

TASK 2 – 2000 WORD REPORT

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INTRODUCTION

This report aims to evaluate the use of technology and digital tools in Health and Social Care settings. The importance of having the ability to operate and communicate with technology and media will also be highlighted in this report.

The use and importance of digital technology in: Care Homes, Hospital, GP Surgeries, Rehabilitation Centres and Nurseries will be covered throughout this report.

Technology in the health care sector is something useful. It can be used in many different forms from registers, personal data holding, health monitoring, recovery tracking and many more. It allows services to run quicker and smoother without unnecessary delays from lost or damaged paperwork.

What is digital?

The term digital can be used to refer to many different things. When something is digital, it involves the use of computer technology. To be specific, it is the electronic technology that is responsible for the generation storage and processing of data. We use digital technology in many Health and Social care sectors such as: Care homes, Hospitals, GP Surgeries, Rehabilitation Centres and many more.

Digital technology is important in the health care sector because it holds valuable and confidential information. If certain information such as peoples full name, number or address was written on paper, it would be accessible to anybody. On a computer confidential information would be blocked by a password or security question or on very modern device like Apple, a fingerprint is needed to access important information which makes it much safer.

Care Home

Technology in care homes is an essential because of how private they keep confidential information. In care homes many clients have health conditions and take medication. In domiciliary care you go to each client's house, you get given a phone that has their address, their health condition (if they have one) and what medication they need to take and at what times. It may sometimes tell you where the key is to their home if that specific client is unable to move or walk.

Technology in this circumstance is important because if that phone was lost, there is a pin that will be used to unlock it, a fingerprint or face ID. If all this important information was on paper and that sheet of paper become lost, damaged or stolen it will give whoever finds it access to that client's personal information, address and location of the extra key to their house. That puts the client at risk of being hurt by someone who finds that information.

Not all elderly feel comfortable with everybody knowing their information, their information being stored on technology keeps it private and allows it to be accessed to by the correct members of staff. When the carers are visiting clients, they will find instructions on their phones explaining if their client needs washing, feeding, changing or medication, if the first carer does their jobs and forgets to mark that they have followed all instructions and have given their clients their medication and the second carer comes to visit that client and gives them an extra dose of medication that can be very harmful for the client, or if this information was on paper and that paper got damaged or lost the second carer might again give this client a double dose.

Technology in care homes make the job easier, from experience working in care homes and in domiciliary care paperwork gets torn and damaged, lost and sometimes stolen, having my rota, client's information, a clocking in and out system and much more on one device makes the job easier because it is all in one place.

Conclusion

In conclusion, technology in care homes is relevant because it keeps confidential information private and allows the information to be accessed by the correct people. It lowers the risk of anything happening to the clients and allows them to remain safe in their homes.

Nurseries and Schools

Technology in schools is something that has developed over the years. School and nursery registers used to be handmade and marked by teachers and then given to the reception who would then hand check them and do the attendance.

Paper registers are a risk and hazard, if a teacher has a register on paper and marks a child in as present or absent and that paper goes to the reception and gets torn or damaged along the way or ripped, in a situation where there is a fire alarm drill or a real fire all the registers from every class would be something that would need to be left behind.

If reception brought out all those papers, there wouldn't be enough time to hand each paper back to make sure every child is safe. Technology in schools makes this easier and safer, the register being on a computer means it can be accessed on any device. If the same fire situation was to happen, the teachers of each class can use their personal devices to access the register and quickly go over it to make sure each child is out of the building.

Schools and nurseries have a lot of private information about each student such as their home address, age, disability (if they have one), parents' contact numbers and names. This information is information only the school needs to have a hold of, if this was all on paper files and the school got broken into or was intruded, this information being lost or in the hands of an intruder each child and parent is now at risk of being hurt seen as their personal information is now in the hands of somebody other than the school.

My knowledge of digital technology expanded as we learnt about data protection in week 9, to be specific we learnt about 'data protection principles'. Data protection principles such as: personal data shall be accurate, and where necessary, kept up to date, simply mean in order to keep the data accurate, where necessary it needs to be updated. For example, if a child moves houses, their new address needs to be given to their school to be updated.

