



Personal Outcomes Stories during COVID: Phase 2 understanding from experience

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What has continued to help keep a focus on what matters for people during the pandemic?

Continuing conversations with services and making sure that they have virtual spaces to advocate for themselves and those in their care has been vital.

Since my first story, the Near Me programme has been rolled out successfully amongst all Older People care homes in Scotland and all of the inspection colleagues which has helped strengthen lines of communication and understanding across the sector.

Are there changes that seem to be lasting longer term and are there things that have slid back to old ways of doing things?

The response has been largely very positive with Near Me up and running and well established in care homes for Older People. Services understand that using technology such as Near Me is not just for during the pandemic but can be used longer term. Of course, face to face contact will always be preferred by some, and the use of technology is not suitable for everyone but having both options is now much more productive and efficient for staff, those experiencing care and their families.

What difference has this made to people?

Knowing that services can continue to provide excellent care to their residents by using Near Me to contact and utilise services in health and social care is a big relief both for staff and loved ones. It has allowed staff to make the best use of the technology they have to hand and strengthen relationships with professionals involved in the resident's care. Not having to travel during the pandemic to visit with health professionals is also a comfort to an already at-risk and vulnerable group in Older People care homes.

How did this make you feel?

I feel proud to have been a small part of this very hard-working and dedicated improvement team who rolled out the use of Near Me during this time.

Reflecting on your experiences what have you learned?

The contact with services has been very rewarding and being able to hear first-hand the type of challenges and successes that homes have had has been invaluable to my

personal learning. I can now see what kind of investment and priority we should all consider going forward with technology in general within the social care sector.

What difference has it made to you to tell your story as part of this project?

I really appreciate the chance to share this work with you all, and to deepen people's interest in what is available out there through virtual technology and how it can grow in the future.