

Basic Digital Skills

Current Hobbies

Online Safety

Smart Assistive Technology

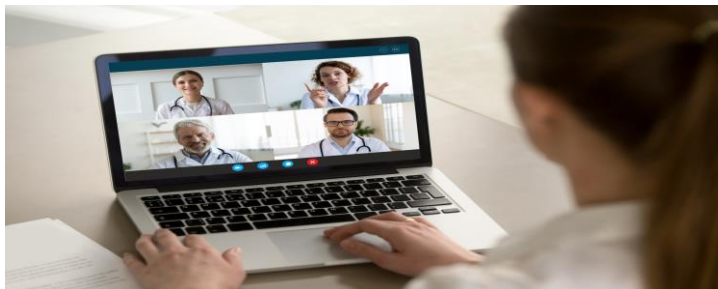
Communication Tools

Order Prescriptions



Royal Borough of Kensington & Chelsea and Westminster Older Adult Mental Health Social Isolation Digital Inclusion Project

The Kensington & Chelsea and Westminster (KCW) Social Isolation pilot supports and enhances existing Older Adult Mental Health services provided by CNWL by providing targeted outreach support to vulnerable elderly people including those living alone who are known to be more likely to experience social isolation. The support is person centred and one on one, driven by what the older person needs to learn. For example, someone might need support in video calling, shopping online, use of email, social media, making video calls, browsing the internet, or even an online hobby.



Ideally, the support would cover around 12 weeks flexibly delivered in line with the framework Referral Form on second page. Based on the needs of the service user, support can be as simple as setting up a device or training on an application such as Zoom/WhatsApp, which could be completed in a much less than 12 weeks

Initial visit to carry out an assessment of the needs

Setting service users up with loan equipment or setting up their own device.

1:1 coaching session 2-3 times weekly.

Practice sessions twice a week for 2 weeks, to continue building skills, can be done remotely via video calls.

Trouble shooting and support, building additional skills, ensuring sustainability before intervention ends (approximately 1 session per week for four weeks)



Assistance with choosing, buying permanent devices equipment, if required.

Setting up established equipment/wi-fi etc, ensuring sustainability, return of loan equipment...

Follow up to ensure skills have been maintained and improvements to the quality of life are long lasting and sustainable.

Email us with a completed referral form at :

digital@ageukwestminster.org.uk