



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

Changemakers: Creativity and Value Creation Professions (BMHP5014)

Component 1: Online Portfolio

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Introduction

Health and Social Care related challenges are always serious concerns, and people face different challenges over time. Changing problems demand constant innovations, creative changes, and upgrade in the existing health and care system, and this study is to bring to light some of these basic concepts, focusing on the UK health and care system.

Task 1- Defining Key Concepts in Practice

Innovation

Innovation refers to the introduction, initiation, and execution of current ideas and procedures aiming to drive solutions of ongoing problems. In health and social care, innovation is driven through implementation of new products and technologies (Kosiol et al., 2024). Increasing care cost, labour issues, and aging population are prevailing issues, while innovations are important in the health and social care system for human development, thereby improving quality of life (Flessa and Huebner, 2021). For instance, innovation like telemedicine increases access to healthcare by reducing mobility issues especially for elderly people, impact of innovation is by enhancing the quality, accessibility, and efficiency of healthcare services, ultimately leading to improved patient outcomes and operational effectiveness.

Creativity

Creativity is about generating innovative ideas, and in health and social care, creativity is defined as the fluidity of mind and accepting new, simple, affordable, useful, and efficient ideas for patient care (Cheraghi et al., 2021). The healthcare system needs creativity person-centred care services through personalised approaches to ensure specific solutions for health issues or defining the right problem and providing the best salutation (Txarramendieta, J. et al., (2022). Creativity art therapies such as dance, music, and art for treating mental, and physical illnesses are example of creative care solutions.

Value Creation

Value creation is simply defined as a way of ensuring benefits of stakeholders through a service, while carers, patients, and communities are the main stakeholders for value creation in the healthcare systems (Landon, Padikkala and Horwitz, 2021). Value creation is important to maximise outcomes such patient wellbeing and satisfaction. For instance, value creation in health care by reducing unplanned hospitalisation, harassment in admissions and delays in treatments. This has huge impact, through enhancing patient outcomes, optimizing resource allocation, and fostering collaborative, patient-cantered approaches.

Change

Change is defined as the transformation in health and social care system in the form of new policies implementation and procedure improvements to enhance patient care quality (Silvola et al., 2024). Identifying stakeholders, their requirements and understanding the need for change are the keys to driving a change in the health and social care system. Hence, the change is important to rightly address stakeholder's needs, avoiding care service disruption due to poorly managed system by maintaining service quality (Granberg et al., 2021). Conversion of paper-based records into electronic system, systematic staff training and service monitoring are examples of these changes. Therefore, having a great impact by altering service delivery, access, and quality for users, while affecting professionals' roles, workload, and job satisfaction.

BMHP5014_LON / Week 1 / Week 1 Forum / What are some innovations in health and social care?

Week 1 Forum

Forum RSS feed of posts

What are some innovations in health and social care?

My topic is about social worker Define what problem means

Display replies in nested form Settings

What are some innovations in health and social care?
by Ntombizodwa Ndlovu - Tuesday, 21 October 2025, 10:05 AM

Innovations in health and social care include artificial intelligence (AI) for diagnostics and risk prediction, telemedicine and wearable smart devices.

