

Module Code: LCHS4007

Module Title: Digital Skills and Research Methods

Assessment Type: Component 2 – Research Report

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Section 1: Introducing the Research Paper and Topic Development

1.1 Overview of the Research Paper

"A Qualitative Study of Organisational Resilience in Care Homes in Scotland" is the selected paper for this task. It is published in the peer-reviewed journal PLOS ONE (Ross *et al.* 2022). This article examines the ways in which care home companies adapt to daily challenges while continuing to deliver effective and safe care to older adults. The researcher has evaluated the ways in which care home staff respond to complex circumstances with the application of the concept of organisational resilience.

1.2 Development of the Research Topic

The research topic was developed in response to the increasing challenges in the UK health and social care sector. Care homes offer support to older adults with complicated health conditions such as dementia, long-term illnesses and disabilities. Staff are required to manage the increased workload along with balancing staff shortages, changing care needs, limited resources and regulatory requirements. The COVID-19 pandemic increased the need to understand the ways in which organisations adapt in difficult situations (Gillberg *et al.* 2023). Instead of focusing only on the identification of issues, the research focused on understanding the ways in which care home staff adjust to everyday issues and maintain quality care with the help of organisational resilience.

1.3 Research Population and Setting

The research was conducted within care homes in Scotland, which included a wide range of participants. The selected participants included care home managers, senior carers, carers, nursing assistants, residents, family members, care inspectors, and other healthcare professionals. The accumulation of information from various participants enables the researcher to gain comprehensive information related to the basis on which resilience functions in care practice from different personal as well as professional perspectives.

1.4 Importance of the Study to UK Health and Social Care

This study is significant for the UK health and social care sector since the ageing population is increasing, which has increased the demand for residential care. Understanding the ways in which staff adapt to complex circumstances can enhance person-centred care, organisational performance, and teamwork.

Section 2: Understanding the Purpose and Research Question

2.1 Research Aim

The aim of this study was to investigate the ways in which care home staff in Scotland adapt to daily challenges to deliver care to older adults, as well as to identify the ways in which organisations improve the safety and quality of care. With the application of the Resilient Healthcare (RHC) theory and the CARE model, the study aimed to understand the ways in which care Home systems operate in practice, as well as the ways in which the practices can be improved to support continuous improvement in the health and social care sector (Ross *et al.* 2022).

2.2 Research Questions/Objectives

The study focused on two research objectives, which are as follows:

1. To explain the ways in which daily care is delivered and the ways in which care home staff adapt to Complex situations and changes in demands
2. To evaluate opportunities to improve organisational resilience in care homes

Section 3: Understanding the Research Methods

3.1 Introduction to Research Methodology

Research methodology is considered the systematic process used in research to accumulate, evaluate and interpret data to accomplish research objectives. The selection of an appropriate methodology ensures that the finding self credible, suitable and reliable for the research questions (Nistor, 2024). Different research methods are selected based on the nature of the problem being examined. In health and social care, the selection of methodology is highly significant since it impacts the ways in which evidence is accumulated to improve organisational performance, decision-making, and patient care.

3.2 Types of Research Methods

Quantitative Research

Quantitative research emphasizes on accumulation of numerical data which can be measured and evaluated statistically (Uher, 2022). In this method, structured methods such as experiments, numerical records and service are used to identify the relationship between

variables associated with the research topic. The findings are presented using graphs, statistical tests, and percentages, which makes it suitable for studies in which objective and generalisable results are required.

Qualitative Research

Qualitative research evaluates the experiences, behaviours, opinions, and perceptions of people through non-numerical data. Interviews, focus groups, observations, and document analysis are some of the common methods used in qualitative research (Chand, 2025). This approach offers detail information related to the basis on which individuals understand as well as respond to a specific situation, which makes it significant in health and social care research.

Mixed Methods Research

Mixed-methods research combines qualitative and quantitative approaches in a single study (Oranga, 2025). The researchers accumulate numerical data along with participants' experiences to offer a comprehensive understanding related to the research problem. This approach is beneficial in terms of obtaining the strengths of both methods by generating statistical evidence and explaining the reasons for the findings of the study.

3.3 Research Method Used in the Article

In the selected article, qualitative research methodology has been used since the research focused on understanding the ways in which care home staff adapted to the demands of daily care instead of measuring numerical outcomes. The study examined organisations by evaluating the experiences, behaviours, and interactions of participants in real care home settings. Qualitative research was considered suitable since it allowed the researcher to observe daily practices to understand the ways in which staff responded to a specific situation. The Resilient Healthcare (RHC) theory and the CARE model were applied in the study to guide as well as explore the ways in which the organisation can improve care quality (Ross *et al.* 2022). This approach allowed a comprehensive understanding of the challenges as well as adaptations occurring in Scottish care homes.

3.4 Primary and Secondary Data

Primary Data

Primary data is considered the original information collected by the researcher for a specific study (Ajayi, 2023). Interviews, observations, focus groups, questionnaires, and experiments

are some of the examples. In the selected study, the researcher accumulated primary data through one-to-one interviews, workshop discussions, non-participant observations and resident and family discussions. These methods allowed the researcher to gain first-hand information from individuals associated with care home services.

Secondary Data

Secondary data comprises information that has already been accumulated and published by other organisations or researchers (Baldwin *et al.* 2022). This includes journal articles, government reports, books, and official statistics. Even though the study reviews literature to offer a theoretical background, the research finding was Prime really based on original primary data accumulated from participants.

3.5 Data Collection Methods Used

The researcher used various qualitative Data Collection methods to gain comprehensive information related to organisational resilience. Non-participant observation enabled the researcher to observe staff delivering daily care without direct involvement. One-to-one interviews were conducted with care home managers, carers, residents, family members, and healthcare professionals to evaluate their perspectives and experiences. Focus groups allowed multidisciplinary professionals to discuss and share challenges as well as ideas to improve care practices. Workshop discussions combined the perspectives of stakeholders and researchers to validate the findings as well as develop recommendations.

3.6 Sampling Method

A theoretical approach was used to select care homes with varied characteristics in terms of ownership type, size, and geographical location. Purposive sampling was used to select participants as it made it possible for the inclusion of people with the required expertise and experience. These approaches of non-probability sampling were the most suitable as they helped the researchers gather in-depth data from participants.

3.7 Data Analysis

The analysis of the gathered data was done through QSR NVivo 12.0 software. This is the qualitative data analysis software used for coding interviews, observations, focus groups and workshops. The analysis involved a two-step procedure following the CARE model. Firstly, the researchers looked at how the staff reacted to their daily work situations by analysing the

connection between work pressure, organisational capability and reaction from the staff. Secondly, thematic analysis was done to uncover the general themes of resilience in the organisation. Three key themes appeared to emerge: care planning and information usage, coordination of daily care activities and provision of person-centred care.

Section 4: Conclusion

In health and social care, the selection of methodology is highly significant since it impacts the ways in which evidence is accumulated to improve organisational performance, decision-making, and patient care. With the application of the Resilient Healthcare (RHC) theory and the CARE model, the study aimed to understand the ways in which care Home systems operate in practice. The accumulation of information from various participants enables the researcher to gain comprehensive information related to the basis on which resilience functions in care practice from different personal as well as professional perspectives. Care homes offer support to older adults with complicated health conditions such as dementia, long-term illnesses and disabilities. The researcher has evaluated the ways in which care home staff respond to Complex circumstances with the application of the concept of organisational resilience.

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