

Case study 2

Care Home Manager

Do you feel confident in promoting digital tools to your service users? Yes, with the correct equipment it is an easy seamless process. I am much more knowledgeable about what accessible technology is available and what can be used with residents I work with.

Do you feel confident to be a digital champion and promote the use of digital tools to colleagues? Yes, I have seen that people are very receptive. Now that I have increased my knowledge (as a result of attending the course) I feel able to discuss opportunities with colleagues. Colleagues who previously would not have thought to look at digital options are now doing this.

What do you think are the main benefits to introducing digital tools to your service users? The residents have developed skills in use of technology and have been able to keep in touch with family and keep doing their activities. This has had a huge impact on both communication, engagement and morale during the pandemic when visiting has not been allowed.

What was the most important thing you learnt from the course? That the care home residents are able to gain new skills, they thought they would be too old, but the course proved them wrong. We have all realised that age is not a barrier - there are many options out there that can be easily introduced and can have a huge positive impact.