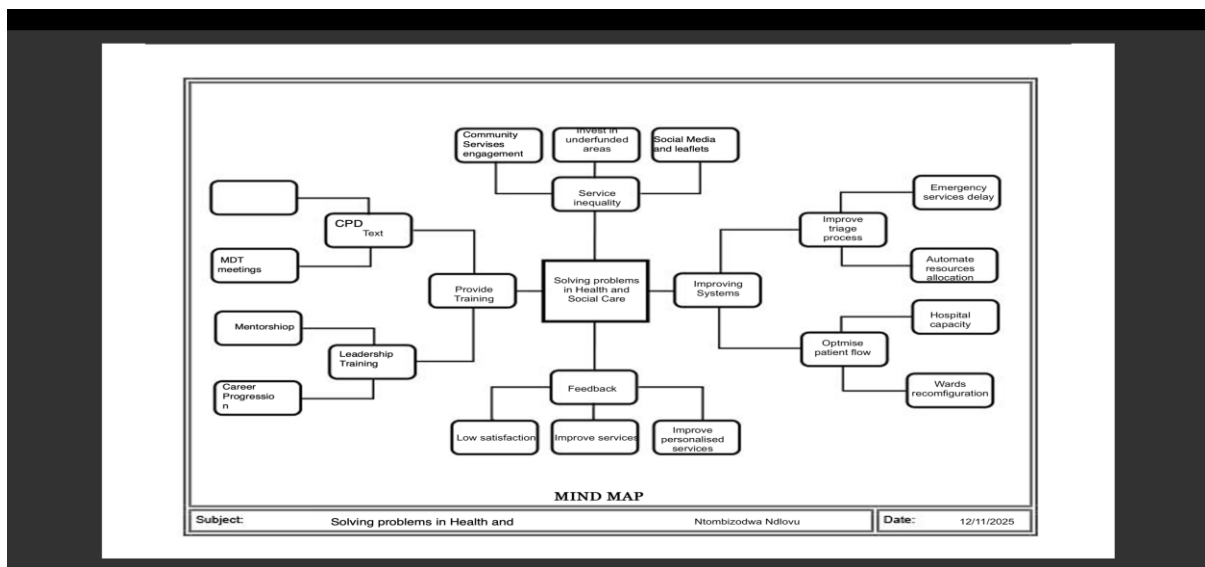
Permalink Reply Export to portfolio

Re: What are some innovations in health and social care?
by Anderson Villanueva Suárez - Tuesday, 21 October 2025, 3:17 PM

Advancements in health and social care include various technological, social, and organizational strategies designed to enhance the delivery of healthcare, improve patient outcomes, and ensure the sustainability of the system.

Permalink Show parent Reply

Task 2 - Mind Map



The mind map outlines strategies for Solving problems in Health and Social Care. The central theme branches into key areas, these interconnected strategies aim to enhance overall efficiency, equity, and staff development within the health and social care sector.

Service Inequality

Addresses by the community service engagement, investing in underfunded areas, and social media /leaflets.

Improving Systems

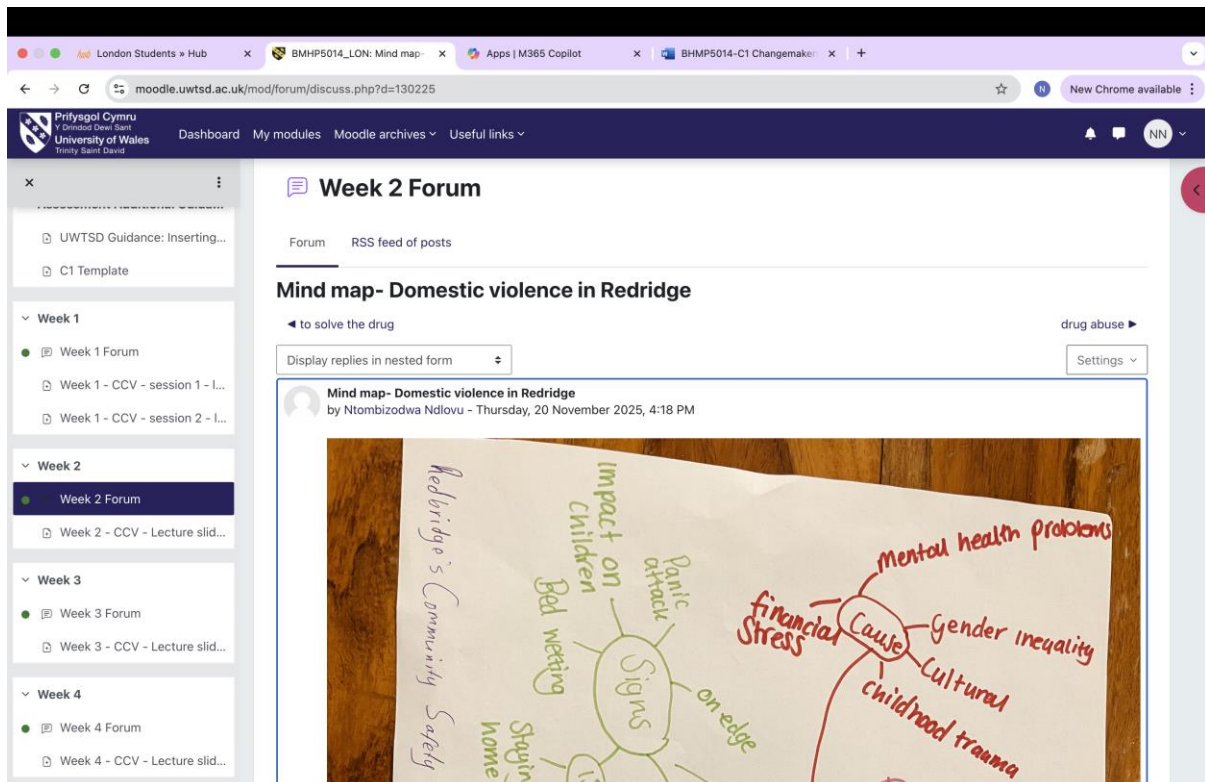
Focuses on enhancing the triage process, automating resource allocation, optimising patient flow, and managing hospital capacity to mitigate emergency service delays.

