

HOW TO OFFER SUPPORT WITH GETTING ONLINE

(FOR STAFF SUPPORTING PEOPLE WITH SEVERE MENTAL ILL HEALTH)

This is a resource to help staff who work with people with severe mental ill health (SMI) to support people with getting online and digital skills. This resource was designed based on research about digital exclusion and SMI and in collaboration with a lived experience advisory panel. The resource shows potential problems with getting online, coupled with helpful solutions, identified with people with lived experience.

SAFETY, PRIVACY AND SECURITY ISSUES CAN BE WORRYING

Show empathy and acknowledge these worries "This is understandable, online safety is really important" then signpost help and resources and offer a solution.

SOLUTIONS FOR REMEMBERING PASSWORDS



- Use password hints or a password manager.
- Be aware of consequences of wrongly answering passwords prompts and what can be done if this happens.

Be aware of potential issues with sharing personal details on social media that may give clues to answers to security questions.

HOW TO PROMOTE AND ENCOURAGE INTEREST IN DIGITAL SKILLS

- Find out about the person's interests.. "Did you know you can do or find this online.."
- Do not make any assumptions about the level of digital skills someone will have.

If someone really doesn't want to use the internet or online world:

- Remind them that it's ok not to be interested in the internet, support can usually be accessed in person or over the phone.
- Think about: Does your organisation make information and service available via other non-digital routes and formats? Is there something you can do to promote or improve this?

HAVING MENTAL HEALTH AWARENESS CAN BE HELPFUL

It can be good to have some knowledge of mental health issues amongst those providing support.

Although their diagnosis may be the same, individuals may have different needs and issues.

It is important to:

Have an awareness of concentration problems.

Be able to talk to the person, ask what barriers/skills/ needs/problems they have.

Do not make assumptions.

Ask "do you find this difficult and how can I help"

Be honest. If you don't know much about mental health, ask the person what they need.

