

Student name :Name Ana Maria Bove

Student number : 2337232

Lecture's name : Laila Surani

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Introduction

Health and social care will be the main point of this assignment. This sector day by day faces a lot of difficulties and challenges.

Applying all the concepts such as creativity, innovation and value creation and specially focus the attention on mind map could make a big difference in solving majority of the issues.

Task 1

Innovation, creativity, value creation, and change are the main concepts for delivering high-quality, person-centred care and making sure the services meet the complex needs of individuals and communities.

It is the process of developing new ideas, methods, or technologies that improve existing practices or solve problems more efficiently and also is a fundamental concept in health and social care, as it leads to improved care outcomes, increased efficiency, reduced costs, and enhanced patient safety. (NHS England, 2019)

It is one of the most important concepts because it allows the services to adapt to growing demand, ageing populations, and changing health needs. For example, introducing digital health records to replace paper files can improve accuracy, speed up the process because the full picture of the patient will be clearer, and it will be easier to make a care plan, avoiding making any mistakes. (NHS England, 2019)

Value Creation refers to delivering meaningful benefits to service users, staff, and organisations—often by improving quality, safety, satisfaction, or efficiency.

It is important in health and social services because it ensures that care services deliver outcomes that matter to individuals, such as improved well-being, dignity, and independence. It also helps

ensure resources are used effectively, which is essential in publicly funded systems. (Cluley,V.and Randor,Z. 2021).

For example, A community health programme that reduces hospital admissions by providing early intervention for people with chronic illnesses creates value for patients and the healthcare system. Information sharing reduces medical errors in hospitals or care homes.

Change is the process of modifying systems, behaviours, or processes to achieve improvement or respond to new challenges.

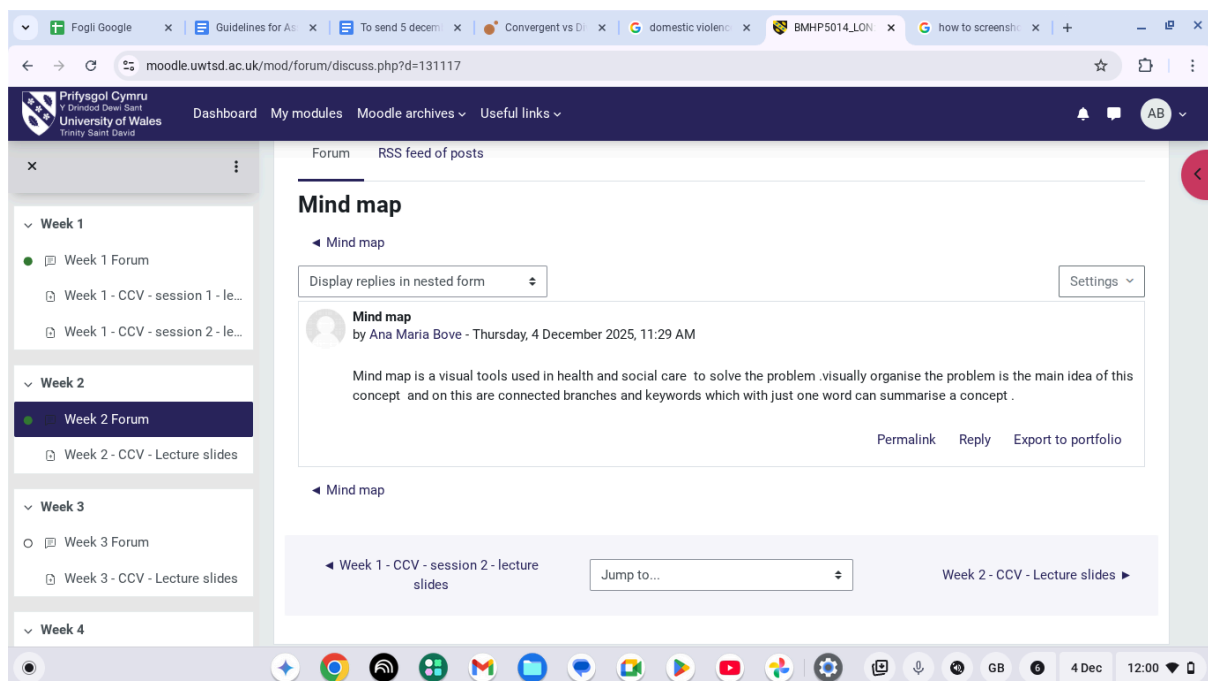
Change is a crucial characteristic of this process because of evolving medical knowledge, policies, and patient needs.

Change makes sure the services remain effective, up-to-date, and safe for example: Implementing new infection-control procedures in care homes during an outbreak is a necessary change to protect residents and staff.