Professional Development

Includes providing training (CPD), mentoring, leadership training, and career progression opportunities (Friedman, A.L., 2011)

Service Improvement

Involves gathering feedback, addressing low satisfaction, improving personalised services, and reconfiguring wards.



The screenshot shows a Moodle forum interface for the University of Wales Trinity Saint David. The forum is titled 'Week 2 Forum' and contains a post titled 'Mind map- Domestic violence in Redridge' by Ntombizodwa Ndlovu, dated Thursday, 20 November 2025, 4:18 PM. The post includes a hand-drawn mind map on a piece of paper. The mind map has a central node 'Signs' with branches for 'Panic attack', 'on edge', 'Staying home', 'Bed wetting', and 'Impact on children'. To the left, a vertical note reads 'Redridge's Community Safety'. To the right, a section titled 'Cause' branches into 'financial stress', 'mental health problems', 'Gender inequality', 'Cultural', and 'childhood trauma'.

Task 3 - Self-Reflection of Group Activity.

Class activities have been a significant source of learning to me and examining my actions through Gibb's Reflection Cycle. Especially, I have experienced convergent thinking or making actionable decisions with focus and clarity, as well as divergent thinking or making innovative ideas and creativity (Eon Duval, Frick, and Denervaud, 2023).

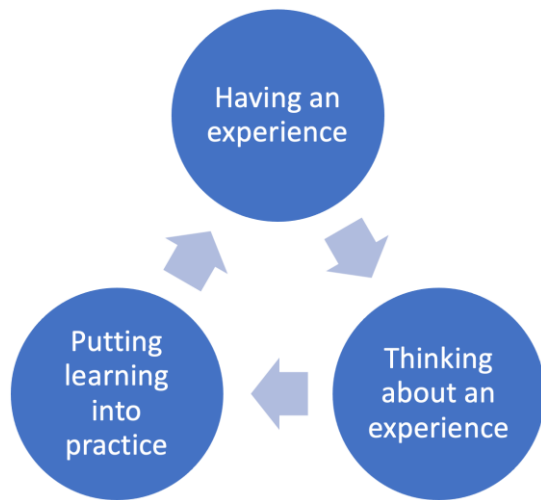
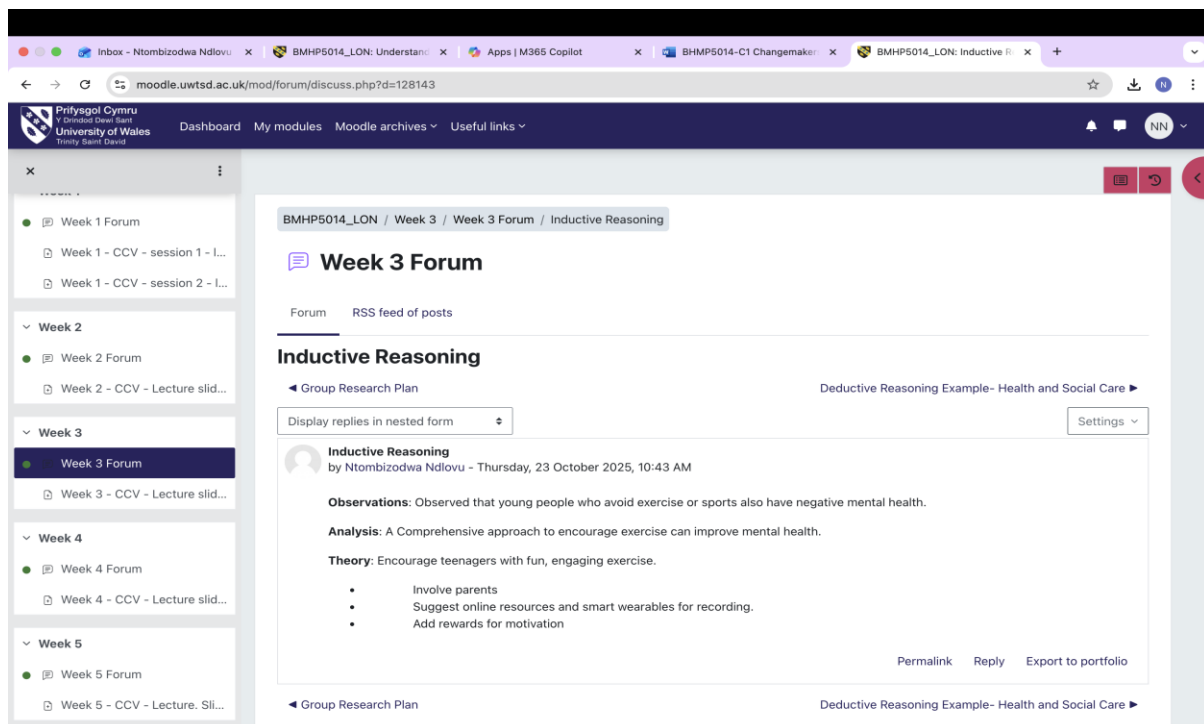


