



IMPLEMENTING NEAR ME VIDEO CONSULTING IN SOCIAL HOUSING



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2.0



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GLOSSARY OF TERMS

Provider: the person or organisation that is delivering a service using the Near Me video consulting platform.

Caller: a caller is a person who is accessing a service via the Near Me Waiting Area. This may be the main client or a family member, carers, support workers, interpreters who join the call from the Waiting Area.

Consultation: any meeting or appointment that takes place using Near Me video calls.

Waiting Area (WA): the entry point to the service where callers are queued. Authorised providers can monitor, manage, and join callers in a consultation.

Waiting Area Administrator: a local staff member who will manage the Waiting Area. They will be responsible for creating new users, assigning roles and other admin tasks.

Service User: the client, tenant, or customer.

URL to the Near Me system: link to Waiting Area.

SECTION 1: INTRODUCTION

This document has been produced to support the introduction of Near Me video calling to services and processes in the Social Housing workspace. It is intended for use by Service Leads, supporting administration, and IT. It is not intended for end users of the platform.

BACKGROUND

Near Me is transforming the way people access services in Scotland. It is a video calling platform used widely in Health, powered by Attend Anywhere®. Currently it is being rolled out in Social Care and Public Services enabling greater choice about how service users engage remotely with services. It has been procured by the Scottish Government's Technology Enabled Care (TEC) Programme and is available free of charge to Public Service organisations.

KEY ADVANTAGES AND REASONS FOR USING NEAR ME:

- PERSON CENTRED AND CONVENIENT DELIVERY OF SERVICE
 - Enabling people to attend appointments from the location of their choice, which can reduce travel, minimise time taken off work or school, and make it easier for people who need carer support.
 - No app or download is required to access a Near Me appointment or drop-in service.
 - It enables the option to third or fourth party to join the appointment e.g. a colleague, interpreter, support worker or family member.
 - It can provide insight into the home environments, where appropriate.
- ENABLES PHYSICAL DISTANCING
 - Reduces potential exposure to COVID-19, footfall into premises and the use of PPE.
- REDUCES THE CARBON FOOTPRINT OF SOCIAL HOUSING PROVIDERS
 - Near Me enables fewer face-to-face meetings, less travel and will therefore result in a reduction in the carbon emissions associated with advice provision.
- ENSURES A SECURE AND GDPR COMPLIANT REMOTE SERVICE VIA VIDEO
 - Equality & Diversity Impact Assessment (EQIA) available online
 - <https://www.gov.scot/publications/near-video-consulting-programme-national-equality-impact-assessment/>
 - Data Privacy Impact Assessment (DPIA) available on request
 - Data Processing Agreement (DPA) available on request
 - System Security Policy (SSP) available on request

SECTION 2: SETTING UP A NEAR ME SERVICE

Hardware, Browsers & Connectivity

Hardware: PC or laptop with access to webcam, speakers & microphone. Headsets are recommended and a second screen is helpful if access to client management systems or notes is required during the call. Tablets or smartphones can also be used.

Test Equipment: <https://www.vc.scot.nhs.uk/near-me/aa-take-part/>

Browsers: Google Chrome, Safari or Microsoft Edge (Chromium only) browser. For technical specifications, click

[https://nhs.attendanywhere.com/callers/Content/D_Articles/What you need to make a video call.htm](https://nhs.attendanywhere.com/callers/Content/D_Articles/What_you_need_to_make_a_video_call.htm)

Connectivity: Internet connection (minimum requirement: download 1.1Mbps, upload 0.7 Mbps, ping under 150ms).

Check connection at: <https://nhs.attendanywhere.com/webtctest>

Setting up a Near Me Waiting Area

1. Apply to the National Video Conferencing (VC) Team for a Near Me Waiting Area: <https://www.vc.scot.nhs.uk/near-me/application-for-near-me/> This can take up to one week to complete.
2. Customise your Waiting Area's:
 - Opening times. A caller will only be able to enter the Waiting Area within these times. A call which over runs will not be terminated.
 - Mandatory entry details e.g. name, date of birth & phone number. This is to ensure you correctly identify your service user within the Waiting Area and is deleted from the system when the call ends.
 - On screen caller message and Waiting Area description.
 - Organisation's logo.
 - Information which can be sent to your service users from the Waiting Area.

