



CHANGEMAKERS



Level 5: BSc Health and Social care
Changemakers: Creativity and Value Creation
Assignment 1
Online Portfolio of set exercises (e-portfolio)
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Table of contents

Section	Pages
Introduction	1
Mind map	2
Blog	3
Conclusion	5
Reference	6



(Bergen, 2018)

INTRODUCTION

We will discuss the importance of technology in health and social care by using a mind map and a blog to illustrate and signpost people to the project. This project is to educate people about the project, showing them the importance of why we need this service and how cost-effective and time-efficient it can be—understanding the needs of both the service provider and service users.

Mind Map: Project Plan



(Anon., 2021)

The mind map above explores the proposed project plan in the community care field. As a community care worker (more specifically, a field supervisor), communication is essential, not only in my role but also in the community care field in general. There are many people involved in the caretaking of a client, this includes the GP, District nurse, Dietician, Occupational Therapist, Social worker, etc. All these service providers would need to review and share specific data (in guidelines with the data protection act 2018) about the client, and the day-to-day care needs of the client need to be filtered down to these different service providers. Therefore, communication is essential, although communication must be not only practical but also efficient. Currently, in the community care field, information about the client must be physically sent to the office by the carers and then the community care office writes to the social worker, who then goes on to write to the doctors and dieticians as well as any other health worker who is needed. This is essential, time-wasting and not cost-efficient as the cost of transport by the carers to the office and the house of the clients and the wastage of paper are all inefficient. With the recent innovations in the world, many technological advancements have been reached the world, and it has gone on to make communication more accessible. The plan involves integrating technology into the workplace instead of having carers physically go to the office to inform the social workers of the client's needs. A computer system would be used to record and control the clients' data. With tablets and computers and good internet service, the data can be moved between the service providers more efficiently, reducing cost and making communication more efficient.



(Anon., 2020)

BLOG

Changemakers: New Project plan for improving communication in the Community care field

Community health services cover a wide range of services and provide care for people from birth to the end of their life. Community health teams play a vital role in supporting people with complex health and care needs to live independently in their own homes for as long as possible (NHS 2021).

From this fact communication is very important, in the past, there has been a lot of paper trails and old files. Before information could be obtained, one would have to go through a lot of paper files. Whereas my idea is to provide service that is efficient in communication for example if a client should fall or sustain an injury (as a field supervisor) I have to go to the office to do an incident report. The community care office would then write to professionals (e.g doctors, nurses etc) who would then review the client's case before administering their services. This is time and cost-ineffective as it would take time to send the information to the doctors and nurses. In addition to this, there is also transport cost as I would have to drive to the client's home and then to the office. Even though the necessary service providers receive the needed information this method of communication is still inefficient and highly excessive.

My idea is to provide a good communication network service in which using a computer system and mobile tablets, the client's profile can be accessible to service providers by using links. With this the clients, data can easily be sent between staff (with the necessary privacy policies which the client would be told). Even though I would still be regarded to go to the client's home to do a routine check, this time I would not have to drive to the office and so this reduces cost as well as speeds up the transfer of data of the client. This was data moves quickly and effectively.

I believe with this idea we could improve the efficiency of communication in the community care field.

CONCLUSION

With this project, I would need to find funding and get permission from service providers because we will be using their phone lines. There is a need to find a system that would be suitable for the project and determine how to make it operational. In addition to this, the staff and service users would need adequate training on how to use the devices and the computer system. In addition to this the community care field would need to have training courses to improve teamwork.



(Wondrlust, 2022)

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