on the lady.

There are many, many more skills than there are actions.

Something like 60,000 here in the UK, double that in the U S skill store. These are basically apps similar, similar to apps for your smartphone. These are on your smart speaker. And the brilliant thing is that you can just say, A lady. Open such and such a skill that you'd heard about, and it will enable that skill and make it available for you from then on.

So yeah what we've got here on the screen are two logos of podcasts. There's a daily podcast called doctored up that I do. We're up to episode 1,585, and we've never missed a day. And we haven't even scratched the surface with the skills that you can do on your echo. And the other one, there is the echo show and that's a weekly podcast.

We'll talk a tiny bit more about that in a second. So there are so many skills we really could do a whole day. On those, we've got a couple listed here, games really, really useful. Ask your A lady to play 20 questions. Just do that. If you've got one in your house and you will be blown away just ask her, what are your top games?

What are your top quizzes? What are your top travel skills? Discoverability has really improved in recent months. We've got open bin calendar. As an example, here, there are just so many very practical Skittles. This one will tell you once you've programmed the dates in, you know, what the next one is, whether it's a green bean or a gray bin or recycling or whatever it might be.

So that's just a specific example. We could talk about loads of built-in functionality that can remind you about things as well. But we're just talking about third party functions here. Family notes is a really useful one where you can leave little virtual post-its for all of your family and they can pick up those and you know, you can assign them to specific people, et cetera.

So that's a really useful one as well. Try family notes. We've got my tuner radio as an example here, Q and N is the default radio and podcast player. But it's had a weird thing in the UK recently where a court case meant that you can't get any international. Radio stations and that's ongoing. So that's pretty much broken tune tuning for people that like other radio stations and they certainly do.

 So my tuna radio is one that I would use. So just ask my Tuner radio to play NPR, for example. And you'll get that. We've got an example of Netflix here to play the crown Judith. My wife really loves that show. There are other ones, obviously there is YouTube on there. Facebook videos, Amazon prime, of course, et cetera, et cetera.

We could go on really good for bringing up videos by voice as well as big sky. Again, you know, we know we can open big sky light, we can open other skills, but to be able to say, ask. Then the name of the skill. And then the thing afterwards that you want to specifically know about is a really good shortcut and most skills support that, where you can add something on the end of the invocation and you'll get straight to the info that you want.

But Big Sky, I think is much more. Accurate for our local weather here in the UK, because the default provider for the echo is I think weather.com, which is I'm sure great for the U S but not so accurate here. There's met office skills as well that you might want to have other cat too, but big sky is brilliant.

I get them onto the next slide. And where of times are I. So shameless plug to finish off for the echo show. I have a huge amount of fun with Shaun Preece. Another visually impaired echo enthusiast each week. This is an hour long show comes out every Wednesday and we deep dive into skills and built in functionality and we rate them with our thumbs.

So please do have, you know, check out the echo show. We've got the RLS. But if you just search for the echo show in the podcast platform of your choice, obviously you can ask the lady as well for Dr and for the echo show, but it helps to put the word podcast on the end, just in case she plays you some music instead.

Okay. I'll now pass back to Sarah. Thank you. Okay,

**Sarah Botterill:** [00:23:56] thanks. Ever so much Robin loads of really useful information there. You called it a shameless plug, but I highly recommend the podcast has loads of useful information in there, and I'm sure people can see that from just listening to you today. Whistle-stop tour lots more to explore. And as I said, just to reiterate, there are plenty of links at the end of the slide deck.

But without further ado, I would like to pass over to Katie in east Lothiand then we've got quite a lot of it, a big Scottish contingent today. And I'm glad that Katie is part of that. She's going to be talking to us about a specific project and the work that she's been doing and just building on what the other speakers have said about.

Yeah. Where this can actually be applied. So I'll just move on. So can you tell us just a little bit about yourself and your role and where your interest in smart tech has come from?

**Katie Harrison:** [00:24:51] Yeah. How would I follow on from those two amazing presentations? Thank you guys. That was great. And yeah, I'm Katie, I'm a specialist occupational therapist working in east London and central Scotland. And my background is in dementia. Haven't worked. And this area for about 18 years and they laterally I have carried out a more strategic role within a tech development post as a secondment, some know, working back as an OT, again, aim on I'm a 11, the mix of doing service development along with seeing people am with my smart tech OT hat on.

