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| **Questions** | **Answers** |
| How many people are in the response centre? | There is a minimum level of 2 and staff levels change depending on day/time of day as required  |
| Can SOL Connect be used for respite cover? | Yes, the system can be used/purchased on a short term basis as the cost is priced per week. |
| Is an internet connection required? | Yes, this is discussed with the person on best choice of provider available in their area. |
| Is it just the hub equipment? | It is available on tablet, android and a mobile version and iPad version is being developed? |
| Who is responder? | It can be a family member; a PA; SOL or indeed another provider like Kingdom, Link, Bethany, Fife Council etc – a pick and mix as described |
| What if electric and internet fail? | SOL would be informed straight away and do a technical analysis and follow any protocol for specialist response if someone needed it |
| Pivotal meds | Can be wifi linked if using it out and about |
| Can you have monitors in different parts of the house? | Yes – number of monitors is then costed appropriately |
| Are local authorities taking it up? | Local authorities are amenable due to costs and choice |
| Are you working with others? | Yes, housing associations etc – eg a scottish government project with Blackwood to use SOL Connect in sheltered housing |
| What if the person doesn’t use English? | The actual hub can translate and send on appropriate message to call centre but call centre staff will not be – however 3 way interpretation service could be used (eg like deaf interpretation) Laura pointed out that someone uses Makaton successfully because of the use of the screen |
| When a person calls the SOL Hub, what happens if all responders are busy? | People would normally wait no longer than 60-90 seconds for a responder to answer. Calls are also prioritised dependent on the needs of the client base. |
| Does SOL Connect system need to be used with specific PC software/hardware? | SOL is largely run on Microsoft Windows systems as present but is being developed for use on most other platforms for tablets, mobiles etc. (both Andriod and Apple) |
| Is there a SOL social network available on this system? (to share stories/issues with the device) | No, the person is able to call the hub worker at any time with many doing so on 24-7 basis. Every supported person is reviewed on 3 monthly basis and this has never been requested to date.SOL also have an advisory board in place. |
| Presentation mentioned the potential opportunity to reinvest care package savings made to facilitate other outcomes – is this with full agreement of the local authority or is there a possibility this persons care package would be reduced? | SOL Connect system currently used by Social Work Service in Lanarkshire and, to date, this local authority has never cut a persons care package or requested fund savings back. |
| Is the SOL Connect system able to be used by foreign person or is it only available in the English language? | SOL Connect has been designed for use in many languages and this is covered in the initial setup of the persons system/which package is tailored to their needs. The only challenges faced by person is unable to speak English, being hub workers/responders are not able to speak their language and would require the services of any interpreter (or persons choice) to assist with communication. |