Image by (Dr Lee Fain, 2021)

In class, we were tasked to find ways to address the current staff shortage issues in the UK's healthcare. I implied divergent thinking as I brainstormed and suggested ideas like mentorship programs, flexible working, and relationship building.

I observed that I only found ideas but failed to point out specific solutions. Collaborating with other groups fostered my free thinking, and through convergent thinking. I defined how governmental support and financial investments are needed to better system. I have analysed my thinking aligned with divergent thinking, as discovering innovative ideas was convenient for me. However, I learnt the supporting others and receiving others' opinions is key to a successful teamwork. In the future, I would like to improve convergent think as I will take part in more group activities, so that I can learn from facing different challenges and choosing the right one in multiple ways.

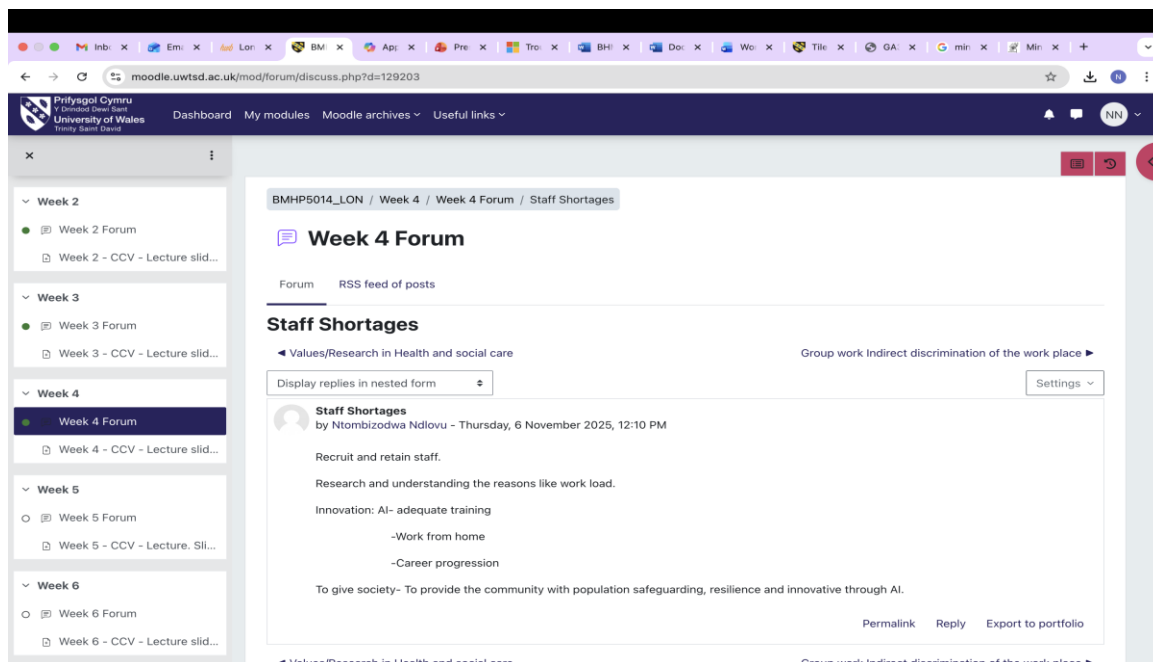


Task 4 - Case Study Analysis of a UK Innovation

The National Health Service (NHS) in UK made an innovative initiative called virtual wards or hospital at home in 2022. This is to ensure patients' easy access to care service at home conveniently and safely even without visiting hospitals. More virtual wards are being introduced by the NHS to serve more patients as this innovation gives a solution to the problem like hospital's capacity constraint, delayed services, untimely discharges, and impatient service for sickly, and struggling patient (National Health Service (NHS), (2025).

A multidisciplinary team, triage system algorithm, virtual communication, or digital contacts along with face-to-face interactions, are the creative aspects to create virtual wards. Pulse oximeter, Bluetooth blood pressure cuffs and phone applications are innovative monitoring tools used for reliable and systematic monitoring and management of patients (Norman, Bannet and Vardy, 2023). This is how the NHS adds value to patients by increasing comfort, reducing the possibility of hospital-acquired infections, and improving satisfaction with more personalised care services. Moreover, this also generates new roles for staff such as remote monitoring coordinators, multidisciplinary team workers, virtual wards nurses and so on. In the South-East England, over 85,000 admissions on virtual wards with 18% increase from

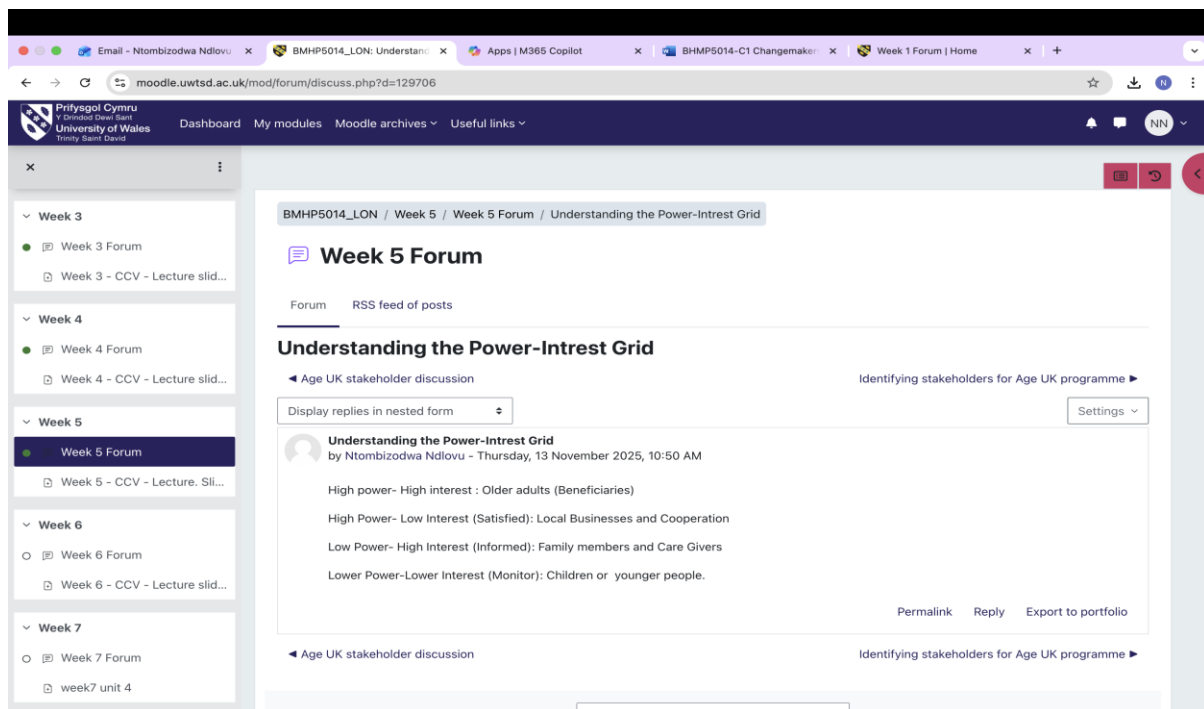
2023, reflects the patient's benefit and satisfaction from virtual wards (National Health Service, NHS 2025).



