

Case Study- Dot 2020



T.E.D.

Ageing Better
in East Lindsey

Dot lives in an isolated village, with no shops, no public transport.

She has been self-isolating for many months, due to her age and health complications. She has one son who lives a few hours drive away, although supportive is not able to come across regularly and help her. Her husband died a couple of years ago and he did anything they needed on an old desk top computer that she had tried to switch on, but it seemed to do something that she didn't understand. She has a large garden that she has support with. She has a car but is frightened to drive in bad weather, dark nights and alone.

She first heard about us via an article we had put into a local church magazine asking people who needed help and support to get in touch.

She had wanted to join in some activities that had been ongoing online as she had been feeling so lonely and was getting herself very down and depressed. She explained to us that she wasn't normally like this, but she was really feeling the loss of her husband now more than ever. Although she said how lucky she was to have a garden to be able to go into and feed the birds, she had no one to talk to other than her son, who she didn't like to bother as he was so busy with work, and himself stressed with all the covid events.



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She just wanted someone to talk to and be able to join into events. She had very good neighbours who had been doing shopping for her, but they brought back items that were very expensive to what she would normally buy and only shopped at stores that she wouldn't normally be able to use on a weekly basis with living on a pension. Her son had offered to help, but he himself had all his own costs and she did not want to be a burden to him any more than she already was.

Although she had internet provision in the house, that was left from when her husband was alive, it was apparent that the desk top computer was so old and hadn't been switched on for 3/4 years it was not going to work. With another organisation we were working with, we were able to obtain a Fire Tablet for her. We set the device up so that she had everything already on the device, all apps, zoom connected back to ourselves and everything she would need to use. We supplied a printed copy of our 'How to Zoom Guide'. Along with some other guides we had produced. Under covid rules and regulations one of our team took the device to her and showed her how to switch on the tablet. They also left her our how to use your tablet guide, which we have made for anyone using a fire tablet. She phoned later that day to let us know that she was reading all the how to use the tablet information and finding it very helpful. We arranged a zoom appointment for her for the next day and we told her one of the team would phone before hand and talk her into connecting with us on zoom. She was probably one of the most excited people we have ever had who wanted to learn.

Her first zoom session went extremely well. She connected with support and then we showed her all the zoom controls and how they work. Once you get used to using zoom, it does become very easy to use. She was greatly encouraged by her son, with the aim to be able to connect with him and not just have a phone call with him.

Over a period of weeks, we have taught her how to shop online, bank online, order her prescriptions online, look for deals and compare prices and online budgeting. She understands online safety from our session and how to recognise a safe site. In doing this, she no longer had to ask her neighbours to shop for her and is saving money as she is shopping online and looking for deals. She uses Tesco's and has signed up for their online points offer. She is delighted with the emails she receives from them with offers they have on weekly; she can book a slot when she feels able to cope with the delivery and put it all away, these slots are also cheaper.



She had tried before to do online banking but was afraid, with support she has overcome this fear and is able to check her bank daily and with a budget plan spreadsheet we have supplied to her she is keeping a very keen eye of her finances and budgets for everything.

Her prescriptions, we supported her in obtaining log in details from her GP surgery. She is now ordering all her prescriptions online as well as booking her nurse appointments online. She is looking forward to when the GP appointments come back online, as it saves her so much time and she can find a slot that she can attend without causing too many problems for family and friends.

She has already saved money by looking round on comparison sites for deals and is a fan of shopping around and looking for the best online offer.

Since being able to use zoom and be online every week learning with us, she has saved money as she can order online, use vouchers, look for offers and be more efficient in her shopping habits. She gave us a good example, 'I saw they had tinned vegetables on offer that I like on BOGOF, so I bought more than I needed, to keep me going for a few weeks so save money for the following month'. She is extremely proud of the fact that she can do this.

She has joined in with online zoom activities and has been a regular member of Magna Vitae's Fitness Food and Friends, she has been doing seated exercise on Wednesday afternoons on zoom and attending many other events that without being able to use zoom and be online she wouldn't have been able to.



Her car insurance renewal came, normally she just accepts what ever comes, this time she went online and looked for quotes, she rang just to check she was right in what she was doing. She has saved herself a conservable amount of money in being able to do this.

She is seeing her son on zoom and speaking to him more than ever, as he is back now travelling, he is all over the country, but this doesn't matter as she can just connect with him on zoom. He told her he isn't as worried about her anymore as she has become the internet queen.

She has helped an elderly neighbour in the village and been sharing her knowledge with him. He didn't have a device and she approached us to see if we could support him with one. Luckily, we were able to do this, and she is supporting him with learning how to use the device with our help.

Without the funding we had received for the device, none of this would have been able to take place. Getting people online and then keeping them online is not easy and takes a lot of time for both parties. When you achieve this outcome, the rewards can be endless.



About East Lindsey



T.E.D.

Ageing Better
in East Lindsey

East Lindsey is a large, sparsely populated district within the county of Lincolnshire, which includes the popular coastal seaside towns of Skegness and Mablethorpe.

East Lindsey has a higher than average ageing population with 29% of people aged 65 and over. High numbers of older people move to East Lindsey in their retirement years and many have multiple chronic health conditions and few social and familial connections in the region. Public transport across East Lindsey is poor and therefore accessing services can be challenging, especially for older adults.

The overarching aims of the TED Programme are to:

- Reduce social isolation and loneliness
- Help older people to become better connected with volunteering, social, leisure and health improving activities
- Provide opportunities for older people to influence the design, delivery and evaluation of both the services and businesses available to them

We currently have over 1800 registered TED members, and over 100 businesses across East Lindsey hold an Age-friendly Business Award.

Further information...

To find out more about TED or to get involved visit our website www.tedineastlindsey.co.uk or start a conversation and share your views online: Twitter: [@ted_EastLindsey](https://twitter.com/ted_EastLindsey)



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