

Near Me video consulting – handy guide for care providers

Near Me is the preferred video consulting tool for NHS services in Scotland and the Care Inspectorate has introduced it too.

Near Me video consulting (powered by Attend Anywhere) can be used to potentially reduce exposure to coronavirus by enabling both the care provider and our Care Inspectorate staff to engage while in different locations.

Care Inspectorate staff are in regular dialogue with care services via the telephone and this support will continue, however, using video consulting will give you the opportunity to have 'face to face' interactions which may support relationships and when appropriate, 'see' inside a care providers premises.



Scenarios where video consulting could be beneficial include:

- Having a dialogue with a newly registered service or an applicant wishing to register a service.
- Viewing a care premises that wishes aspects of the facility to be used differently, for example, changing the use of a room.
- Viewing a care service as part of a complaint investigation or variation assessment.
- Interviewing care staff as part of an investigation.
- Viewing the supply and storage of PPE.
- Viewing social distancing arrangements in a care setting.
- Discussing practice, for example, infection control procedures and speaking to staff in the service.
- Discussions with care staff or service users.



To make a video conference call

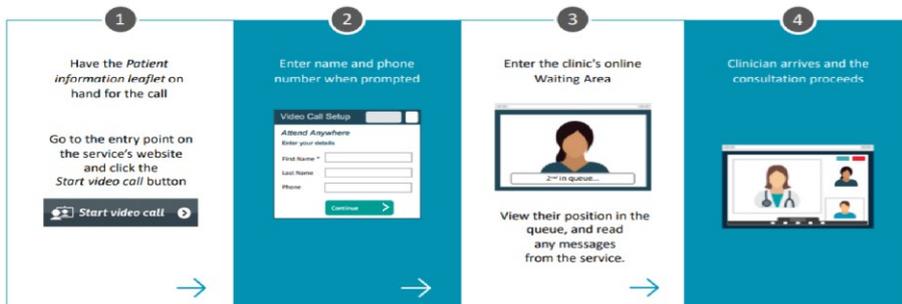
For a care provider or person experiencing care to use Near Me you will need to have access to a device that can be used for video call. You will need:

- a smartphone, tablet or laptop
- a reliable internet connection – wired, WiFi or mobile data. If you can watch a video online, your connection should be good enough for a video call
- the Chrome, Edge or Safari web browser



Visit nearme.scot for further information and the opportunity to undertake a practice call.

The Care Inspectorate member of staff will agree a time and date for you to virtually meet with and will provide you with a link, this may be via email or by the Care Inspectorate website. You then need to follow simple steps to start the video call.



Additional resources

Near Me website www.nearme.scot

Videos

[What is Near Me?](#)

[How to use Near Me for a citizen](#)



https://youtu.be/R_0cDigr8_4

https://www.youtube.com/watch?v=pOeLnYPpU_Q