More information on how to set this up can be found in the Waiting Area admin training video: <https://www.vc.scot.nhs.uk/near-me/training/>

Administration of a Near Me Waiting Area

The organisation should identify an administrative lead for Near Me. This person should be given "Waiting Area Administrator" rights within the Near Me Waiting Area. Their main role is to manage staff access (service provider rights) to the Waiting Area and to manage the opening times for the service.

Administrator training and YouTube training videos are available via the national VC team website <https://www.vc.scot.nhs.uk/near-me/training/>

Wherever possible a second person with "Waiting Area Administration" rights should be identified for back up. Contact details for your Waiting Area Administrator is required as part of the application process.

Service Provider Training

YouTube videos available on the National Video Conferencing Website:
<https://www.vc.scot.nhs.uk/near-me/training/>

Attend a drop-in training session, all dates are listed on the National Video Conferencing website: <https://www.vc.scot.nhs.uk/near-me/training> - please scroll to the bottom of the webpage.

Complete test calls – this can be done on your own service Waiting Area by distributing the link to team members.

Practice:

- Setting up the call (Service provider)
- Receiving the call (Caller)
- Messaging the Waiting Area pre call & during the call.
- Picking up callers from the Waiting Area
- Inviting people into a call, in real time
- Picking up an additional participant from the Waiting Area
- Screen sharing
- Moving caller to a different Waiting Area
- 'Buddying-up' less confident staff with more experienced staff to share knowledge.

SECTION 3: CORE PROCESSES FOR USING NEAR ME



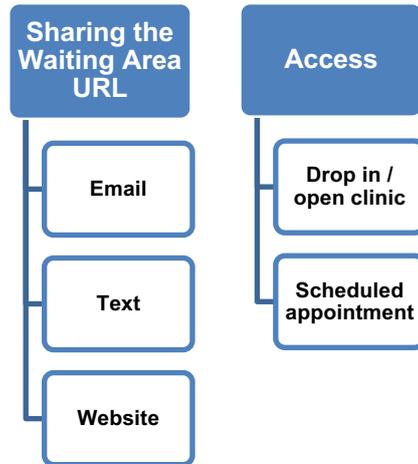
Equipment Set up and Connectivity.

Ensure service providers have access to equipment as per section 2

Management of Near Me appointments

- It is strongly recommended that callers are given the link to the Waiting Area electronically. This can be by email or SMS text message (Figure 1).
- Near Me does not configure with outlook calendars so the URL will have to be copy & pasted into an outlook meeting invite if using.
- While it is possible to share the link in a paper appointment letter, leaflet or via the phone, experience has shown that callers can miss-type the link or the browser tries to auto-complete the link with the wrong Waiting Area. If your appointment system is paper based it may be more appropriate to consider using your website as entry point to your Waiting Area. Please see below:

FIGURE 1



Using your service website as an entry point to the Waiting Area



Service users can also enter your Waiting Area via your website by placing a “Start video call” button on your service website. This allows you to direct callers, to the Waiting Area entry point and can be used for both scheduled appointments and drop in / open clinics. Instruction for inserting this “start video call” button and hyperlink can be found at:

https://nhs.attendanywhere.com/rc/Content/C_Tasks/AddStartVideoCallButtonSingleToWebPage.htm?loginid=268 and includes instructions on how to configure the button to display the open / closed status of the Waiting Area. *Please note Attend Anywhere (Near Me) log in is required to access this.* (The same log on used for accessing your Waiting Area).

Considerations for using your website to promote your use of Near Me.

- Near Me information should be clearly visible on the website front page.
- Include a page or panel titled “Video calls using Near Me”.
- Include a link to www.nearme.scot, to signpost caller to further information and training.
- Include details of the service opening hours near the “Start video call” button if using.

Define how appointments are made.

- Decide how service users will be offered an appointment by Near Me
- Agree the information callers will be given on pre-booking an appointment.
- Information leaflets for service users on using Near Me are available directly from the service's Waiting Areas. Easy read and translated leaflets are available via the Attend Anywhere Resource Centre (Near Me login required to access)
- https://nhs.attendanywhere.com/rc/Content/R_ResourceCentre/Use/AllRec_Audience.htm#Patient.
- Ensure any additional information normally given to a caller (and anyone supporting them, such as carers or family members) before an appointment is provided, including reminding them to make the call from a private/confidential location.
- Decide who will check the service user can use Near Me.
- Decide what support you can offer to service users & those supporting them, to use Near Me confidently.
- Consider offering first-time users the option of making a test call, or open days when any caller can try it out.

