

Top Tips for Skype Calls

- Arrange with the home a specific day and time that suits your relative and the home.
- Do a test call with just a member of staff, to make sure it works and will be successful.
- Wait for the home to call you.
- Homes will be particularly busy at the moment, so allow for 20 minutes before or after your arranged time.
- If a home has not called you by 20 minutes after the arranged time, call the home to arrange another time when they are not quite so busy.
- If you encounter any technical issues whilst video calling, ask to end the call and try again.
- You must have a strong internet signal on your device for a successful Skype call.