Task 5 - Research Task

In the Health and Social Care in the UK, long waiting times is becoming worsening issue for patients. Last year, 49,000 accident emergency cases led to patients waiting 24 hours or for hospital bed in the UK, where almost 70% of those patients are aged 68 years of age or older. Patient's trolley also reported to be increasing over time (Ahmed, 2025). Sometimes, long waiting times is also a problem in the emergency department. According to Maynou et al. (2023), issues in emergency cases handling and management and the emergency attendees influence the waiting time of patients in the emergency departments. Problems faced by patients in admission and readmission in the urgent care departments.

The above image clearly shows the worsening scenario of the waiting issues in the UK, while high bed occupancy, admissions to discharge ratio, huge emergency admissions, and long inpatient stay are contributing to long waiting times (Limiri, 2025). Long waiting times or delayed services become a severe threat to patients with crucial health problems such as cancer patients and so on.



Task 6 - Exploring Digital Innovation in Health and Social Care

Wearable of wearable Health Technologies

One significant health benefit of wearable health technologies such as smart watches is that it allows patients to real-time monitoring of their health conditions. Detection of any abnormalities by the patient or care professionals becomes easier by tracking important health metrics such as oxygen levels, blood pressure and heart rate, physical activity or steps and sleep quality, and many more (Tognetti, and Carbonaro, 2019). Considering the report at Staffordshire, the National Health Service, (2023), has admitted the effectiveness of medically certified application, Fabri Check, with the use of a smart watch or smartphone, as the app can detect possible arrhythmias. Remote monitoring also becomes easier while tracking health metrics, and keeping records for a long time, especially chronic diseases. This helps the patients also with chronic health issues to avoid the hurdles in visiting hospital frequently (Gagnon et al., 2024).

