

INDIVIDUAL REPORT

Module Name	Digital Skills and Research Methods
Module Code	LCHS 4007
Student Name	Yassir Abakar Abdelrhman
Student ID	2532176
Lecturer's Name	Redhwan AL Amri
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**University of Wales Trinity Saint David
LONDON CAMPUS**

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Section 1: Introducing the Research Paper and Topic

The chosen paper is A qualitative study of organisational resilience in care homes in Scotland by Ross et al. (2022). The paper explores how care homes respond and adapt to different challenges, while continuing to provide care for older people. It focuses on organisational resilience and the ways staff and care organisations manage pressures in their everyday work.

This topic is important to health and social care because care homes provide essential support to older people, many of whom have complex care needs. Understanding how care homes respond to challenges can help improve the quality and safety of care provided to residents.

Section 2: Understanding the Purpose and Research Question

The purpose of the research was to understand how care homes in Scotland respond to different challenges and how they adapt their work. The researchers were particularly interested in organisational resilience and how it can be supported in care home settings. The study explored how staff adjust their work when they experience changing demands, pressures and unexpected situations. It also aimed to identify opportunities to improve the resilience and performance of care organisations and help care homes maintain safe, person-centred care for older people.

2.1 Research Question(s) or Objectives

One objective was to identify areas where care organisations could improve their resilience, including how they anticipate and respond to problems, learn from experience, and coordinate tasks and resources. The study also aimed to provide a better understanding of how care homes adapt to challenges and identify practical opportunities for improvement.

Section 3: Understanding the Research Methods

Research is commonly organised into three broad approaches: quantitative research, qualitative research and mixed-methods research. Each approach is suited to different research questions and produces a different type of evidence.

3.1 Overview of Quantitative, Qualitative, and Mixed-Methods Research

Quantitative research. Quantitative research collects numerical data and analyses it using statistical methods. It is useful when a researcher wants to measure variables, test relationships, identify patterns or compare groups (Creswell and Creswell, 2018). For example, a researcher could give 150 care-home workers a questionnaire and compare their stress scores before and after a new staff-support programme. The results could show whether average stress levels changed and whether the difference was statistically significant.

Qualitative research. Qualitative research is used to explore how people understand and experience a situation. It usually works with non-numerical information, such as interview answers, observations or written documents, and looks for meanings and themes in the data (Creswell and Creswell, 2018). For example, a researcher could interview care-home staff about how they cope with sudden staff shortages. The interviews may show how teamwork, communication and leadership influence the way staff respond.

Mixed-methods research. Mixed-methods research combines quantitative and qualitative approaches in one study. This allows the researcher to collect numerical evidence as well as detailed accounts of people's experiences. For example, a researcher could use a questionnaire to measure staff wellbeing and then conduct interviews to understand the reasons behind the questionnaire results. Combining the two approaches can provide a broader understanding of complex health and social care issues (Creswell and Creswell, 2018).

3.2 Research Methodology Used in the Chosen Paper and Why

Ross et al. (2022) used a qualitative methodology because the main aim was to understand how staff teams and care organisations adapt to complex conditions and everyday demands. A qualitative approach was appropriate because organisational resilience involves people's experiences, decisions, communication, adaptation and ways of working, which cannot be fully understood through numerical data alone. The researchers collected information through interviews, observations and group discussions, and then analysed the data to identify themes.

3.3 Primary and Secondary Data: Definitions, Differences, and Application

Primary data. Primary data is information collected directly by researchers for the specific purpose of their study. It can include interviews, questionnaires, observations, focus groups and experiments. This allows the information to be closely matched to the research question.

Secondary data. Secondary data is information that has already been collected by another person or organisation. Examples include government reports, official statistics, previous research studies, medical records and organisational documents. It can save time, although researchers must still check whether the information is relevant, reliable and suitable for their question.

The main difference is that primary data is collected for the current research, while secondary data already existed before the study began. In the chosen paper, the main evidence was primary qualitative data collected from participants in Scottish care homes. This was appropriate because it allowed the researchers to understand staff experiences and everyday working practices in detail (Ross et al., 2022).

Section 4: Conclusion

In conclusion, the chosen study used qualitative research to examine how care homes in Scotland adapt to challenges and maintain safe care. Qualitative research was suitable because the study focused on staff experiences, communication and everyday working practices. In contrast, quantitative research would have been more suitable if the purpose had been to measure resilience scores or compare outcomes between a large number of care homes. Understanding the difference between these approaches helps researchers choose a method that matches the question they want to answer.

References

- Creswell, J. W. and Creswell, J. D. (2018) *Research Design: Qualitative, Quantitative, and Mixed Methods Approaches*. 5th edn. Los Angeles: SAGE.
- Ross, A., Anderson, J. E., Selveindran, S., MacBride, T., Bowie, P., Sherriff, A., Young, L., Fioratou, E., Roddy, E., Edwards, H., Dewar, B. and Macpherson, L. M. (2022) 'A qualitative study of organisational resilience in care homes in Scotland', *PLOS ONE*, 17(12), e0279376.
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