Guidance on how to take video recordings of clients for AAC

# Purpose

To encourage good filming of existing and potential KM CAT clients. This will facilitate MDT discussions, particularly with team members who weren’t present during direct client contact e.g. OTs can advise on posture and positioning; this will also help KM CAT decide whether newly referred clients meet the national AAC referral criteria i.e. by supplementing written information provided by referrers about clients’ abilities.

# Tips

* Ensure your device is adequately charged for the recording.
* At all times, seek the client’s consent before filming them and explain how this video will be used e.g. it will be shared with the KM CAT team, where it will be stored etc.
* Make sure there is no one else captured in the video e.g. other service users/relatives/professionals unless you have got their consent for this. There is a KM CAT document that can be used if needed (‘Declaration of consent sought from others about their images’).
* Ensure there is adequate light and minimise any background noise e.g. TV, pets etc.
* Only use devices that are encrypted / approved by your Trust for the recording.
* If using a phone, use the camera on the back (the front camera’s quality is not as good on most phones).
* Make sure the lens of the device is clean (otherwise the video can be quite fuzzy).
* Keep the device as steady as you can (use a stand if available) and avoid walking around whilst recording.
* Always shoot in landscape mode i.e. horizontally instead of vertically; this will make it easier to watch the video on a laptop/PC.
* Avoid talking unless you need to during the recording (remember that your voice may sound louder than anything else if you are holding the recording device).
* Keep videos short (long videos are difficult to watch, the quality of their image is more likely to be poor i.e. pixelated, and can take longer to upload when sending via email).
* If possible, take several videos of the client doing different things, for example:
* using their current mode of communication e.g. their speech, any existing AAC etc.
* using their touch-screen phone/tablet to type/tap/swipe
* using their PC keyboard and mouse
* sitting in/driving their wheelchair
* doing ADLs
* Identify ‘objects of interest’ e.g. specific body parts or parts of the AAC that you want to include in your video, and make sure these are captured throughout the recording:
* To demonstrate access abilities, make sure the video clearly shows their arms/hands
* To demonstrate language competence, make sure the video clearly shows what is on the surface of their low-tech aid/screen of their communication device
* Where appropriate, ensure that the video also captures sound e.g. client’s speech, any verbal prompting that is given by you/carers, auditory feedback coming out of the device, narrator’s voice describing what is happening in the video etc.
* Check the video and consider re-filming if necessary.
* When emailing videos across, be aware of the following maximum attachment sizes:
* NHSmail user sending email to NHSmail user OR replying to/forwarding email that was sent to them by another NHSmail: **35 MB**
* NHSmail user sending email to any recipient i.e. NHSmail user/non-NHSmail user using the Egress Web Form for Large File Transfer (<https://support.nhs.net/knowledge-base/egress-large-file-transfer-web-form/>): **5 GB**
* Non-NHSmail user (e.g. client or non-NHS professional) replying to email that was sent to them by an NHSmail user who used the encryption feature (i.e. typed [secure] in the email’s subject): **50 MB**