

## Case study: Jean and Andrea

Kilburn local Jean and volunteer Tech Buddy Andrea are coming to the end of their partnership. Jean signed up to Tech Buddies as she was looking for help with understanding her new tablet. **'There's so much on it that you need lessons.** At first we did things like learning to close tabs and scroll up and down.'

Since being partnered with Andrea, Jean has set up a Skype account to speak to her best friend with, and explored online shopping on Argos and Amazon. 'Andrea showed me at first, **but then when I practice I get to be doing it on my own. I ordered an oven cloth by myself** which wasn't available in any of the shops around here.'

Family history is also an interest of Jean's, since she had to give her son up for adoption when she was young and is on a mission to find him. 'I'm getting sad watching *Long Lost Family* every Wednesday evening and not being able to find my own.' When I visit, Jean manages to access the *Long Lost Family* programme's website, which is full of useful links for those looking for family members. 'That's a bit of a lead. And look, you can order birth certificates on that one. I lost my son's when someone stole my safe.'

I asked Jean what she likes about being part of Tech Buddies.

**'It's marvellous, you don't even feel alone alone when you've got a tablet.** It can be a great distraction from things that make you stressed or depressed. When I lost my dog Rosemary, I cried for a little bit obviously, but then I thought: right, make yourself a cuppa and get on the tablet to look at puppies for sale. So I got onto Gumtree and found a new pug, Nelly. I asked them to deliver her here as I couldn't get to them, and they did.'



'I've also used Google search to find out what she can and can't eat. Turns out blackberries are really good for her, but onions will make her sick, so I make sure I don't feed her any onion gravy now. There's so much information on the net.'

**'I love having Andrea here because she's good company and we have a little chat too.** You get someone to explain things one-to-one. At the library or phone shop, where I've gone in the past, some of them are helpful but some are very busy and can be less patient. You don't know who will be there to help you one week to the next. **Tech Buddies gives you a chance to get to know a person.'**