Process for monitoring Near Me Waiting Area.

- Define how Near Me Waiting Areas will be monitored. Either directly by the relevant staff, or by admin staff who may greet the service user and alert the relevant staff member.
- The Waiting Area can be customised to alert the staff member by text message that someone has entered the Waiting Area. <https://www.vc.scot.nhs.uk/near-me/training/>
- Define how service users will be informed if their contact is running late. There is a 'Notify' function within Near Me that enables those with appropriate permissions on the platform to send the service user a message on the Near Me screen. Using "Notify" will not start a Near Me consultation.
- Define how Near Me calls will be answered. Directly by the relevant staff, or by the admin staff who will then return the caller to the appropriate Waiting Area to wait for the relevant staff. (Admin staff answering calls in this way can identify any technical issues the caller may be having (e.g. microphone not switched on) so avoiding any delays for the relevant staff).
- If admin staff are monitoring the Waiting Area and/or answering calls, ensure they are logged into Near Me all day by selecting the "Keep me logged in" function.

Use in consultations.

For all Near Me calls, relevant staff and administrators will:

Prior to Consultation

- Be logged into Near Me at <https://scot.attendanywhere.com>
- Check equipment works before starting the call by using "test my equipment" button in the Waiting Area.
- Ensure that the room being used for the call is set up to ensure privacy (at home and in the workplace). Near Me has a background blurring function for service providers only.

During Consultation

- Open the service's Waiting Area.
- Identify the correct service user awaiting Near Me consultation.
- Connect the call and consult as normal.

After Consultation

- Document consultation & follow up arrangements as per local systems and procedures.

Contingency plans

- Near Me call failures can happen if a service user is not familiar with video calling technology and/or does not have a reliable internet connection or the platform is unavailable. Therefore, it is important to have a clear contingency plan in place e.g. process to convert to phone call, in person visit or reschedule Near Me.
- Ensure in advance the person accessing the service has the correct telephone number to call as a backup.
- If a staff member has any problems with their desktop/laptop then follow local IT helpdesk processes.

Contingency for crisis situations:

- Ensure process in place should a critical risk situation emerge during a Near Me call. This will be informed by local safeguarding policies & processes.

