



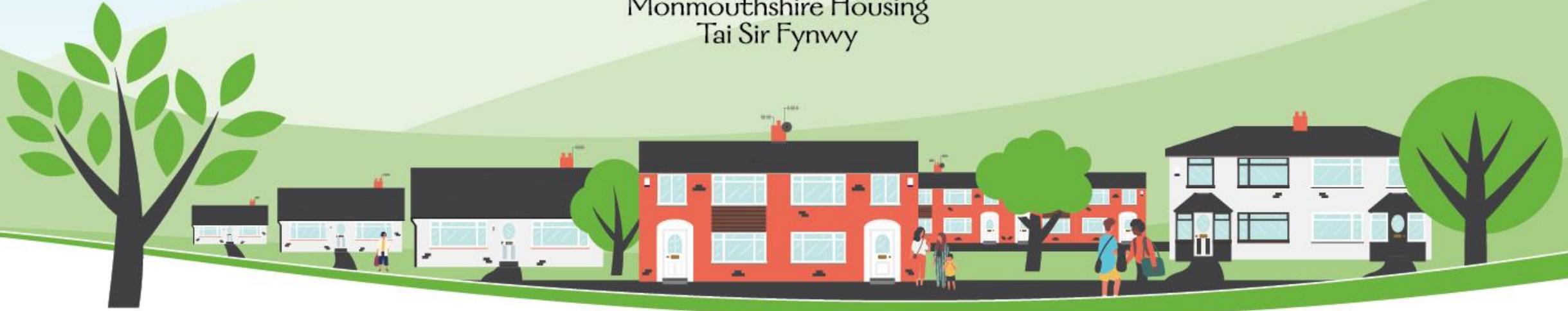
Engaging Older People

***Natasha Jones, Engagement
Manager***



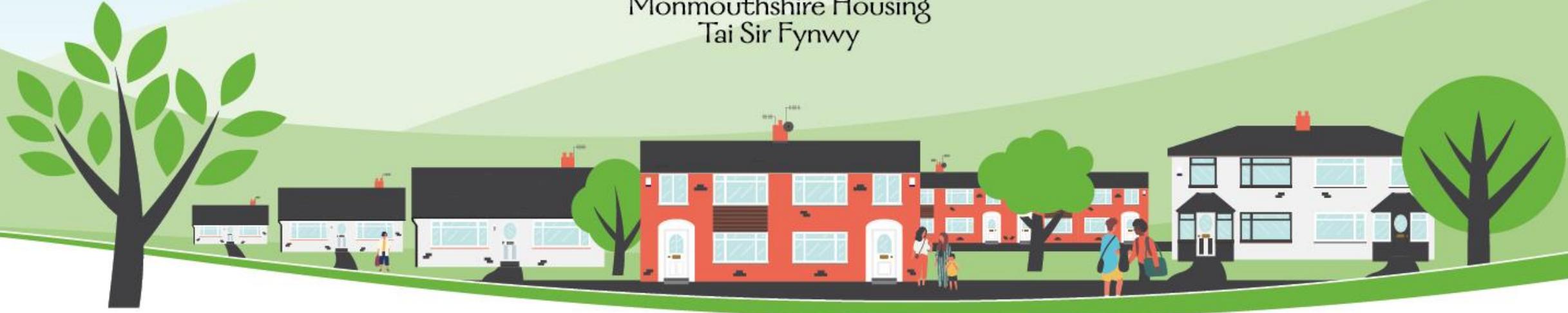
***MHA: Developing the best
older
people's offer in Wales
by 2021***

Virtual Lounge



- To increase / improve the digital skills in older people through the creation of a Virtual Lounge;
- It will prevent loneliness, social isolation, improve confidence and improve the wellbeing and mental health of older people in need of this support in Monmouthshire.

Partnerships



Cymunedau
Digidol
Cymru
Hyder Digidol,
Iechyd a Lles

Digital
Communities
Wales
Digital Confidence,
Health and Well-being



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Aneurin Bevan
University Health Board



Gwent Association of Voluntary Organisations
Cymdeithas Mudiadau Gwirfoddol Gwent

Challenges

- Funding Process
- Lockdowns! No face to face
- Training delivered over the telephone
- Scam!! Too good to be true.
- Joining difficulties
- Lack of interest to try /learn digital skills
- Affordability
- Lack of resource

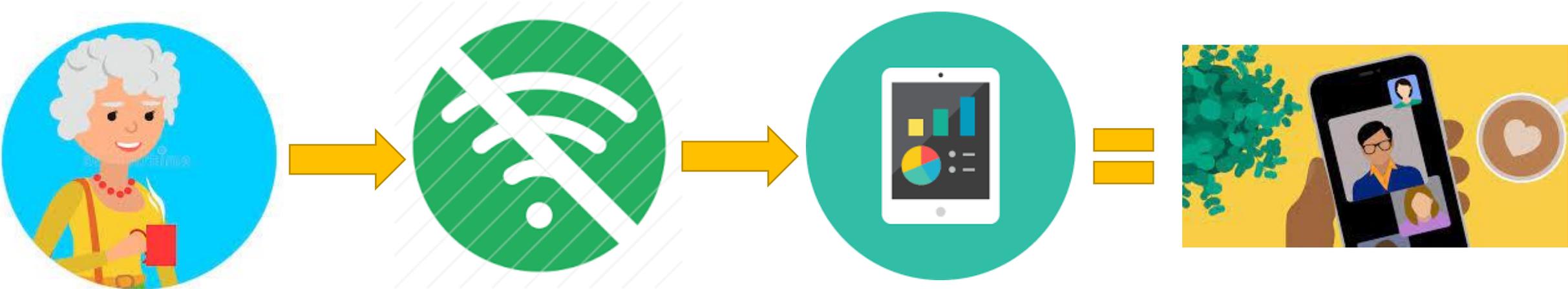


Successes



- Tenants were already using Whatsapp
- Tenants overcoming barriers to digital engagement
- 1 Successful Virtual Lounge
- 1 Digital Ambassador
- Builds confidence to become further engaged
- Success with ICF – Future Partnerships
- Funded Two Interactive Tables
- Respecting Choice

Margaret's Story



What next?



- We need more resources
 - Support is time intensive
 - Two Engagement Officers across Monmouthshire for all tenants.
 - Digital Engagement is a key theme for 2021/2022
- Affordability
- Connectivity
 - Boost wifi from lounges to homes
 - We need to invest in digital infrastructure



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