

THE USE OF TECHNOLOGY IN THE CARE HOMES

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This is secondary data in the research methods

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RATIONALE

This work would evaluate the modern technology and communication systems that are used in the care homes in order to properly provide care and support to the elderly and sick in the facility. The work is a secondary research that would use available documents and data on modern technology and communication systems that would be used in the care homes and that have made the job of the care assistants and nurses easier because they are able to provide care for the patients. Due to the secondary research, the narrative research design would be used to analyze the materials available in order to properly deduce and extract information that would be useful for the research. According to (Creswell & Creswell, 2017), narrative design was described as the design that is used to narrate or tell a story about a phenomenon and this design is mostly used by academia especially during their exploration in providing description for their research topics.

This report would make use of literature articles that are published as journals and articles online with credible sources. The research would be analyzed using qualitative process due to the available data and the articles would be analyzed effectively. The research design would ensure that the research objectives and questions would be met and answered and recommendation would be made.

OBJECTIVE

The primary objective of this research was to conduct a secondary research on the use of technology and communication systems in a modern care home and how they are used to provide effective care for the users.

METHODOLOGY

Research methodology comprises of the methods, logic and explanation of the use of the particular techniques for the research purpose. According to (Kothari, 2004), research methodology is the various steps that are generally adopted by a researcher in studying this research problem along with the logic behind them. The methodology determines the hypothesis that would be developed by the researcher in order to competently produce a report on the research objective and answers for the questions. The purpose of every research is to deduce the truth from collected data that are derived from multiple means and analyze the data in order to effectively proof the initial assumption or hypothesis; therefore the research methodology ensures that the research is guided throughout the process because they are seen as pillars that hold the hypotheses developed in place.

During this research, the qualitative methodology would be used in analyzing the data available. The methodology of this work is to discuss the use of modern technology and communication systems in a care home using secondary research. The data used for this research were mainly published and unpublished sources that are available on the internet that discuss the subject matter or related topics that were beneficial to the research. The articles used for this research were properly vetted in order to reduce misinformation and wrong assumptions.

LITERATURE REVIEW METHODOLOGY

IMPACT OF TECHNOLOGY ON HEALTHCARE SERVICES

Major breakthroughs in the medical field were brought by technological application in healthcare as treatment and cures to most critical diseases were found. The adoption of technology in healthcare has recorded positive remarks in the diagnosis and treatment of patients because the medical experts were able to provide accurate and precise readings on their patients. According to (Bouronikos, 2020) has provided tools that ensured patient safety through provision of alerts on medication, flags and reminders, consultation and diagnosis reports and the easier availability of patient data. This was supported by (Rajkumari, 2014) who reported from her research that technology has improved the ease of accessing the available healthcare systems and better dispensing of the medical information leading to a more reduced workload for the professionals in terms of paper work and storage with significant improvement in the care of the patients. This means that technology has really improved the way professionals practice medicine

and there was a general improvement to the care of the patients because they are able to be properly diagnosed and treatment with much accuracy and precision.

Other than treatment and diagnostics, technology has been beneficial to the interaction between medical professionals because communication is an essential part of the service especially during multidisciplinary team settings. Effective communication is paramount to better communication between medical professionals who simultaneously partake in patient's care to be able to record, disseminate and share updates, logs and findings (Figueiredo & Eiriz, 2009). These communication ensures that the right information especially patient medical history are shared among professionals during cross-disciplinary information sharing which has drastically improved the patient treatment during treatments and has enabled effective coordinated care and case management for the professionals.

