

## **AbilityNet – Supporting people to be able to use digital technology.**

In current times our patients and clients find themselves having to rely on digital technology more and more, however not everyone has the confidence to do this.

**AbilityNet** is a UK-wide charity with a 20+ year history of promoting a digital world accessible to all. They work with older and disabled people to help them make the most of their devices whether it's a laptop, tablet, desktop or phone. The team of friendly, DBS-checked volunteers can offer support for making the devices work best for individuals and there are around 20 volunteers aligned to the Grampian Region. AbilityNet have contacted NHS Grampian and each Council and H&SCP in Grampian and have outlined a willingness to be referenced by NHSG/ H&SCP services for signposting those patients, or their carers/families, who might need support to learn how to use a digital device such as those who would struggle to know how to make a video call.

### **Eligibility**

- Anyone over the age of 55
- Anyone with a disability/medical condition or
- Anyone that looks after anyone in any setting- ie care home staff, carers.

### **Contact and Getting in Touch**

There is a telephone **Helpline** which is manned between the hours of 9am- 5pm Monday to Friday – **Tel: 0800 048 7642**

Send an email to [enquiries@abilitynet.org.uk](mailto:enquiries@abilitynet.org.uk)

Or individuals can complete a self-referral form via the **Website: <http://www.abilitynet.org.uk/>**

Once a request has been raised it is passed on to a local volunteer who will be in touch with the individual.

Some examples of support available are :

- Online shopping
- Internet safety
- How to stay connected to friends and family ( Facetime/ WhatsApp etc.)
- Finding your way around your device – how to make a phone call /video call or simply log onto the internet
- Accessing puzzles and various online activities
- Supporting access to deaf or partially impaired individuals

As well as servicing individuals in the community **AbilityNet** can also support organisations as Digital Champions and have buddied up with many organisations including Connecting Scotland. GP practices may wish to add a strapline to the Near Me or eConsult section of their webpage with details of this impartial charity that patients can be signposted to at this time should they perhaps seek digital support also.

Attached is a flyer that gives a quick snapshot about **AbilityNet** and contact details. NHSG are not specifically endorsing or recommending this organisation, but simply offering it as a potential signposting opportunity for services. It's also worth noting at this time that all support provided will be virtual.