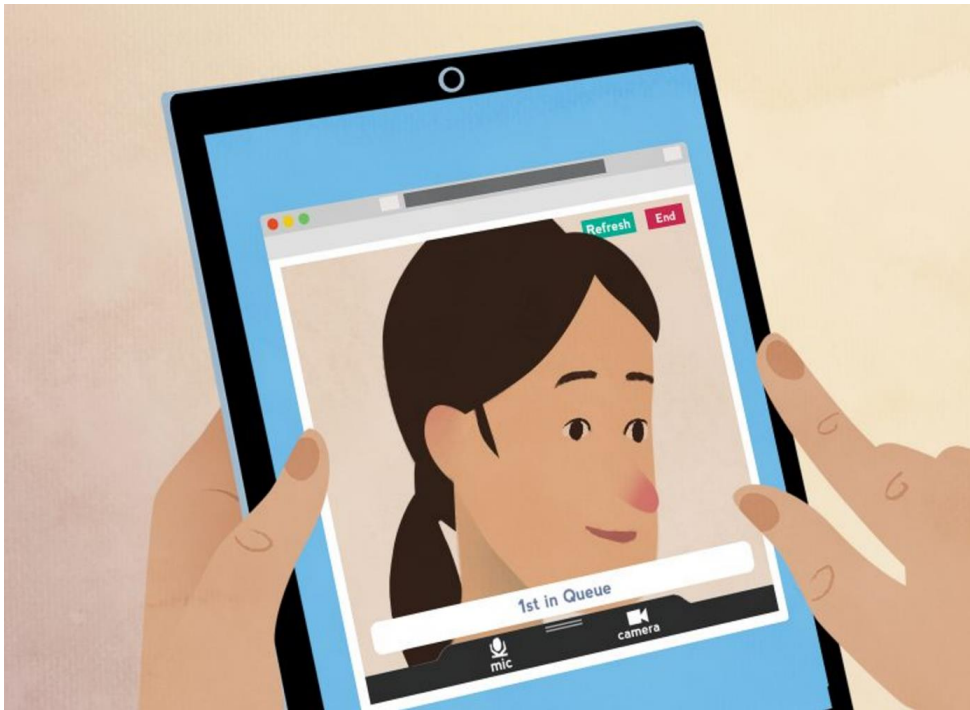


Using Near Me Video Consultations in Justice – The ability to have ‘eyes on’

Near Me

- With Near Me being a safe and secure platform, approved for use by the Scottish Government, NHS Scotland and the Scottish Prison Service, it allows social workers (and other key professionals) to link in with service users in specific prison estates via video at short notice, which provides an alternative to a phone call, or an in-person visit where time doesn't allow for it.
- The video element allows the professional to have ‘eyes-on’ their service user when they perhaps otherwise wouldn't have, which on occasion can provide them with up to date or new information regarding the service users health or general wellbeing which they may not have shared over the phone.



Lived Experience

- In one scenario a mother has three children who are in kinship care. She does not have direct contact with any of them however still holds parental rights and responsibilities, so it is really important her views form part of meetings and decision making.
- Due to how sensitive some of these discussions are, being able to see each other on a screen rather than just voices on a phone call massively helps the working relationship and quality of conversation.
- As far as possible we will try to meet with people in person, however, this is not always possible if parents have been placed in an HMP some distance away and there are matters which are time critical

*“The call went well on Friday and social worker had a really good ending with the service user as her order was revoked therefore her worker was unable to do endings and give her advice for when she is due to be released. This was very worthwhile—
Justice Social Worker*

“My Near Me call was really smooth today. No technical issues and it made a huge difference being able to have video rather than just audio with a phone call. I was able to see how much better she was looking in herself, the fact she is currently using a wheelchair ...and her general body language when talking about things that were more sensitive...this was a great alternative that could be fitted in at short notice into my diary.” – Children and Family Social Worker.

For more information about using Near Me in Justice Services please contact Calum Campbell, Digital Social Work Policy and Practice Advisor, Social Work Scotland: calum.campbell@socialworkscotland.org or Sammi Allan, National Services Scotland Project Manager, Digital Health and Care, Scottish Government: sammi.allan@nhs.scot