SECONDARY DATA ANALYSIS

MANAGEMENT SYSTEMS

The care home is comprised of relentless activities that require proper management in order to effectively coordinate the activities and the staff members to fulfill their responsibilities. Nowadays the facilities are installed with computer-based systems that are used to acquire, store, transmit and display patient's administrative or health information from different sources in order to support clinical and administrative activities (Rouleau et al., 2015). One of such system is the TeleMedCare System (TMS) which was designed to support multiple residents by enabling medical experts and care assistants to access information that would provide their medications to be dispensed and clinical information to be recorded. According to (Cellar et al., 2006), the information technology supported management systems have improved the efficiency of the staff members in the care homes because they are able to ascertain regulated information of their patients or users in any location in the home; therefore, the technology has enabled the professionals to be proactive in their services. Also, there is the Clinical Decision Support (CDS) which is comprised of computerized alerts and reminders provides medical professional with the knowledge and person-specific information at the appropriate times and this has enabled the professionals to adhered to clinical guidelines, protocols and best practices which are imperative in eliminating errors and complications that could be detrimental to the wellbeing of the users (Gulavani & Kulkarni, 2010).

HEARING AIDS

Most of the residents in care homes are infected with hearing problems due to Presbycusis which is a general used to refer to age-related hearing loss. (Cruz et al., 2012) described Presbycusis as the reduction

in hearing sensitivity and speech understanding in noisy environments, slow processing of acoustic information and deficient location of sound sources. This means that the illness which normally affects elderly people and sometimes younger adults in their early 40s could suffer from Presbycusis that causes them to lose their sense of hearing and speech assimilation. The development of hearing aid has really been helpful to the affected people because the technology ensured that most could continue in their jobs and are still socially active due to continual interactions. The advent of hearing aids has been beneficial to the healthcare service because the technology has been seen to improve the cognitive performance of the affected elderly people who were able to recover their hearing abilities. This was supported by (Cruz et al., 2012) in which they pointed out in their research that auditory rehabilitation with hearing aids led to improvement in global cognitive measures and that their occurrence was perceived by close relatives. The introduction of hearing aids to patients and service users with hearing challenges was very effective in the administration of better healthcare and wellbeing to the residents because with the help of the hearing aid, cares could easily interact with the residents by providing relevant information to the patients in which they would be able to assimilate and return feedback.

COMMUNICATION

Care home residents are not only subjected to the care of a singular facility but they could be transferred to other healthcare service facilities or care homes depending on the risen issue or health crisis; therefore, it is important that the communication system used between the professionals and facilities are suitable and secured in order to patient's information and data not to be divulge to irresponsible hands. Communication was pointed out to be the heart that pumps blood into the healthcare since information is the most essential component or the lifeblood because without adequate information provided either by the patient or referral hospital, effective treatment might be delayed or patient might be wrongly diagnosed which could cause a fatal result (Coiera, 2006). Available communication techniques such as the use of social media have been beneficial because they were able to improve or enhance the professional networking and education, organizational promotion, patient care, patient education and public health programs (Ventola, 2014). Healthcare professionals such as the care home nurses and assistants utilize the social apps like WhatsApp and messengers for real-time communication in order to effectively provide and share necessary information to other professionals that would assist in the provision of care and fulfillment of the care home task. According to (BMA, 2018), it is imperative that medical professionals remain vigilant despite the platform when discussing or sharing any information that is related to individuals or specific medical issues. Care home nurses and assistants are advised to always protect patient confidentiality by ensuring that the information they share on the social platforms or communication devices does not infringe on the rights of the residents or patients.

CONCLUSION/RECOMMENDATION

In conclusion, technology has been an innovative factor in the progress of modern-day healthcare service and delivery because it has enabled a more effective and efficient way of conducting most activities that were complicated in the past to be carried out with less fuzz and more accuracy. Technology has made it easier for professionals to be able to provide treatments to their patients with regularly updated patient information and they are able to share privileged information of their patients with professionals that could be providing care for the patients too. The benefits of technological advancement are very broad in the healthcare service because it has improved the services rendered by the professionals and thereby patients' health and recovery are also improved.

The impacts of technology in the healthcare have grown over the years especially in communication aspects of the services because of the advancement of communication systems e.g. social media and apps. Professionals are advised to adhere to the legal recommendations and ethics that govern the information sharing in order to protect the legal rights of their patients by not divulging their data to unqualified parties. Patients' rights are meant to be protected at all times and the legal requirements of using any form of technology should always be adhered to. In the care home, healthcare professional should always seek to ensure they have robust policies and procedures in place to meet their legal responsibilities especially in sharing of information and handling and moving of patients.

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