



The use of Technology in the Modern Healthcare “Signature Senior Lifestyle Care Homes”

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Abstract

The UK has one of the largest old age population and hence to ensure appropriate care and facilities for these old age people, there are many old-age care homes both publicly and privately held. With the development of modern technology, the quality of services and care of these old-age care homes including Signature Senior Lifestyle Care Homes has highly improved. The old-age care homes are using modern technology in relation to diagnosing health issues of the care seekers, ensuring effective communication with their family members and other relatives, entertaining them, and providing them with quality health and social care services. The use of modern technology in the providence of health and social care services has brought several challenges as well including the issue of data privacy and protection. Above all, the use of technology has highly contributed to improving the health and social services for old age people in care home settings.

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1. Introduction

This report aims to produce secondary research on the topic "The use of technology and communication system in care homes in the UK" The research will be based on the knowledge and theories available in different secondary sources. The researcher has considered the case of Signature Senior Lifestyle Care Homes.

2. Rationale of the Research

As per Scie.org.uk (2021) "There are more than 15 million people aged more than 60 years old in the UK who comprises approximately 23% of the total population of the country". The study has also outlined that there are more than 11,000 care homes including nursing home and other care provider settings for older people and these old-age care homes are caring for approximately 418,000 people in the UK. If the services and quality of care in different old-age care homes compared, it can observe that the quality and delivery of service care has been highly improved than before (Hall, Wilson, Stanmore, and Todd, 2017). Moreover, complying with the legal obligations in relation to providing quality care to people, old age care homes are facilitating with the use of technology (Andersson Marchesoni, Axelsson, F Itholm and Lindberg, 2015).

3. Research Objectives

The major objectives to be complete in the accomplishment of this study are as follows.

1. To assess how the use of technology and digital communication system is contributing to improving the quality of care.
2. To understand the challenges which different care homes are facing in terms of using technology.
3. To come up with effective resolving measures using which the challenges can overcome and ensure better quality services to the old age people.

4. Research Methodology

The term 'Research methodology' denotes to a design framework of a research determining different techniques and methods using which the tasks of the research will conducted (McNeill and Chapman, 2015).

4.1 Research Method

Newell has defined the research method, Burnard and Newell (2011) as the overall action plan undertaken for a research study outlining how different tasks of the research e.g., data

collection, data analysis and formulating research outcome will be conducted. Research methods can be identified from two different perspectives. Based on the nature of the data used, there are two types of research methods including primary research (conducted using primary research data); and secondary research (conducted using secondary research data). As per White and McBurney (2013) "Primary data signifies the raw data gathered directly from the respondents of the research and secondary data signifies data which has already been used and examined and which can be found in different secondary sources". In this study, the secondary research method will be used where the researcher will gather data about the use of technology and communication system in old age care homes in the UK from different secondary sources including books, journal articles, websites and so on. This method of research will enable the researcher to gather relevant and credible data since the data is examined by others. If the process of conducting research is concerned, there are two major methods of conducting research including qualitative and quantitative research method (Goddard and Melville, 2011). The qualitative research method involves using non-numeric data to develop knowledge and theories while in quantitative research, the researcher uses numeric value of the research to develop ideas and knowledge. To conduct this research, the qualitative method of research will be used since it enables the researcher to gather detailed information about the research area and explain the issues more effectively said McNeill and Chapman (2015).

4.2 Data Collection Method

One of the most significant parts of a research design is determining the method using which the researcher will gather appropriate data about the research area (Bell and Waters, 2019). There are several methods for collecting data and the appropriateness of the data collection method depends on the nature and type of the research (Newell, Burnard and Newell, 2011). For instance, the survey method of data collection is highly effective for conducting primary and quantitative research but not for qualitative and secondary research. Since this research is a secondary qualitative research, the researcher has undertaken the desk test strategy for collecting research data. As per White and McBurney (2013) "Desk test strategy is involved with reviewing different secondary sources to gather relevant data from those sources". Under this method, the researcher will review different secondary resources including books, journal articles, websites, government reports and surveys to develop knowledge.

4.3 Literature Review Methodology

In accordance with Newell, Burnard and Newell (2011) "The major purpose of the literature review is to educate the researcher regarding the research area or specific topic of the research so that the researcher can understand the existing literature prior to justifying the findings of the research". On the other hand, a systematic literature review involves identifying

and critically analysing different literatures following a clearly defined protocol. To review different literatures for the purpose of this research, the researcher will use the met synthesis method of literature review. A narrative literature review involves reviewing and summarising different literature and narrating a comprehensive background of the literature (Goddard and Melville, 2011). There exist four different methods for literature review including narrative literature review, systematic literature review, meta-analysis literature review and meta-synthesis literature review (Bell and Waters, 2019).

