



**All Wales Forum of Parents & Carers of People  
with Learning Disabilities (AWF)  
Fforwm Cymru Gyfan i Rieni a Gofalwyr Pobl  
ag Anableddau Dysgu (FfCG)**

Elliott Buildings  
21 Cardiff Road  
Taffs Well  
Cardiff  
CF15 7RB

**Connected Communities – The Multi-Me Project**  
**Introduction for Professionals**

**Date: 30/06/2022**

**The All Wales Forum of Parents and Carers of People with Learning Disabilities**

*All Wales Forum of Parents and Carers of People with Learning Disabilities is the national voice of family carers in Wales. We work with our carer network to identify issues and co-produce solutions on a local and national level in order to campaign on a policy level. The last 2-years have been very difficult for many, with the only ways that have been available to stay in touch consistently have been digital. We want to explore the role of digital platforms such as Multi-Me to connect with loved ones, friends and professionals.*

**Introduction to Multi-Me**

*Multi Me is a secure social platform for individuals with disabilities and the circle of people that support them in their daily lives. The platform has a range of accessible tools designed to give people a voice and enable them to have choice and control in their life. This platform brings information together in one place that can be accessed by all the people involved in the care of your child including education, health and care settings.*

Multi-Me website: <https://www.multime.com/>

RIX Multi-Me Toolkit- short animation: <https://youtu.be/35P6AwHBbT0>

**User Experience- Rosemary & David:**

*Rosemary was always dreaming of a way to have all the information about her son in one place and not have to keep repeating the same thing to different people. To find out more about how Multi-me has helped Rosemary, David and their family, please watch this short film- <https://youtu.be/9-vAVTb8meQ>*

**User Experience- Mandy**

*Mandy has just started building her Multi-Me profile after attending the AWF's first introduction event. What made Mandy want to create a profile? She feels it is a safe way to share information about her daughter's needs with the people she needs to share information with. Being able to have a platform where you can upload videos sharing how her daughter likes to be communicated with or what she likes will be really helpful, especially because there are so many different people involved in her daughter's care. As many parents*



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*often are, Mandy is worried about what if something happens to her? Having this platform where people can access information about her child's needs would help with this worry, as the platform would act as a database with all the relevant and important information in order for her loved one to keep being cared for with the knowledge of how best to do that. Mandy is excited to begin exploring and using this platform and says "it has so much potential".*

### **User Experience- Ishbel**

*As a parent of a child with learning disabilities, you are constantly finding yourself having to repeat the same information to many different people involved in the care of your child from health to education to social services etc. The idea that there is a safe platform out there where you can store detailed information and give other people's access was a huge bonus.*

*Being able to keep information all in one place about her son's likes and dislikes, allows for those in his circle to better support him in his day-to-day life. Just like navigating through health, education can be equally as time consuming. At the moment, we know staffing in all these sectors is completely stretched as there are new staff coming in on a rotating basis. Having a central platform like multi-me where a new support worker or teacher can access to learn a little bit more about an individual will go a long way in improving the well-being of the person being cared for. Being able to have a dedicated space on the multi-me to write detailed notes which can include feelings and emotions is really important in understanding the well-being of somebody.*

*We are continuing to work with Ishbel on her profile and want to connect with her son's school after the summer to explore how we can link in with education and how they would find using a platform such as this one.*

### **Q&A from the Event:**

- Cost would be the first question and what equipment needed ie: apple or Android?

*The toolkit costs £120 per year + VAT. This includes the tool for one user and unlimited circle of support. There is the offer to provide discounts to organisations that buy in bulk.*

*Access to the tool is through an internet browser so it doesn't matter if you are using it on a phone, tablet or laptop. Doesn't matter what device you have as long as it is up to date and able to connect to the internet.*



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- This would be very useful to connect with the LD Nurse in hospitals to do 'what to expect' videos before each stage of treatment

*This tool can help connect social care staff to the inner circle of the people they support. It would help to break down any barriers and build a bridge for a relationship between the professional and the person they are supporting in this health setting.*

*Multi-Me and the RIX foundation are interested to see this suggestion put into practice and are happy to facilitate a briefing to learning disability nurse teams and explain more about the tool.*

- What are the challenges that users have encountered and how can we support families to use this?

*Families can often feel daunted that it is time consuming to fill out their profile. However, through doing this in bitesize chunks, it helps to build it organically. Many families already have the content so sometimes it is about copying it into where fits best. This pilot project offers users the opportunity for training with Charlie to explore the tool and how it can best work for them and be supported throughout this process.*

*Another challenge is the concern families spend time creating this profile for it to be ignored by professionals who won't want to access it.*

- what has been the main function / feature that users engage with most?

*The main function is the central wiki where you can store all the main information. Another favourite is the goal tool where families can capture targets. Families also like the diary feature to keep people in their circle updated.*

- If someone has a stand-alone system, how (Technically) will professionals link in? Will they be given a link, and will the buddy be able to restrict their access to specific areas?

*The owner can use the invite feature to enable people to see certain parts of the wiki and what information they want to share. You don't need an account to see the information, can be sent a link to access any records. Owners can also choose the length of time people have access to the information within that weblink.*



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- Can things be captured while not connected and up-loaded afterwards - lots of not-spots in places where great activities can happen.

*This is currently on the “wishlist” to develop within the software. Multi-Me would like to develop an app that has offline capacity. However, this doesn’t appear to be an obstacle for users as many will upload their information later once they have some time to sit down.*

- For someone to join somebody else's circle, do they need to have a paid account?  
For example, service user (paid account) and their parents (paid or free?)

*Membership for friends, family and professionals in the circle is free*

- Is this restricted to LD community or could this be for anyone who needs support of some sort

*Multi-Me and the RIX foundation are working with a range of people who require support, including mental health and dementia as well as LD and autism. However, the free offer with the AWF is focused on people with learning disabilities and their families and carers first and foremost*

**Some questions from previous events you may find useful:**

- Can the wiki calendar link up to my google calendar?

*There is no direct syncing capacity with google calendar. You can download multi-me events to your ical, outlook or chrome calendar and then if they were syncing that would work but currently not the other way round, i.e. google events sync to multi-me calendar.*

- How secure is the platform?

*Multi-me uses encryption to safeguard messages information. The level of detail that can be shared is dependent on what the user wants to share, so you can share, only what you would like to.*



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- Can health practitioners use it?

*Yes, health practitioners can use the platform. The benefit of the platform is that it can connect professionals from across sectors. Not everybody has to have an account to view your wiki profile.*

### **EPATS- Early Positive Approach to Support**

*E-PATs is designed to support families who have a child aged 5 years or younger who has a learning disability or Autism Spectrum Condition. During the early years children may have received a diagnosis of global developmental delay or a syndrome associated with learning disability. In some cases, children may still be awaiting a formal diagnosis but this is strongly expected by a professional involved in their care and the learning delay is accepted by the family.*

*They are looking to embed this within Cardiff & the Vale health board. They would like to develop an 'Expert Parent by Experience' post to support the delivery.*

### **What next?**

Do you know of any families who may want to explore this tool? As part of this pilot project, we have accounts that are free for a year for families. Please pass on our details and get in touch!

Would you like us to come and speak to your team to give them an overview? Please get in touch!

Email us at [caringcommunities@allwalesforum.org.uk](mailto:caringcommunities@allwalesforum.org.uk)

If you still have any further questions, please do not hesitate to get in touch with us.

We thank you for giving us your time, we really appreciate it. We hope to hear from you and start working together to build your very own Multi-Me!

The AWF Team