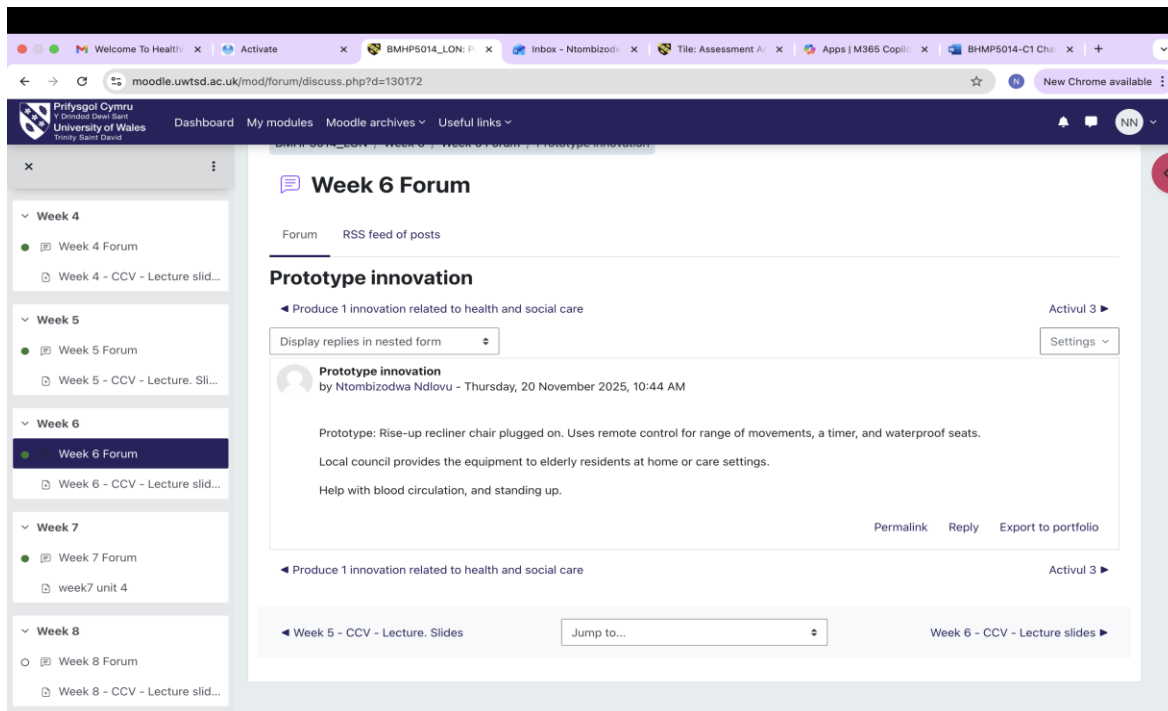
Electrical Health Records

The use of Electronic Health Records (EHRs) has proven to enhance collaboration with timely communication in the UK. These tools make sharing patient's information between contacts secure and quite easy. With EHRs, unlike paper-based records,

real-time access to patients' medical history has become easier, and this convenience allows healthcare providers to deliver services better (Robertson et al., 2022). The National Health Service stated that every health and social care organisation in the UK and the general practitioners are now holding their own set of patients' records to ensure more personalised care services to the patients. Thus, relevance of EHRs (National Health Service (NHS), 2025). Effective use of EHRs ensures the flow of information between healthcare professionals, which eventually minimises errors, thereby enhancing overall patient outcomes. This is how a more collaborative ecosystem is developed within the health and social care system.

Digital Technology

