



## A guide to your video call assessment or review with a social care worker

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If it is not possible for your assessment or review to take place face-to-face you may be offered a video call with your social care worker instead.

### Before the video call

- Decide if you want anyone else to be there for the assessment/review. This could be your carer, a family member or friend who can help you use the equipment in your home. This may make it easier to focus on talking with the social care worker.
- Let the social care worker know of any concerns or questions you have. Video calling may feel unfamiliar or you may not be confident with using the technology at first but please do not worry about this as the social care worker can help you find your way around.
- If you are new to the app that will be used for the video call you could try it out with a friend or family member first.
- Check your emails before the call. The social care worker may have sent you information you will find helpful for the assessment/review.
- Choose somewhere quiet and private for the call if you can. Consider whether people outside can hear the call – think about closing windows and doors. Limit distractions by turning off the TV or radio.
- Make sure the device you are using is charged or plugged in and you have an internet connection.

### During the video call

- If the social care worker is new to you, ask to see their ID badge.
- If you can, have the camera on your device at your eye level and try to show your head and shoulders. The social care worker will do the same.
- Please do not record the call without discussing it with the social care worker beforehand. The social care worker will not record the call unless there is an important reason to do so. They will never record a call without your consent.
- If anything is not working properly, or you cannot hear the conversation, let the social care worker know. Please refer to 'Technical tips' below.

## Technical tips



Plug your device directly into the router to improve internet speed and connectivity.



If using WiFi, move closer to the router or use a booster if you have one.



Video calling uses a lot of processing power, so close down applications which don't need to be open on your device.



Avoid feedback (echoing or other unwanted noise) by moving other electronic devices (such as your mobile phone) away from the device you are using.



Brush up on your ICT skills for free. The website <https://edu.gcfglobal.org/en/subjects/i-want-to/> provides a range of online courses.

## Joining a video call

The social care worker will email you a link to the video call and details of how to join.

If you are unable to join the call, email or telephone the social care worker to let them know.



If you are using Microsoft Teams you can click on the hand icon to let the other person know you have something to say.

## Protecting your information

- We are committed to protecting your privacy when you use our services. Our preference is to use Skype for Business or Microsoft Teams when we conduct a video call with you. These applications allow us to protect your information.
- Further advice about how we protect your information can be found on our website here: <https://www.bcpCouncil.gov.uk/About-BCP-Council/Privacy/Privacy.aspx>

## Other factsheets you may find useful

- Confidentiality and protecting your personal information

For more information about services please go to [www.mylifemycare.com](http://www.mylifemycare.com).

**To download a copy of this factsheet:**  
[www.poole.gov.uk/adultsocialcarefactsheets](http://www.poole.gov.uk/adultsocialcarefactsheets)



We can give you help to read or understand this information:

### **Bournemouth and Christchurch residents**

Tel. 01202 458744 / email [caredirect@bcpcouncil.gov.uk](mailto:caredirect@bcpcouncil.gov.uk)



18001 01202 458744

### **Poole residents**

Tel. 01202 633902 / email [sshelpdesk@bcpcouncil.gov.uk](mailto:sshelpdesk@bcpcouncil.gov.uk)



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