

**Representation from Mrs Linda Jones, a service user of CareOnLine, to the Adults and Communities Overview and Scrutiny Committee – 5 June 2018**

Care on Line is a unique service which helps people with :- dementia, physical and sensory disabilities, learning disabilities, brain injuries and illness such as motor neuron disease.

The Care on Line team match a person with the technology and software best suited to their needs. Then they deliver training in the person's home. It doesn't stop there as care is ongoing. Care on line will visit the service user whenever they have a problem and there is help with maintaining the specialist equipment and software.

This service cannot be found elsewhere.

I want to tell you about my own experience of Care on Line.

I am deafblind.

Care on Line has helped me to understand the screen reader software I use it and without the specialist in their team I would have been struggling when my computer crashed and then when I needed a new one installed. The usual computer person doesn't understand how screen reader software works in conjunction with a computer and can very easily mess up the whole system.

Because I have this support I can stay in touch with friends and my community, continue with my voluntary work and maintain independence. For example I can access my diary and address book, store my recipes, keep records, scan documents listen to pod casts and much more.

Each person has different priorities and needs and will use their technology for different things but they are all important and necessary.

**Another example of Care on Line helping a motor neuron sufferer to read independently.**

The husband of a lady suffering from motor neuron disease gave up work to care for her. She was still able to read so he bought an iPad with a Kindle app. Unfortunately she was unable to turn the page.

She was extremely distressed as she was desperate for her husband to be able to have time for a walk and some fresh air.

**Care on Line came to the rescue!**

The team discovered a blue tooth device which musicians use when playing their instrument. It is a button on the floor which just needs a gentle press with a foot.

Thanks to the Care on Line team this lady was able to enjoy reading a book.

**I urge you to Please Please retain this valuable service.**