Top Tips for Tricky Times: Helping care home residents with dementia to use video to communicate with their families



Image and sound: Using video (e.g. Skype, Zoom, FaceTime, WhatsApp) can work well. It helps residents with dementia to connect with family – the extra clues of body language help the conversation.



2)

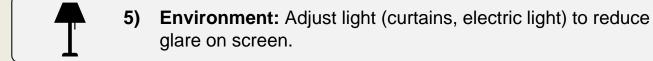
Reducing isolation: It can help residents feel more connected, less lonely.



 Support and timing: Residents will need support to use the technology. You may not have enough time to do this – allocate staff set times to support different residents.



A cover on tablets makes them easier to hold and clean.





Presentation: Ask family member *before* the call to have light on their face (not behind) for a clear image.

7) **Sound:** Turn on the loudspeaker to make it easier to hear.



Anticipate technical problems: Inevitable glitches (sound /video freezing) can raise stress levels. Plan for times when the resident will be calmer and not tired.

9)

Note how residents are after the call and if they seem happy or more distressed/confused. Not all residents will like the experience. Include comments in their care plan.



10) Remember: Some relatives may not want to do this as they find it too emotional.

Anne Killett and Ann-Marie Towers. 28 May 2020 Top Tips for Tricky Times. Work supported by NIHR ARC East of England, NIHR ARC Kent Surrey and Sussex NIHR. The views expressed are those of the authors and not necessarily those of the NIHR or the Department of Health and Social Care.