

HUG BY LAUGH

Supplementary

User Guide



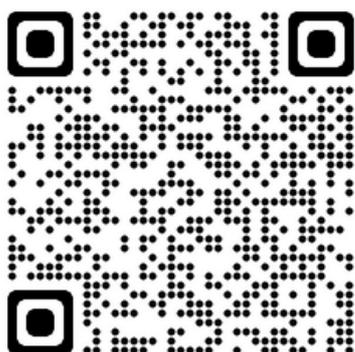
Introduction to HUG |

This guide has been developed by the Gwent Regional Partnership Board (RPB) AT Programme with the support of partners who have piloted HUG by LAUGH in Gwent. More about the programme in Gwent can be found on the [Gwent RPB - HUG by LAUGH webpage](#).

This guide is supplementary to the HUG instructions and FAQs which can be found on the official [HUG by LAUGH website](#) and includes:

- How to Use HUG
- Charging HUG
- Adding Music to HUG
- Cleaning HUG
- How to use HUG Safely

Please follow the [link](#) or scan the QR code below to see the instructions.



HUG Training |

QCS PAL Tool

The PAL tool developed by QCS (Quality Compliance Systems) has been adapted for the HUG. These have been developed into 4 cards that are included in the HUG pack and can be accessed along with a 20-minute video on the [HUG by LAUGH website](#).



Additional Training

HUG by LAUGH training can potentially be integrated into the Alzheimer's Society training package on meaningful activities: [Alzheimer's Society Live Training | Alzheimer's Society \(alzheimers.org.uk\)](#)



Personalisation |

The HUG can be personalised with something that the HUG owner would recognise and be able to identify the HUG as theirs.

Name tags could also be added to ensure the HUG will remain with the person when being transferred throughout care settings.

An example of personalisation can be seen below from Spring Gardens Care Home in Newport who have knitted snazzy outfits.



Replacement Parts |

Spare parts for the HUG including the electronics box and the outer cover for HUG are available to purchase separately upon request.

These can be purchased by contacting the HUG by LAUGH team via email: info@hug.world



Reusing a loved HUG |

During the pilot phase, there have not been many times when a person who has been supplied with a HUG disengages but it could well happen. Sadly a person with a HUG may also pass away.

Before the device is re-used the condition of the HUG will need to be checked and then cleaned following the care instructions that are provided and any infection control protocols required by local policies and procedures, so it can be used.



Adding Music |

During implementation in Gwent there have been reported difficulties in adding music to the device, especially when using work devices. Some have decided not to use the music option and stick with the heartbeat or just the HUG itself.

Music is not the only sound that HUG can play. Any audio recording in MP3 format is supported. This could include birds singing or the voices of loved ones.

The electronic device has 500Mb of storage capacity which will take at least 50 songs high-quality MP3 files.



Moving the Music onto the HUG unit

- Switch on the heartbeat on the unit.
- Plug the USB cable provided into the unit and connect this to the USB port on your computer.
- The unit shows as a 'drive' on your computer.
- Add your MP3 music files onto the drive.
- Once finished, eject safely from your computer and unplug the cable.
- Switch the heartbeat off and on again, and the music will play.

Adding Amazon Music

- Mp3 music files can be purchased from Amazon Music. Using the Amazon website in a web-browser is the simplest way to achieve this, follow [this link](#) to get directly to the store.
- Search for an album or EP from there, and select individual tracks from it. It is typically £0.99p for a track. Once purchased, you can download the file directly. Amazon will ask to download the Amazon Music app – just close the popup when it appears, and there should be an option to download the mp3 file after the checkout screen.
- The mp3 will download as a .zip so it will need to be unzipped – it should end up in the Downloads folder on the computer. In the downloads folder, right click on the .zip file and select “Extract All...” then in the following window select “Extract”. This will result in an unzipped folder being placed in Downloads, you might want to move the unzipped folder to a location that you will remember at this stage.
- Sometimes there are a couple of folder layers to get to the .mp3 itself, HUG will want just the .mp3 file itself, so make sure this is the only thing copied over to the HUG unit.
Refer to **Moving the Music onto HUG** for the next steps (on previous page) to get the music onto the device.



FAQs |

There is a FAQ section on the HUG by LAUGH website. These are additional questions that have been asked of the supplier during the HUG implementation in Gwent:

Does the HUG have an electrical certificate for flying i.e. does it need to be in the hold?

The HUG is both UKCA and CE certified, so meets the UK and European standards. If taken abroad for personal use, the only thing to be aware of is that the electronics unit should be carried in hand luggage if flying due to the contained battery.

Does the HUG set off the alarms in shops?

The supplier does not see any reason why the unit would set off alarms.

What is the storage capacity of the electronic device?

500MB – MP3 files use around 10MB so there is enough capacity to store at least 50 music tracks (this would be long pieces of music at the highest MP3 quality).



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