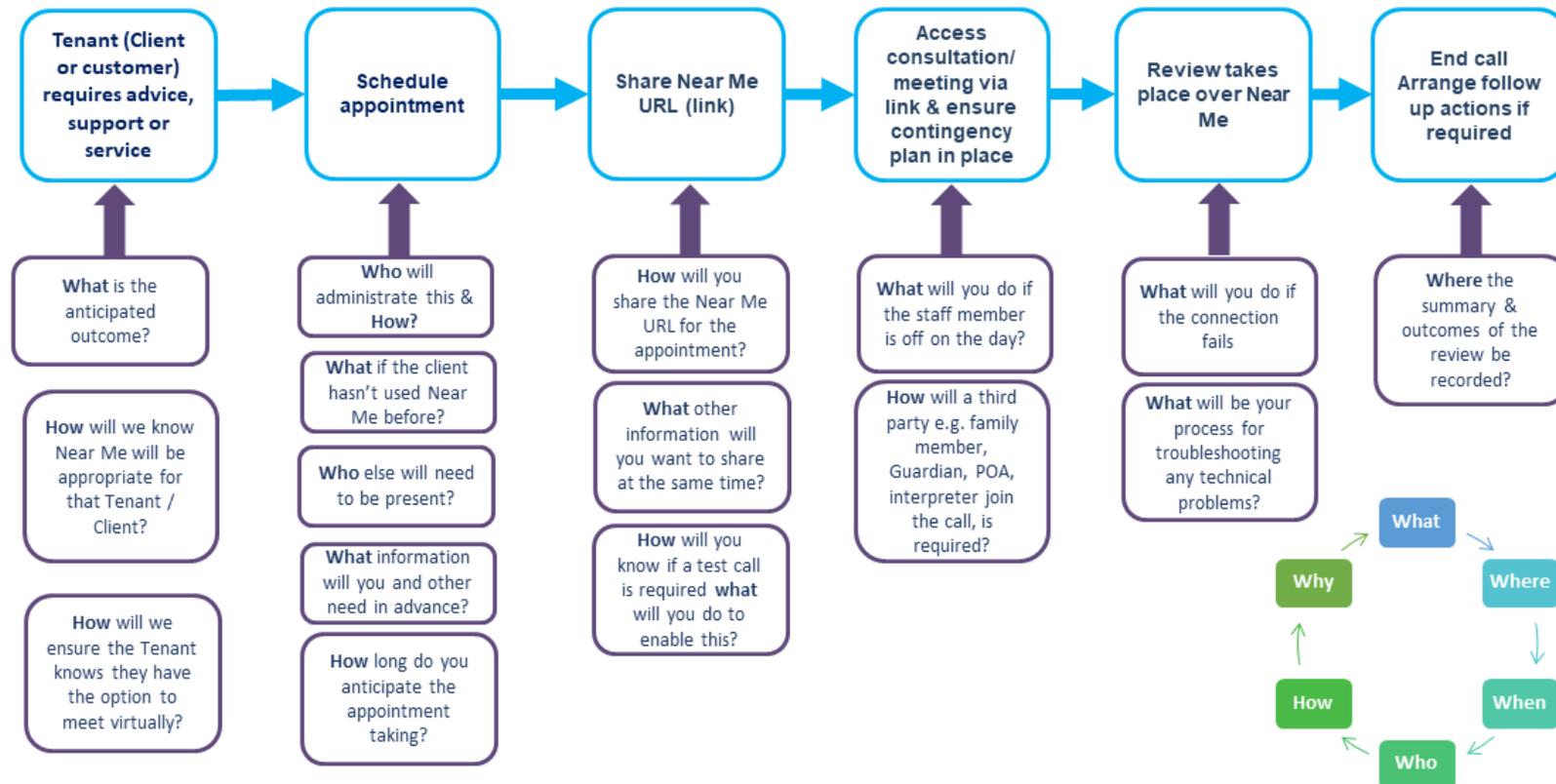
Contingency for other emerging situations:

- Ensure process is in place for recording and following up missed appointments.
- Be aware of behaviours and other visual cues that indicate the caller is not comfortable with using Near Me video calling and consider whether it would be more appropriate to switch to a telephone call or arrange in-person contact.
- Ensure criteria and process are in place to support staff should a service user become abusive or is unable to engage with the staff /volunteer due to drugs or alcohol during a Near Me call.
- Ensure a process is in place for contacting callers if a planned Near Me call cannot go ahead for other reasons (e.g. a worker goes on sick leave and a colleague is covering their caseload).