Conclusion

Technology allows time to be saved and allows everything to run quickly and smoothly especially in emergency situations. Data should be updated where necessary in order to keep the data accurate.

Rehabilitation Centres

Rehabilitation centres are for people who are struggling with substance abuse, in order to become sober, the person will be admitted into a rehab centre where they will stay and get looked after until they get the help they need. They could be suffering with alcohol and drug use. Rehab allows them to change their diet, bad habits and sometimes their friendship groups.

Not everybody in rehab knows they are in rehab until they start to become better and sometimes people put up a fight when being put into rehab, because the substances they are taking take over their body they automatically see help as danger and start to react. Family members can also put their family members in rehab once they start seeing signs that their family member needs help.

Technology becomes useful in situations like this because if files on the client and their condition of drug or alcohol use is found this can make the client react or even harm nurses as some of them sometimes feel locked up. If a user is unhappy about being looked after by nurses and feels vulnerable or is so drugged up that they do not even know why they are there seeing information like that about them can be very traumatic and can cause further distress.

In places like rehab everything is much safer on technology where nobody can access it unless needed. Rehab can also have clients who are violent due to their intake, feeling locked up and or vulnerable and seeing information and comments on your well-being and health can cause them to lash out and react in a violent way, this can also be a risk to nurses as well as the other clients being helped and looked after.

Clients who have monitors connected to them for their health can be connected to nurse's computers and monitored and checked by nurses without them physically being there. For example if a patient's heart rate needed monitoring while they are asleep so it does not drop below a certain rate, they can be connected to the monitor and the nurse will not need to stay there and look out for if their heart rate drops, they can connect the patient to the machine and connect it to the devices so if an emergency situation occurs and their heart rate drops below the expected rate they will get an unignorable and unmissable signal that will alert them that something is wrong.

With the use of this sort of technology it allows the nurses to get on with other tasks and go to an emergency scene if needed and allows the patient to have some privacy without a nurse sitting and waiting for something to happen.

Conclusion

In conclusion technology in rehab protects the safety of clients and allows nurses to monitor their patients in case of an emergency while allowing them to have their privacy. Technology in rehab can also be used to update the mental state and health of a patient and log their wellbeing and track their recovery.

GP Surgery

Technology in GP surgeries is extremely useful for many reasons such as keeping private information inaccessible. As well as keeping private information private there are such things as automatic appointment reminder emails, online booking systems, online rescheduling and cancellation systems and emails to pass on information to pharmacies.

Automatic reminder emails are extremely convenient because patients can be super busy and forget about their booked appointments but getting an automatic reminder email or text message reminding them allows them to plan around their appointment. Without this automatic reminder, if the patient has forgotten and doesn't turn up it can be very inconvenient for the GP surgery because somebody could have taken that spot and because it messes with the surgeries schedule which can cause confusion.

Automatic booking systems allows patients to book appointments around their own schedules so that they can 100% make their appointments without any clashes. Patients being able to book their appointments is easier for the GP surgeries because it allows them to get on with more important things instead of booking appointment in and giving out slot's patients cannot attend due to busy schedules, by them doing it themselves they are booking it for when it's convenient to them.

Automatic rescheduling and cancellation systems allows patients to reschedule and cancel appointments if an inconvenience occurs. One they reschedule or cancel it will automatically put that slot back up and alert the GP surgery of the rebooking. Putting the slot back up allows other people to take that slot and automatically alerting the GP allows them to reprepare.

When a patient is prescribed medication digital technology allows the GP surgery to send an email with personal information of the patient and the medication they have been prescribed with, the patient will then be allowed to collect it if they bring ID. Sometimes it can even be delivered depending on the type of medication that has been prescribed.

Conclusion

Digital technology in GP surgeries allows patients to book, reschedule, cancel appointments on their own. Technology also allows patients to automatically be reminded of their appointments. GP surgeons being able to send personal files and information over to pharmacies is convenient for the patient and surgeon. If medication has ran out in a specific pharmacy, they can send this information via email to another email. Technology makes this run quicker and easier.

REFERENCES

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