

Facts for Families: Family Portal

Keeping up to date with your loved one

The family portal, co-designed with Dimensions' families, provides you with a brilliant new window into the daily life of your loved one. And by bringing you even closer, we think it will help make our support better, too.

What the Portal can do

The new Dimensions Family Portal helps you to keep up with your loved one:

- You can check out **their calendar** to find out what they're up to today, next week or next month
- You can take a look at all their **latest photos** (well, the ones they want you to see, anyway...)
- You can review their detailed **daily records** ranging from health information to what they had for dinner.
- You can also find all your loved one's **Activate Outcomes** – that is, the things he or she is working towards, and the steps he or she is taking to get there.
- Different people can see different things. Perhaps your loved one would like the whole family to have access to the photos but not his or her personal medical details. No problem!

Setting you up

Your relative's locality manager can set you up on the family portal, talk through the different permissions for different people in your family group and walk you through how to use it.

How we can help you

If you need additional support, we can help you in three ways: Use our screen-by-screen guides, register for a family zoom session by emailing family.helpline@dimensions-uk.org or ring the family helpline on 0300 3039161 Monday to Friday 10am – 12pm and we will arrange for a volunteer to get in touch with you to help you set it up.



“Seeing what your loved one has been doing and knowing their plans means you can have great conversations with them, especially when they don’t use many words.”

Liz Wilson, Family consultant

Proving life can get better