OVERVIEW & CONSIDERATIONS

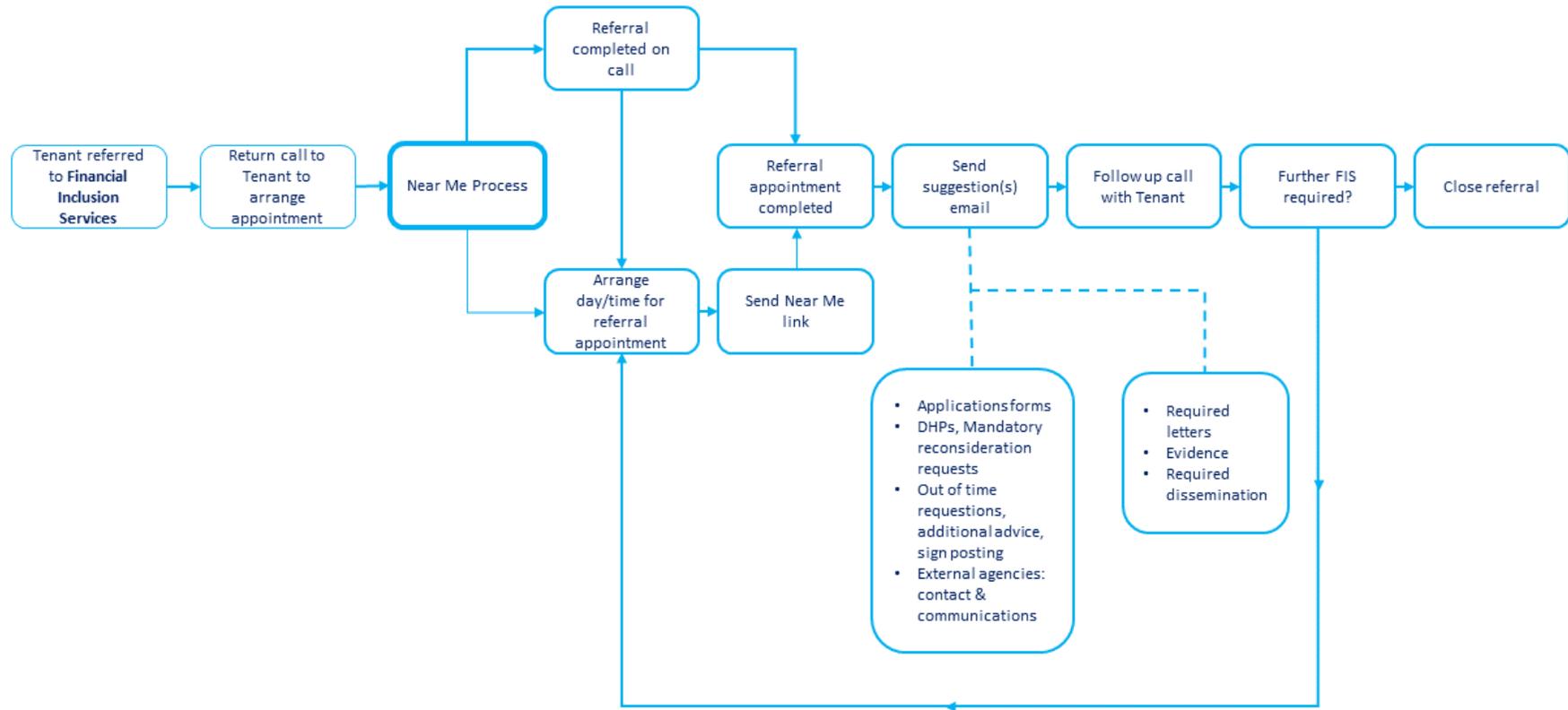
Core Processes - Overview & Considerations

