



Top Tips to help with

Digital Inclusion

These are our top tips to help professionals working in health make sure people with learning disabilities don't get left behind as more health services go digital.

01.

Start with people first.

You need to understand what we need and what works for us as individuals. For example find out what technology we have and use already, what we would like to be able to use and what help we need to use it.



02.

Design with us not for us.

Design your systems with us around what works best for us, not just what works best for your service. For example most people find zoom is the easiest way to make a video call but lots of services don't like to use it.



03.

Don't assume we can or can't do things.

If we have the right technology and the right kind of support we can and do use it. But don't assume we all have the right technology or that we have support to use it. You need to ask us.



04

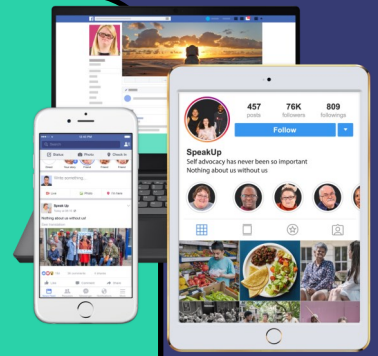
Use social prescribing

For example have link workers in GP surgeries to help us find support in the community including digital help and training to learn new skills.



05. Build confidence.

The biggest help to get online is support from someone you trust. Support organisations like self advocacy groups to build people's digital skills, confidence and trust in using digital health tools – including on scams and fake news.



06. Digital Buddies.

Support and train digital health buddies –staff, carers, volunteers or peers who can introduce people to digital inclusion for health and wellbeing.



07. Make it easy.

Make sure your website is in Easy Read and provide paper instructions on how to use it.

For example, in the lockdown my self advocacy organisation made easy read instructions for using zoom and posted them to us. This meant we could stay in touch when we couldn't go out.

08. Make time to talk.

Just because we can use the internet doesn't mean we want to use the internet all the time. Sometimes you just want to talk to someone face to face.

