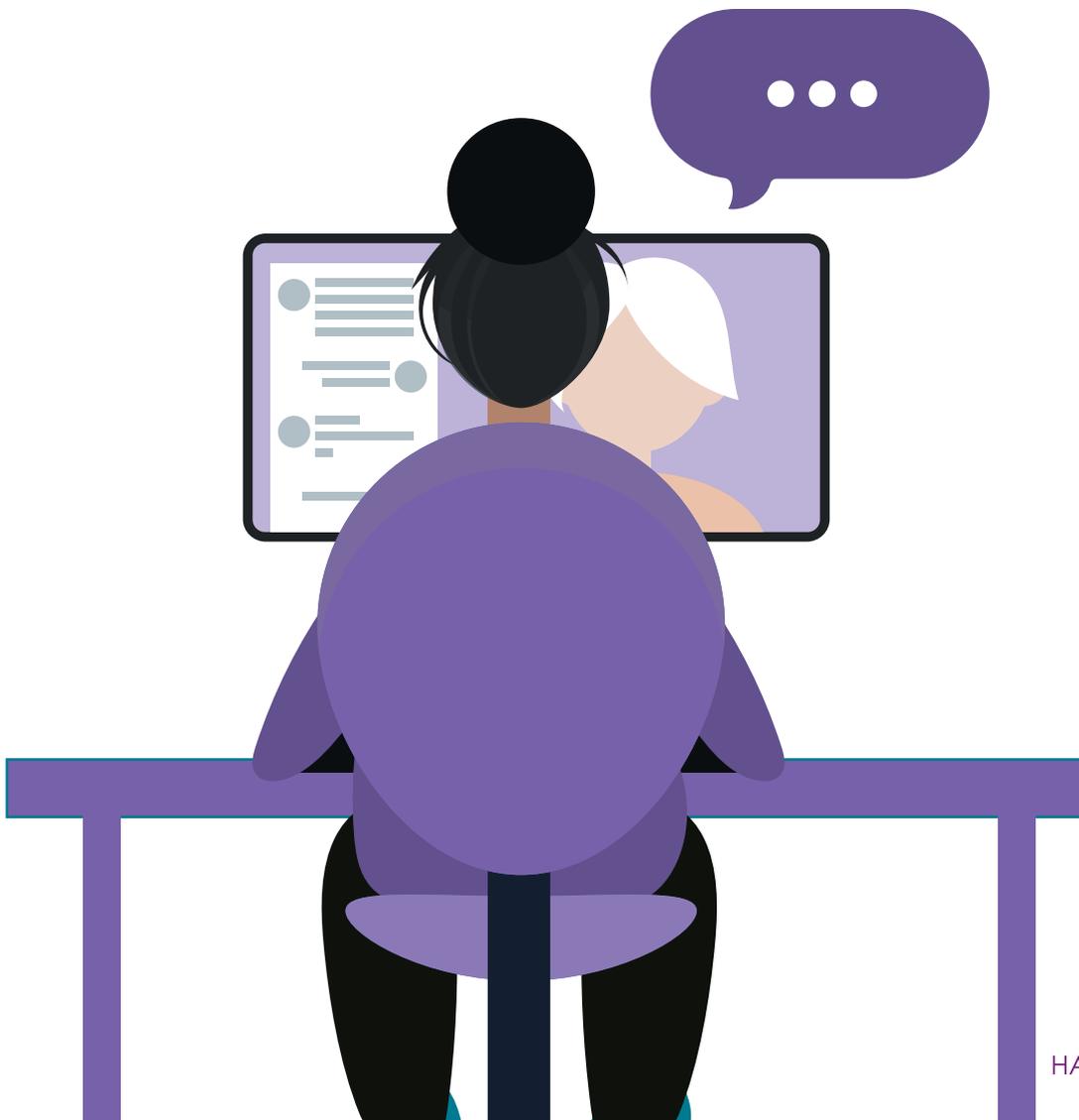




# Helping people you care for to have video calls



**This guidance outlines key points to think about and get right when you are supporting someone with a video call. The video call might be for personal, social, recreational, clinical, or caring purposes. As a care provider, your role is to ensure that the person has the best interaction possible.**

When you are considering a person's care plan, think about the potential for them to use video calls. Taking part in a video call is a personal choice and consent must be sought on each occasion as best practice - it is not suitable for everyone, nor is it appropriate for every situation. You need to take account of personal circumstances, and privacy and confidentiality should be maintained so that others cannot overhear or see the call.

