Transcript

Supporting people with learning disabilities to use technology: Providing personalised support

[MUSIC PLAYING]

JANE SEALE:
Hi, I'm Jane Seale from The Open University. I've been working with self-advocacy groups to find out how best to support people with learning disabilities to use technology. In this video, self-advocates and support workers will talk about the importance of person-centred support when helping a person with learning disabilities to access and use technology.

Person-centred support is about getting to know the person you're working with, understanding their needs, and their likes, and their dislikes. It's about listening and being patient. And it's also about empowering, and not taking over control.

VICKY:
So, the best thing you can possibly do is know your individual, know what they like doing, or what they would like to do so that it's going to be of interest to them. But also know what they find difficult. Do they have the memory capacity to remember what you show them.

Do they have the attention span to sit at something for more than 30 seconds at a time? Can they read? Can they write? Some on understanding, what support is available on a tablet, in the accessibility settings is quite a bit of a hidden gem.

But it is there. There are things you can do to make it more accessible. You can increase the dexterity if someone's got shaky fingers. You can increase the magnification of the writing to make it larger. There are apps you can use and software you can buy, if you're willing to put the time and money in. Written information can actually be read back to you. So that's how you make it person-centred.

LORRAIN:
I think it's listening. So, it's being patient, listening to what they're saying. I find it's easier if you've got the technology in front of you because everybody learns very differently.

CHEWY:
I think, from our experience, obviously, we support people through advocacy before the pandemic. It's always given people time, listening to people, find out the things that people-- find out what people skills are. And the things that really makes them sort of tick.

But through the pandemic, what we've noticed is that you don't want to take over. You want to sort of empower people, obviously, through what we do to support people, to understand, and gain the skill.

VICKY:
In terms of people that I've worked with, some people have been able to pick things up very, very quickly. Some have been starting from scratch and have needed more time. Sometimes, it's been working with a person that receives support.

Sometimes, it's working with the support provider because it might be them supporting a person to set up a Zoom activity. But they've never used technology in their life, either.