

TAPPI Personal Stories

From our testbed partner:



Alice and Peter's Story

“ I have a mobile phone and a laptop. I send emails and use Zoom. I'm not very good at it, but I can do it.

Alice, 88, has lived in Scotland, Canada and southern Ireland. She brought up five daughters and used to work with disabled people, supporting them back to work. She now lives alone.

Peter, 82, lives with his wife Margaret. They have five children between them. After a stint in the army, he managed a mobile breast screening service in Edinburgh. He loves gardening and woodworking.

Both Alice and Peter live in a retirement housing complex, 20 miles west of Edinburgh. The 31 apartments within the complex are owned by Bield Housing & Care.

“ It helps to have someone showing you how to use technology. It has to be explained in great detail. I make notes on everything.



How do you feel about technology?

Alice: I don't have a smart phone. I'm not tech orientated at all, and I had no intention of coming on to the TAPPI project - but Peter asked me to!

I do have a laptop which I only learnt to use since Covid. My tech expertise is nil. I can send emails and I go on the WH Smith website to see what the latest authors' books are. I love reading – I used to be a proof-reader for a company that printed books. I don't do shopping on the internet though.

I speak to Gary [Bield's TAPPI Programme Manager] on Zoom. I use it by keying a code into the computer. But I wouldn't know how to do anything with Zoom myself.

Peter: I have a mobile phone and a laptop. I surf the net and google things and use it for finding holidays. But I don't use it for banking. I send emails and use Zoom. I'm not very good at it, but I can do it.

Alice and I both have a personal alarm. It's a button that you can call the housing manager on in the day and the response team at night. And our flats are fitted with warden call systems.



Why did you get involved in TAPPI?

Alice: I was nose-y! I like to know what's going on and why. You might call it being curious.

I think TAPPI will help me to find new ways of using technology. I have a daughter who is confined to a wheelchair, and I want to find out what technology I can use to support her.

Peter: Alice and I used to be involved in the Bield Improvement Group (BIG) where we'd go to Glasgow once a month to scrutinise their services. But I struggle with my knees – they affect my mobility – and I can't walk too far. So, when TAPPI came up, it's just down the stairs – easier than getting the train to Glasgow. I dragged Alice along with me. I like to keep myself busy.

I want to open up technology for other tenants. Plus, it will keep them in their own flats for longer instead of them paying around £1,400 a week to stay in a nursing home.

“ I want to open up technology for other tenants ... it will keep them in their own flats for longer

What are the barriers?

Alice: I'm definitely fearful of technology. That's one of the reasons I don't do anything on it. I know someone who lost £5,000. She clicked on a link in what she thought was a bill and someone got her bank details. She did manage to get £1,000 back. You have to be careful.

Peter: Until we get the new technology in our hands and know what to do with it, we will be fearful. You have to learn to trust what you're using. That will happen once we see the things we'll all get to use and understand how they work.

How can any barriers be overcome?

Alice: It helps to have someone showing you how to use technology. It has to be explained in great detail. I make notes on everything. No matter where I am, I make notes. The older you get, the less your memory works the way it used to. But you have to learn to laugh at yourself rather than getting annoyed!



“ You have to learn to trust what you're using.

Acknowledgements

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Find out more about this project at:

www.housinglin.org.uk/TAPPI2



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