![Digital Unite logo]

# A Digital Champion's guide to offering personalised support to someone with a learning disability

Digital Champions support others to become confident to use technology and the internet. This guide explains what person-centred support is when you are working with someone with a learning disability, the main benefits and how to apply it.

*"Every person with a learning disability will have different technology needs. What works for one person will not necessarily work for another." Creating Connections Project Team*

*"It is important that we don't offer 'blanket' support options, that we use technology in a way that works for each individual person" Creating Connections Project Team.*

## What is person-centred support?
Person-centred support considers the needs, thoughts, hopes and concerns of the person you are supporting. It looks at their life as a whole and how support might bes adapted to their needs.

Some people with learning disabilities will be able to communicate their needs quite easily with little support. Others may need a little help from you.

It might be helpful to talk with the family and friends of the person you are supporting so you can:

- Understand how to effectively communicate with the person you are supporting, particularly if they have complex needs.
- Understand more about the daily life of the person you are supporting and the current or potential role of technology in their lives.

## The benefits of person-centred support

Using a person-centred approach will help you as a Digital Champion. It means you will not be working alone; you will be working in partnership with the person you are supporting and their family and friends. For the person you are supporting there are four main benefits of this approach:

1. Having their rights recognised and supported.

2.  Being listened to and valued.
3.  Having more control over their life.
4.  Developing confidence, skills, and abilities.

## Supporting someone to use technology

Using person-centred support to help a person with learning disabilities use technology involves four key activities:

-   Helping someone to decide if they want to use technology.
-   Helping someone to advocate their technology needs to others.
-   Helping someone to choose the right technology to achieve their goals.
-   Understanding the common problems with technology that people with learning disabilities experience and the strategies to ensure success and build confidence.

We have guides that will help you with all these activities.

Before you begin, take a look at this short video from Ace Anglia where support workers talk about their experiences of helping people with learning disabilities with technology https://www.youtube.com/watch?v=oWd92DWdTF4.

## Further Resources

-   **A framework for thinking about the practice of supporting people with learning disabilities to use technology** (Pages 16 -17 explains the importance of person-centred support): https://tinyurl.com/mmm98txe

-   **HFT is a charity that support people with learning disabilities:** https://www.hft.org.uk/our-services/fusion-model-of-support/