The Near Me video consultation platform has been used extensively for clinical appointments during the 2020 pandemic, offering an effective alternative to in-person appointments, visits and meetings.

You can support someone to have video calls to:

- connect with family or friends
- have a meeting with a care manager, social worker or other professional
- attend an appointment with a clinician or healthcare professional.



## Preparing for a video call

### General principles

- Someone might choose to use video call and you should support this if they have capacity to provide consent. They might need your help learning to use the equipment.
- Agree and prepare in advance any additional support they need and identify the right person to provide it (for example, carer, family member, advocate).
- Find a good location for the call - as quiet as possible and with enough lighting to see and be seen. If this is a shared area, ensure there is a booking system in place to ensure privacy.
- Make sure the wifi or connectivity is good where you plan to have the call.
- Ensure equipment is appropriate for each person.
- Have a practice call with the person so they are familiar with the device and how the call will work.
- Test the equipment regularly and check everything is working ahead of each call.

### The person using video calls

- Is using video calls in their best interests?
- Ensure people are comfortable using the technology and practice using the equipment beforehand if possible.
- Obtain their consent to use video calls.
- Agree their support needs in advance of the call, and establish who is the best person to provide that, for example translator, signing, family/advocate/staff member.

- Ensure people have enough information to make the call successfully and as independently as possible.
- Identify any limitations and share these in advance with the other party on the call such as a clinician or a care professional.
- Ensure people can make their wishes clear and support them to understand the information they need to know.

## Workers using video calls

- Make yourself familiar with the video call device and software, follow any training and instruction manuals, and practice using it with a colleague.
- Make sure all the equipment works and you are familiar with the basic steps to take in the event of technical difficulties.
- If you have a selection of devices available, pick the one most suitable to the person's needs, looking at things like screen size, support stands and so on.
- Put a system in place to ensure any devices are always fully charged.
- Put an effective booking system in place if sharing devices.
- Make yourself familiar with the infection control policy for using the devices and follow it.
- Complete any training that is available to build your skills and confidence to support people with their calls.

## Before the call

- Make sure the device and any peripherals (mic/earphones/stand) are cleaned before use.
- Ensure the person is in the most suitable location, ready for the call and has the agreed support in place.
- If a staff member (or other who is undertaking a supporting role) is waiting with the person before the call, ensure they have time to do this and will not be disturbed.
- Agree the role of any extra person and make sure this is explained to everyone taking part in the video call.
- Have relevant details to hand (such as appointment notification and telephone number to call in case of technical difficulties) if appropriate.
- Ensure the light source is behind the camera and falling on the caller's face so they are fully visible to the person at the other end of the call and make sure the person you are supporting knows where the camera is.
- Remind them that a slight audio delay might happen so wait to receive comments or responses from the other person.
- If a staff member normally provides detailed information during an appointment, ensure you have appropriate notes to hand.
- When you are setting up the meeting, ensure there will be privacy and confidentiality during the call.



## During the call

- Staff staying for the call should ensure they will not be disturbed during the call.
- Ensure the person can see and hear the person they are calling.
- Introduce everyone who is present at the start of the call.
- Ensure only the agreed support is given and avoid interruptions for anything other than technical issues.
- Before ending the call, ensure everyone is clear about next steps and any follow up.
- Ensure any notes accurately reflect the agreed care plan (if participating in a call this needs to be recorded).
- Provide support to end the call if needed.



## After the call

- Support people to move to an area of their choosing.
- Provide any emotional support that may be needed once the call is complete.
- Ensure all equipment is turned off.
- Follow infection control procedures for the equipment and the meeting space.
- Update care records.
- Book room and equipment for follow-up calls if arranged.
- Ensure any confidential information is removed from the device.
- Maintain confidentiality.



## Good practice

It is good practice to have a standard process in place for video calls. Use your experiences of setting up and supporting calls to ensure that your process improves with experience.

Sharing your experiences with your colleagues helps everyone to provide the best support to people experiencing care in your service.

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