Use of Near Me in Housing Core Processes to consider



PROCESS MAP EXAMPLES

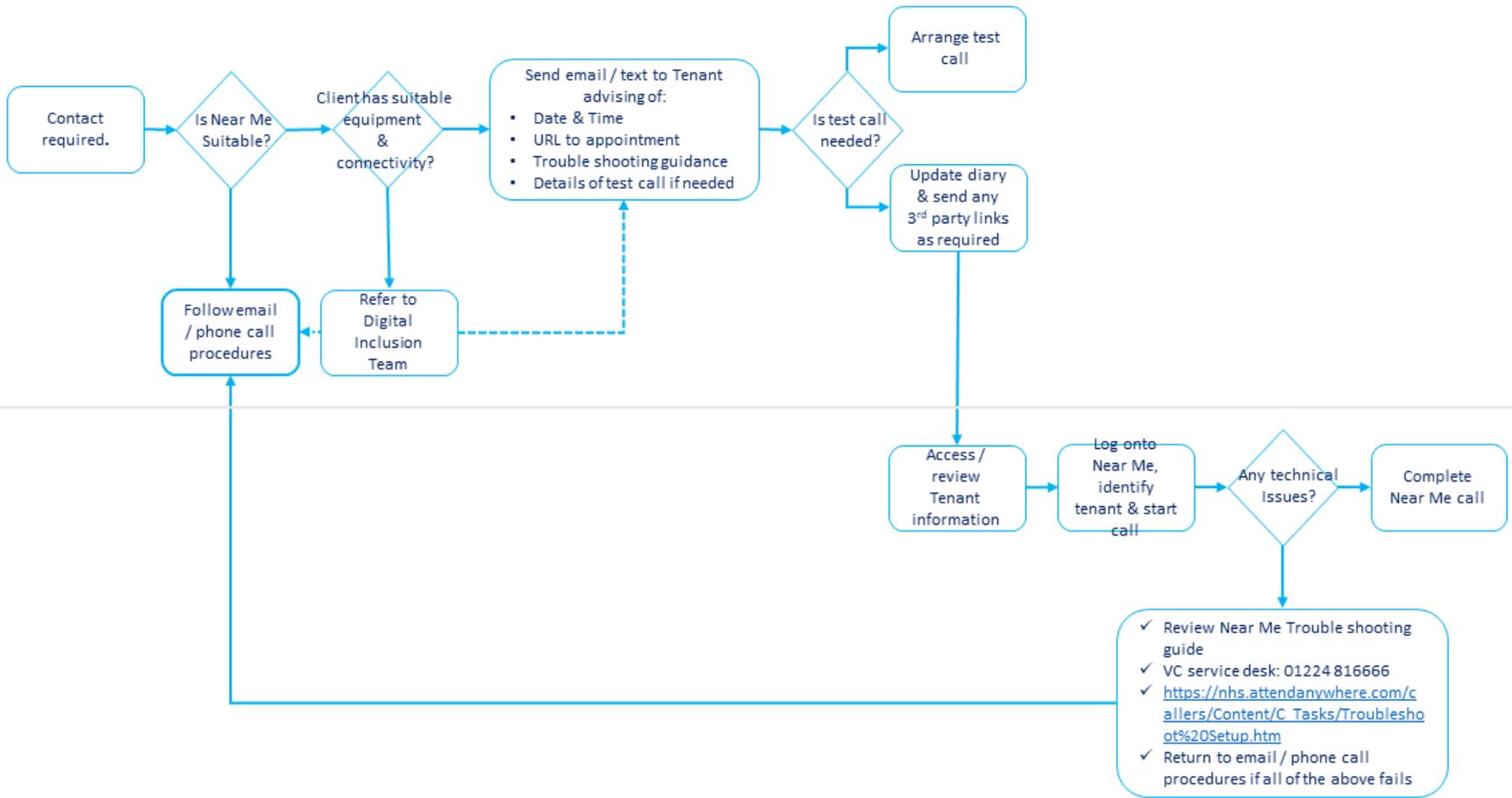
Process for introducing Near Me to Financial Inclusion Services
Based on process shared by Scottish Borders Housing Association.



Core Near Me Process - based on process shared by Horizon Housing Association.

Pre - meeting

On the day



RANGE OF PROCESSES & SERVICES WHERE NEAR ME IS BEING USED IN HOUSING


Housing Team: New Tenant

Applicant Interviews	Sign Up • Paperwork • Introduction to TSO	New Tenant's 6 week follow up
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Examples of processes when Near Me can be considered
As discussed by the Housing Organisations involved in the
Improvement Collaborative.


Housing Team: Existing Tenant

General support calls	Tenant enquiries	Complaints	ASB Witness statements	3 rd Party Meetings	Tenant mediation
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Tenancy Sustainment

New Tenants	3 rd Parties joining the calls	General Advice support & progress updates	Help Tenants with their paperwork & process on their behalf	Support Tenants to complete forms / claims themselves	View documents received by Tenant & help explain what the document is
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Assets

Triage of repair requests	Drop in clinics for specific problems
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Sheltered Housing

Care & Support plans	Surveying Tenants – their views on resumption of activities	General well being calls / coffee catch ups	Near Me Hub within the building to improve accessibility for GP calls
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RESOURCES / USEFUL INFORMATION

Further information about setting up Near Me is available if required from the following sources:

1. Further information on the Near Me Programme: <https://tec.scot/nearme>
2. Support for Callers: <https://nearme.scot>
3. Technical support and access to Near Me <https://www.vc.scot.nhs.uk/near-me>
4. Training Videos on Near Me via National Video Conferencing Team:
<https://www.vc.scot.nhs.uk/near-me/training/>
5. EQIA <https://www.gov.scot/publications/near-video-consulting-programme-national-equality-impact-assessment/>

ACKNOWLEDGEMENTS AND CONTACT DETAILS

Argyll & Bute Council – Housing department

Bridgewater Housing Association

Clydesdale Housing Association

Port of Leith Housing Association

Horizon Housing Association

Scottish Borders

Lochaber Housing Association

Contact details for Near Me:

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