It's just a really nice balance and works really, really well. So our smart tech journey, it began back in 2015. When I worked alongside my OT and physio and care colleagues we looked to clear a joint space or a joint hub, and we all had a different strands. So mine was the smart tech technology side. We have the tailor care element and my OT and physio colleagues were keen to develop that on assessment clinic. We tried. And visiting different areas in Scotland's aim and tried to porch ideas from other royalties who had already managed to say, aim the room smart. So to cut a very long story short, our housing department actually offered us our three bedroom, an ex-warden's flat within the shelter, housing complex.

So it's this we've used to develop our what we now call Wellwynd Hub. We offficially opened that November, 2018 . And my link with ability net came through a linking them with Chris glance. And we've just had lots of partnership working from there. Hey man, I see people within the smart house and then often I will refer on to your ability to knit and who will be able to help the person actually install things with within their home.

**Sarah Botterill:** [00:26:45] That's brilliant. So you're actually really doing it. Aren't you and learning it as you go. And I've got some slides here which will just bring some of that to life for us. So yeah. And what you've learned and how you're doing the project. So I'm going to hand over to you now and just shout at me for next slide, please.

**Katie Harrison:** [00:27:02] Okay. Yeah. I guess having the, the, the. The smart house aim or Wellwynd as we call it aim as been great because it's given us a safe space and an area that we can safely test devices and work out the positives, but also the negatives around them aim before that. I've always had an interest in technology.

 And in my own house, I at, along with other staff have bought them, the devices, set them up and tests that, but it's actually been really good as a partnership that Amy slowly enough recognized the potential aim on.

As I say, we've created the space safe space now. So as an occupational therapist, for me, it's all about using the technology creatively aim at somebody, looking to support somebody, meet their own goals, carry out their activities of daily living, support them to do a task.

And really I'm trying to maintain their independence for as long as possible. It's all about working with the person on their family to establish what's important to them. So that's the first thing to do is figure out what outcomes are they trying to achieve. So it's about looking at the person's physical and cognitive abilities and the challenges within these ads.

And then once this bitsfigured out. So by working to match the technology to the person I'm on, I think this has already been picked up on by Caroline and I am. It's not about the actual equipment and the devices. It's often about doing it back, back to front a M.

It's so I take my referrals from my allied health professional colleagues.

 As I align to the rehab service and my, my telecare team colleagues I am this means I can see people with a wide range of conditions, ages and take the referrals, ally, the, meet them at home, or make an appointment within our smart house.

Working within smart tech and with alongside the telecare team means that when actually able to mix the technologies and it's not about one or the other smart tech, I almost see more about the preventative site aim and telecare is Your more, maybe higher rains aim, high risk sensors. They've got great battery backup. And obviously they've got the 24 hour contact center. So an example of them complimenting each other would be perhaps using an Amazon Alexa as a preventative to remain somebody to turn the off and off, turn off your cut off.

But if that's feels, cause if maybe wander to the other end of the house and maybe watch Cody and they didn't hear or see that remainder, then your tele, care's going to pick up AME and detect that actually something's wrong and it needs to be escalated to the next level. Can I have the next slide please?

 So moving off my job, we thought it would be quite helpful for me to share some of the benefits that I personally find most useful. So we'll go back to the smart speaker again, which has. Well from quite popular this afternoon, and Robin and Caroline have already shared lots of great examples on how to use that, but particularly around the memory aid as a prompt, I feel we can add such huge value.

And that might be for somebody that has made many problems.

They may have dementia, or actually like somebody like myself, a busy lifestyle, and just use them more as a, as a personal assistant. So the speed can be used to orientate. Same to the day the dates, the time the weather I am. The shopping list feature is a great, great, great feature.

 While you're cooking, your hands are covered in goodness knows what, and rather than trying to find a less to write its own, you can actually voice command that and it will pop it onto your shopping list. The other great thing is that information pools through to the Alexa app. So if you, or your relative has that app on your phone, when you're right in the supermarket, then you've got that information there.