5. Secondary Data Analysis

It has been outlining by Danielsson et al. (2017) that “The advancement of technology has affected every area of people’s life and other social settings and institutions among which the healthcare sector is one of the most affected sectors”. The providence of health and social care services has been providing through different health and social care settings including hospitals, community care services, care homes, palliative care homes and so on (Hall, Wilson, Stanmore, and Todd, 2017).

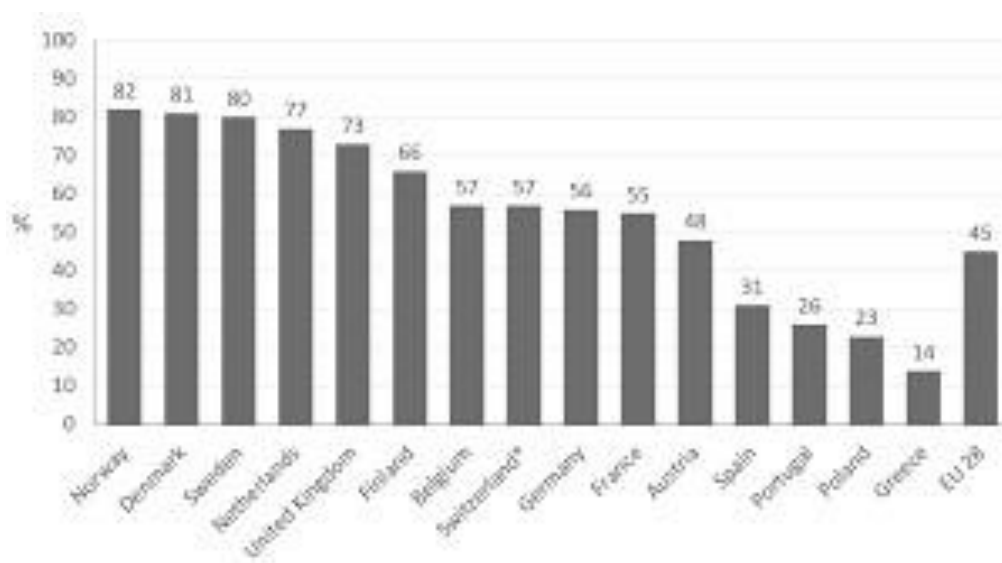


Figure 1: Ranking of Countries in European Region in Using Technology for Old age Care.

Source: (nihr.ac.uk, 2021)

The use of technological tools and instruments are increasing in terms of providing quality care to old age people in different old age care home settings including Signature Senior Lifestyle Care Homes. In the UK, there are many privately and publicly held old age care homes to provide health and social care for the large population of old age people in the country. As per Signature Senior Living.com (2021) “Signature Senior Lifestyle Care Homes is using digital technology in relation to care for people, designing better healthcare plan, informing patients

and their relatives about health issues, creating awareness among people, increasing social interactions for the patients, achieving health-related information from the patients, research purposes communicating with patients and their family members and so on”. Recent studies have found that a major portion of old age people aged between 65-74 uses communication devices such as smartphones and so on (Zoe, 2021).