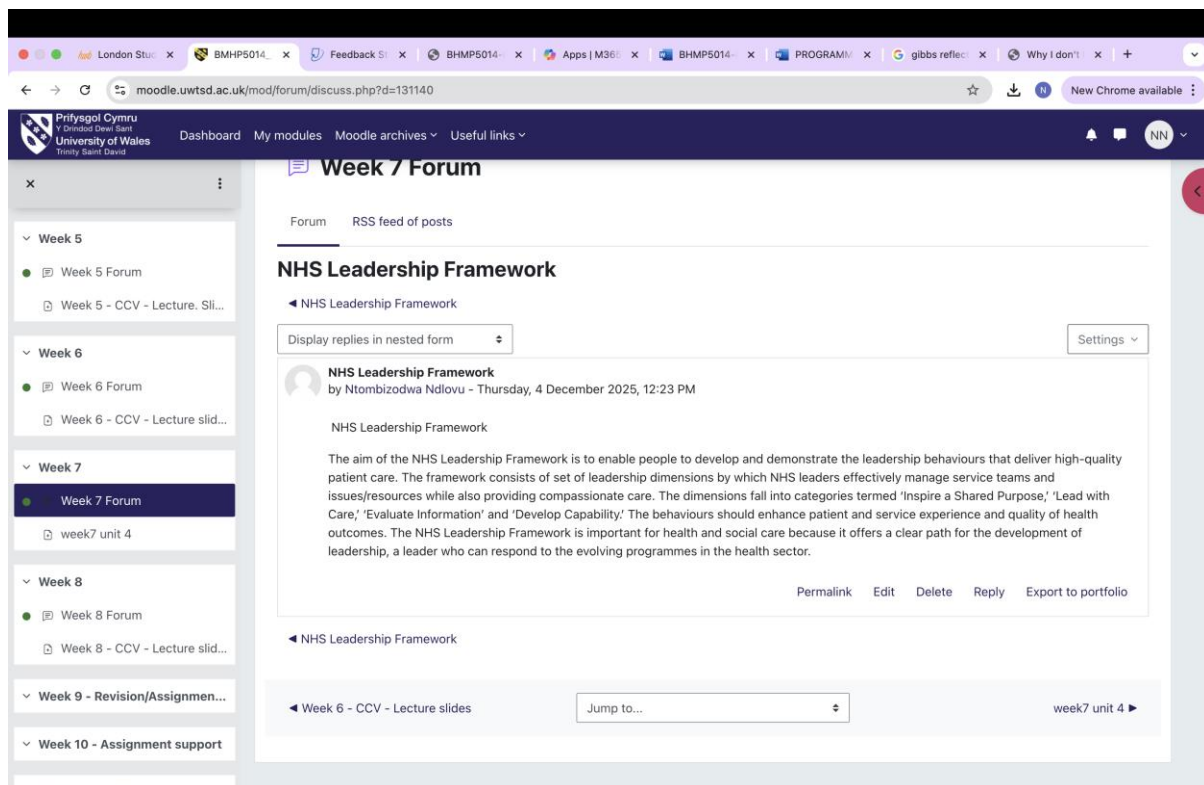
Digital Technology is increasingly becoming relevant in preventive care and health promotion. Advanced technological tools enable individuals to easily monitor health, have real time access to information, and engagement in healthier behaviours. Especially, several wearable devices, mobile health applications, and artificial intelligence (AI) enabled screening tools to have made early detection of health risks easier, alongside encouraging proactive health management (De Santis et al., 2023). Hence, the overall dynamics of promoting health check-up, treatment, and medical data management have been changed and influenced significantly through the advent of digital technology. The NHS Digital Weight Management Programme is an example that supports adults diagnosed with hypertension and diabetes in weight management, thereby improving health. This 12-week online behavioural and lifestyle programme is completely done by digital devices such as smartphones or computers (National Health Service (NHS) 2025).