And I find that it's a huge help and in lots of people I work with do as well, because we could spend a day just writing a less and nine times out of 10. If you're anything like me, you'll leave at the bottom of the stairs and forgot to take it with you. But the one thing I won't forget to take her as my phone. So it's not just about shopping lists. You can create your own lists, you can do it for anything you like. It might be a visitors less, that might be a to-do list. You can name it, bespoke to whatever you would like. Medication prompts or reminders. It might be a one-off or perhaps a regular, a prompt. And then the smart house we've been quite creative and LinkedIn, the Amazon Alexa buttons, aim so when the person has prompted and reminder to take the medication. They hit that button, which pangs on alert through to the family member through the app to let them know a preset message with which might be it's all key. Mom's harder. I've had my tablets or, or whatever you want to tailor it to. Em. So remainders timers.

Alexa, turn the cooker off in 10 minutes, or it might be a weekly remind me to take the bins out every Wednesday at 10:00 PM. As we've already heard, these prompts can be added through the speaker by your voice or within the app itself. And for me, I find that this brings huge added value to families who maybe aren't that local or to give the person a little bit more independence.

We find that family inputting that information into the app to come out of their relative same smart speaker as a prompt. Without actually having to visit them to write a hundred notes or pop on the calendar or without having to call them next slide, please. Okay. Continuing with smart speakers again, and we have another Alexa product here and the echo show.

 And I have to see this as one of my personal favorites. I think that huge added benefit to this is, is, is the visual aspect to it. So the face-to-face video calls, Hey, I'm the photo display, which I think from an isolation and keeping people engaged and connected with family and friends, particularly over the last year has added huge benefits.

You can use it to see who's at your front door. It'll display your calendar, tell you what you've got on for the di tell you what your remainders are and unsure you them actually on the screen as well. We find that using this device say possessions in the kitchen beside your aim by sight or cooker, it will give you that visual reminder as to when to take your, your meal out of the oven.

From a rehab perspective. We've already touched on using it for YouTube, but, but for me as an OT, I it's about potentially using a YouTube videos to build up somebody's skills or confidence. It might be around making a pot of lentil soup. So for recipes, it might be state by state on how to see make a cup of tea or any specific task.

Okay. And last but not least with this one I've heard of people using the Echo Show or an iPod actually for what they call digital dining. So one person would have their device set up a new room, dining area and they'll cook a meal and connect to the friend or relative who could even be few hundred miles apart.

 And they'll actually have eating together. And what we find is actually it motivates people to prepare a meal and. But they might often not bother about, or just have a quick snack. So it's bringing that real social aspect back into, to eat. Say, I am onto the next slide, please. I could. Talk the hind leg off a donkey when it comes to M different devices.

 And obviously today we don't have much time. So I thought it was important to even consider how to maximize the engagement's aim with these devices. And often people, I think maybe don't think this through fully enough.

So some tips are around thinking about where the actual device is placed in the home.

So it needs to be an and you're short, or if it's the show, it needs to ha to, to be an in eye shot think about how the pit personal engaged with the device. Will this be through voice commands?

Will it be through remote set up?

From the family, perhaps on here, you'll see the little speech bubbles.

We've actually recreated these within Wellwynd our smart house and got them around the property. And that acts as a remainder of how to see the right commands in the right order, in the right way. And that often improves the interaction between them. Think about who's going to purchase it. Who's going to say to up, there's lots of support on lane sane and aim for me, it's about signposting to ability net who are able to, to visit and help the person say to up aim.

And we've heard about same different fact sheets, aim available with availability net and online as well. I remember that one, setup, the family, aren't able to operate the device and push the information and things out via the app remotely. And that takes a week the need for the person themselves to actually have to get to worry about or I wouldn't know how to, to do that with the device or, or they maybe don't feel confident with that.

. And I think this is a big thing is that practice makes perfect. And also it's important to have a little bit of patience and a wee bit trial and error, and to build the person's confidence with it. And next slide, please. Ethics and security. We've already touched upon this already, so I'm not going to go too much into detail, but I think it's really important to consider and discuss the implications of certain things and features particularly around the use of the drop-in function and feature, which basically means it's an inter comb.