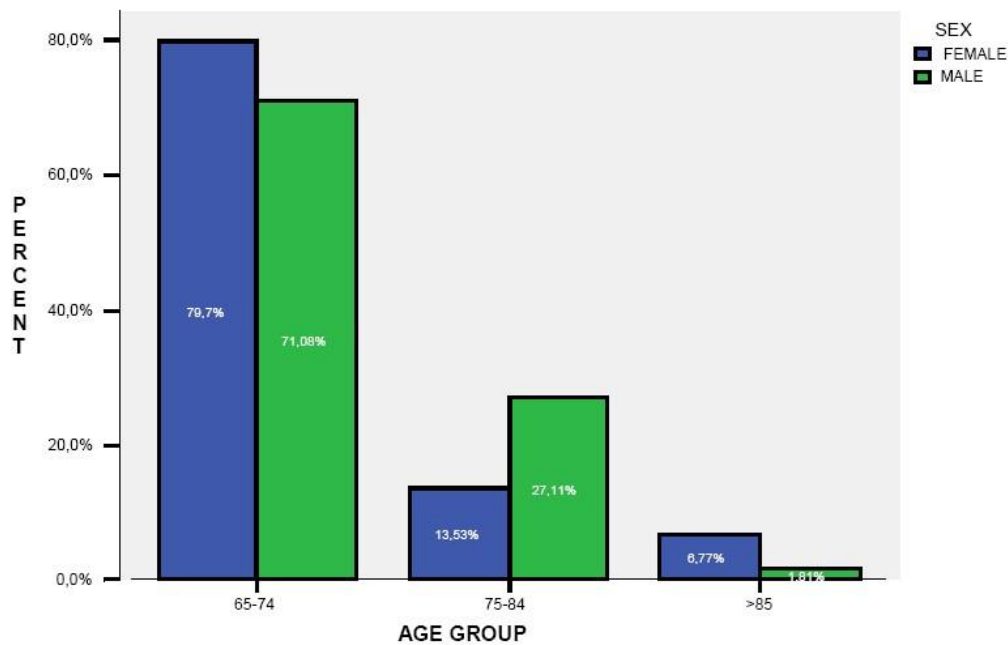


Figure 2: Percentage of old-age people using communication devices.

Source: (Zoe, 2021)

Apart from this, (Ensdigital.co.uk, 2021) has provided that “Caring for old age people requires to ensure appropriate mental health care to the old age people since old age people often feel depressed and frustrated due to being isolated from people”. In this regard, Signature Senior Lifestyle Care Homes have made facilities for the entertainment of old age people using different technological devices such as Television. Moreover, Signature Senior Lifestyle Care Homes are also providing facilities for old age people so that they can easily communicate with their family members and other acquaintances to overcome their loneliness and hence the care homes are providing Wi-Fi facilities, internet access and access to communication devices to the patients. If providing better care to old age people is concerned, Lattanzio et al. (2014) has outlined that “One of the key requirements of producing better healthcare plan or design, healthcare providers must collect health information of the patients on a regular basis to understand the health condition and hence design an appropriate care plan for the patients”. Healthcare providers nowadays are using technological tools such as tablets to collect and store information about the patients (Hall, Wilson, Stanmore, and Todd, 2017). This enables

the healthcare providers to assess and analyse the health condition of the old age people and hence make more effective decisions regarding the providence of health and social support to old age people. The use of technology in collecting and storing health information has given rise to the legal and ethical issue of data protection and privacy. As per the General Data Protection Regulation (2018) enforces strict regulations to protect personal data and information gathered and used by healthcare institutions. Moreover, a data breach in healthcare sectors may have a significant impact on the patients. In 2018, the data breach of NHS affected more than 150,000 patients (Healtheuropa.eu, 2021). As per GDPR 2018, the personal and health information of the patients should only to design and provide quality healthcare for the patients. Signature Senior Lifestyle Care Homes follows these regulations and all the other legislation and regulatory policies in relation to protect the data and information about the residents of the care homes.

Apart from this, Danielsson et al. (2017) has outlined that “The awareness among people regarding health and social care, their rights, facilities entitled to them has highly increased due to the use of technology in health and social care”. Due to the digital communication system, Signature Senior Lifestyle Care Homes and care seekers now can communicate more effectively and take ensure effective healthcare services. Moreover, a digital communication system also enables healthcare authorities to promote the rights of individuals in relation to health and social care services and hence ensure equitable healthcare services to all (Hall, Wilson, Stanmore, and Todd, 2017). The legal provisions governing health and social care in the UK including the health and social care Act 2012, the Human Rights Act, 1998 provides that patients should informed about the health issues.

While outlining the use of technology in healthcare, Lattanzio et al. (2014) have provided that “The development of technology has facilitated healthcare providers with innovations with which diagnosing and treating health issues for older people have been more effective which has resulted in an increased life expectancy and better living standard for the people”. In support of this statement, (Ensdigital.co.uk, 2021) has further provided that “The government of the UK has been undertaking different actions and introducing legislations with regard to improving the health and social care services and ensuring an equitable healthcare for all”. All the health and social care institutions including the care homes for older people must comply with these legislations and regulations to provide quality and equitable healthcare services.

6. Conclusion and Recommendations

6.1 Conclusion

Based on the discussion, it can be decided that technology has been a blessing for the health and social care sector along with certain challenges in terms of ensuring improved and equitable health and social care services for the people.

6.2 Recommendations

In terms of using technology and communication system in providing health and social care for old age people at care homes, the following recommendations can follow.

The old-age care homes should ensure appropriate communication channels to inform the patients and their family members of all the health issues and concerns effectively.

Apart from this, such information will facilitate the care homes to undertake research and development initiatives for improving the health and social care services.

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