Task 7 - Understanding the NHS Leadership Framework

The aim of the NHS Leadership Framework is to enable people to develop and demonstrate the leadership behaviours that deliver high-quality patient care. The framework consists of set of leadership dimensions by which NHS leaders effectively manage service teams and issues/resources while also providing compassionate care. The dimensions fall into categories termed 'Inspire a Shared Purpose,' 'Lead with Care,' 'Evaluate Information' and 'Develop Capability.' The behaviours should enhance patient and service experience and quality of health outcomes. The NHS Leadership Framework is important for health and social care because it offers a clear path for the development of leadership, a leader who can respond to the evolving programmes in the health sector. Collaborative care focuses on working together, being strategic and taking a patient-centred approach. When organisations align leadership practices with the framework, there is a win-win for staff and patients and an improvement in the quality of care. One type of leadership behaviour, Inspiring Shared Purpose, is particularly relevant to creativity in health and social care. Leaders who create meaningful purpose get buy-in from the folks on the ground who want to persevere, innovate, and create. When leaders clearly communicate the vision and align it with the values of care, it helps in staff innovation. More alternative approaches

could be developed, for instance, personalised care plans or the incorporation of digital health technologies.



The screenshot shows a web browser window with multiple tabs open, including 'London St...', 'BMHP5014...', 'Feedback S...', 'BMHP5014...', 'Apps | M36...', 'BMHP5014...', 'PROGRAM...', 'gibbs reflect...', and 'Why I don't...'. The address bar shows 'moodle.uwtsd.ac.uk/mod/forum/discuss.php?id=131140'. The page is the Moodle interface for the University of Wales, Trinity Saint David. The left sidebar shows a navigation menu with 'Week 5', 'Week 6', 'Week 7' (selected), 'Week 8', 'Week 9 - Revision/Assignmen...', and 'Week 10 - Assignment support'. The main content area is titled 'Week 7 Forum' and shows a post titled 'NHS Leadership Framework' by Ntombizodwa Ndlovu, dated Thursday, 4 December 2025, 12:23 PM. The post content states: 'The aim of the NHS Leadership Framework is to enable people to develop and demonstrate the leadership behaviours that deliver high-quality patient care. The framework consists of set of leadership dimensions by which NHS leaders effectively manage service teams and issues/resources while also providing compassionate care. The dimensions fall into categories termed 'Inspire a Shared Purpose,' 'Lead with Care,' 'Evaluate Information' and 'Develop Capability.' The behaviours should enhance patient and service experience and quality of health outcomes. The NHS Leadership Framework is important for health and social care because it offers a clear path for the development of leadership, a leader who can respond to the evolving programmes in the health sector.'

Task 8 - Self-Reflection Journal Entry

I have observed in my perspective, that creativity and innovation have been shaped by moving from abstract concepts but accept it as tangible, essential tools to enhance patient care and efficiency of healthcare operational services. Through this module, I have gained more knowledge on creativity and value in a health and social care context. This change in my perspective will shape my future practice by inspiring greater creativity and search for solutions while striving for value enhancement that results in more effective care delivery. I now see creativity as essential to leadership and patient-oriented care.

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