 Between two devices and the person at the other end, why when somebody uses this feature and it fits it, enabled it, the person does not have the ability to decline the call. And for me within sessions, when we talk about draw pain, it's just having that open discussion. Whether both parties feel comfortable doing that, and there's lots of information out there to help gain discussions and, and things to consider.

To make sure that actually everybody's human rights are, are considered. And next slide, please. We've talked about the security, a bit about reliability and connectivity aim, and Caroline's already given a really good overview to that. So I think we could maybe skip this one, seeing as we're still pressed for time .

As you can probably tell I'm really passionate about technology. And then as I see, I could talk about it forever aim. It's just what I love to do. And I feel that I'm one of the really lucky ones that are able to be doing this as part of my job. And for me as an OT though, it's not about the technology and the equipment per se.

It's about how people use it and access it. To help them keep independent and help them meet their goals. I think in the future using technology creatively, well, we'll probably just become part of the norm, just what we do, hopefully. But I think as an OT, it's definitely another tool and within our, within our toolbox, thank you for listening. ,

**Sarah Botterill:** [00:39:38] thank you so much for that. That was really helpful. And I think it ties together a lot of the strands that we've heard about today. And definitely it's not about the technology, it's about what it can do. And I think there've been some, all three have been fantastic examples of that. So I'm delighted that we have got some time there for some Q and a, and I can see that the numbers.

Have been going up and down. So I know some questions have been answered, but just invite the panelists back and hand over to Chris to see what sorts of questions we've had coming in. And if there's anything in particular that people have been asking any trends or anything, Chris.

**Chris Grant:** [00:40:19] Yeah, no, definitely.

Yeah. There's been some really great quick questions. Some we've launched in chart. Some that I'm going to come to the palace, but one of the big ones I think that we should come to first one was from Paul Clayton and he said, I want devices needing internet access as a contingency for down team or Richard problems with the good news is on that say, yes, that is.

 Many service providers, Paul, and are now providing a 4g equivalent of your electrical is down at box up straight away. And it's quite clever. I know there's, you know, without naming search providers, there's two internet service providers that offer this at the moment. And something that Katie may have come across in, certainly Thompson Carlene and may have also come across is that Certain service providers watch the recommend the customer to switch to B C I've product, our business product, shall we say which can be actually cheaper in the long term, but you get something called critical keto annoying, which means you get a six ever response teams that are waiting a couple of days.

Again, you know, we always say to people, you know, think about it. This kind of thing that you know of internet is, is so crucial and you couldn't live without it. Do you need that kind of next level? And I'm going to come to Carlene and Thomas for this next one. And I know you, you answered this kinda generally on the chat, but folks, if, if you're not able to use smartphone, is that a simple way of kind of using a smart device other than doing it through your mobile or.

So your, your tablet.

 **Thomas Laurenson:** [00:41:55] I suppose that, that almost a vague question that depends on the smart device that you're looking to use it just kind of a, a cop out answer, but I've been posted our voice assessments and things like the Google homes and Amazon, Alexis, and things that, so you can use them through voice there's other ones that instead of using an app on your mobile phone, you could use the PC or. Or something like that to control it. So there's,

**Caroline Laurenson:** [00:42:26] and a lot of it can actually be kind of preset up. So if you're looking at fitting this in for someone there's a lot that you can do to set up so that they don't really have to worry too much about them all. For and the app side of things.

I talked about it, the little buttons, and actually Katie touched on them as well. So you can actually program buttons to do all sorts of different actions for you, which means that if frees up, you know, if you're someone who has you know, your dexterity is not very good or your mobility's not very good. Then you can set these sorts of things as well. And there is actually a new app as well, come out called voice it. And we're actually hoping to do some testing with an organization that I, I do some work with.

And what voice it does is it helps to translate. Speech. So if you were someone who has a speech impairment or maybe you've had a stroke or something like that, and your speech has been affected, then what voice it does is you can train it to be able to translate so that something like an Alexa device could then understand the commands that you're giving it.

 Yeah. So we're quite excited to do some testing with this new voice app. So, if anyone wants to check that out, it's called voice v O I C E I T T

**Robin Christopherson:** [00:43:43] addition as well, to what Caroline was just saying. So once you set up the smart device, you know, the smart speakers which, you know, would require an app on someone smart smartphone, then assuming that it's a, you know, family or a friend.

They could do that. And then, then walk away as Caroline says, and that will hopefully remain set up just the way you need it, but you can then support them remotely as well.

Using that app. If it's the echo family, for example, then set them up with a different Amazon account and make them a family member of Amazon family.

And then you don't have to you know, share the same contact list or music playlist, or, you know, they can't buy stuff from your Amazon account, et cetera. So Amazon family is a really good way of being able to support people remotely without having to share the same Amazon account, which can have problems.

**Chris Grant:** [00:44:37] BRILL. Fine. I'll come back to you in a minute, Robin. Cause there's, there's a, quite a good question here. And Katie, we're going to come to you and I know we've only got four minutes but Katie's is do you work with with the environmental control services. The total then NHS cause environmental control is something that's becoming more, a part of the NHS.

**Katie Harrison:** [00:44:54] Yes in because I'm in Lothian, East Lothian we have a fabulous environmental control service based within Edinburgh that cover that area. So I, and, and I, that was my era. I should have actually added them in with the partnership working alongside the telecare team, because I think I talked about smart tech being quite preventative, then tele care, you're more robust, high-level high or low risks situations. And again, up on top of that, I would see your environmental control service, but I think it's about them all working together. Saw Neil Scott who works with our service. We we've done a couple of joint visits to try and look at same using their technology theater equipment and devices to control the Amazon Alexa it's in our experience, it's worked better with that than it has with, with the Google home aim. So yes, very much. It's it's about pulling all those strands together. No,

**Chris Grant:** [00:45:56] Robin I'll come to you with, with the last question and amount of new, when it comes to tech also non-internet connected services and products. What do you think of it kind of, is that any good ones you would recommend?

**Robin Christopherson:** [00:46:11] Thanks. Smart. What the smart home related?

**Chris Grant:** [00:46:18] Well, it says general kind of services and products. The genes, you know, there are known internet connected services and products, so they kind of let's look it up from across a digital perspective.

**Robin Christopherson:** [00:46:30] I'm struggling here. It depends what you're after. I mean, there's a lot of you know, entertainment. There's a lot of apps on phones, for example, that are good for anxiety. Calm, for example, Headspace, there are, there are lots that run locally, you know, obviously. Well, yeah, you have to get the app onto your phone in the first place.

I really I'm struggling with that one. Most things call home to the internet from time to time. Anyway. Hey, sorry,

**Katie Harrison:** [00:46:59] Katie. Well, I was going to say I, again, it very much comes back to yeah. What is it you're trying to do with it and not perhaps running the smart home side of things or, or maybe a little bit, but sometimes I actually find me, we tend to get caught up in going to high tech and, and when actually what you need is a little battery or plug in device.

With a PIR on it that costs a pound, as opposed to you Phillips hue hub with all your connected devices saw that for me is sometimes about going level. And that's your best solution as opposed to up up top pains. High-level and that's where it comes back to that. But as I see, what is it you're trying to achieve?

What, what do you want to do? Get that bit right first and name work, the technology behind it.

**Chris Grant:** [00:47:46] Grant I'll hand back over to Sarah then as we're coming up to just hit two o'clock.

**Sarah Botterill:** [00:47:51] Thanks so much everybody. I'll just finish by thanking our panelists. I think it's been an amazing session. It has felt like a whistle stop tour.

If I just click forward, there are so many links here at the end, which everybody will receive, please do have a neck. I also hope. Everyone turned their smart devices off before the webinar. Otherwise I'm leaving, getting lots of additional messages. Thanks to Robin for saying that a word quite a few times for the AA lady.

 But yeah, it's, it's such a massive growing area. So much potential to support individuals. To empower people. And I know that ability net and TL tech and KTL, or very, very willing for questions. I'm just flicking through some of the resources here. Yeah. I'm on screen. So there's loads of resources has lots of contact information.

Please do get in touch. And thanks again, everybody who has attended yeah, thanks very much. And I'll just say goodbye. Thanks everyone.

**Katie Harrison:** [00:48:58] Thank you.