The screenshot shows a web browser window displaying a Moodle forum page. The browser's address bar shows the URL 'moodle.uwtsd.ac.uk/mod/forum/discuss.php?id=129723'. The Moodle page header includes the University of Wales Trinity Saint David logo and navigation links like 'Dashboard', 'My modules', and 'Moodle archives'. A left sidebar contains a course menu with sections for 'Welcome and Information', 'Assessment Additional Guidance', 'Week 1', and 'Week 2'. The main content area is titled 'Innovation' and shows a forum post by 'Ana Maria Bove' dated 'Thursday, 13 November 2025, 12:20 PM'. The post content reads: 'my personal opinion is Artificial intelligence will be the tools can totally change the date system of heat and social care specially to Improve the outcome of the service'. Below the post are options for 'Permalink', 'Reply', and 'Export to portfolio'. The forum interface includes a 'Definition of problems' section and a 'C1 Template' section at the bottom. The browser's taskbar at the bottom shows various application icons and the system clock indicating '4 Dec 11:59'.

Task two

A mind map is a simple visual tool that helps health and social care workers think clearly and organise how they can solve problems. this is foundmental tools needed for orgganise information, keep the memories and improving the communication. Mind maps in healt and social care could be used as tools for different aspects like developing care plan , patient assestment or even traning but will always have the same goal which is make all the information more easy to be acces from everyone .(*How To Use Mind Maps In Health And Social Care - Care Learning*, 2024)



Visually organise information is the main idea of this concept which include fews different elements which are the key like : central idea where is illustraid the concept ,branches which are some idea related to the maain concept and conneted in any case ,keywords whic are the most important becouse one words will summirese the main phrase , image and icones which includes video or imagine to keep the attention high of the audience . (*How To Use Mind Maps In Health And Social Care - Care Learning*, 2024)

In the centre is “Solving Problems in Health and Social Care.” A mind map is a map that workers create in their mind every time they need to solve a problem. Then, they create a plan with different steps, and each step covers a different part of this mind plan.

The first step is identifying the central problem, which involves recognising patient needs, safety concerns, or communication difficulties.

The second step is adding main branches, which mean adding all the information that is connected and related with the main one and includes reviewing care records, speaking with staff, and checking relevant policies. Important to mention is the keyword needs to be included.

The last step is to create solutions which means after all this step create a solution which will include some video and picture to engage the audience's attention.

The last step is Review and refine, where progress is monitored, feedback and all the important information are collected already and at the end of iOS there is a need to change something. This mind map helps staff make clear, organised decisions and deliver effective, person-centred care.

(*How To Use Mind Maps In Health And Social Care - Care Learning*, 2024)

Task 3

Reflection on Convergent and Divergent Thinking Activity

In class, we did activities on divergent and convergent thinking to understand the difference between the concepts. Convergent and Divergent thinking was a concept made by American psychologist named J.P. Guilford in 1956 which speaks about these concepts as different ways to think and find solutions for the problem. The main difference between these two concepts is the first one is used to explore the problem collecting more information as we can and the second one is finding a clear solution; both are used to find a solution and the purpose of these concepts is to see which one can generate the best concrete and pragmatic solution. The main difference is in the divergent thinking phase, we tried to come up with as many ideas as possible without judging them or exposing personal opinion on it. Then, the convergent thinking phase focused on choosing the best and most pragmatic ideas to solve the problem. At first, I felt a bit shy to share my ideas, but seeing all people contribute made me more confident to expose my ideas and speak out. During the convergent thinking phase, it was a bit challenging to decide which ideas were the most pragmatic ideas to solve the problem in the most efficient way, but working with the group helped us reach good decisions because each person came up with different ideas which contributed to make the best pragmatic solution. The point that makes the difference for me in these activities was learning how much is important listening to other people's opinion and being open to find different solutions. I learned that I often try to find the "right" answer too quickly, and that giving time for creative thinking can lead to more options. The activity also showed me the importance of listening to others and building on their ideas.

In the future, I want to take part more actively in brainstorming and balance creativity with logical thinking when solving problems. (Matyas, 2024)

Task 4

Case Study Analysis of a Uk innovation (200 words)

NHS Virtual Wards or called Virtual words are an innovative approach that allows patients to receive hospital-level care in their own homes.

One of the most important benefit of this is all the patiance are able to be around their families which will help a lots to speed up the recovery process and allowed the hospital bed to be free just for the patiant really need .(NHS England ,2024)

Creativity was applied to combining simple digital tools—such as pulse oximeters, blood-pressure monitors and mobile apps—with redesigned clinical processes.

Instead of attending hospital for check every time the patients record all the resoultls and collect all the informations at home, and clinical teams review all the information which were uploaded remotelyday by day and been checked by the different clinical time end of the day or wherever they needs.

This initiative was developed to address major challenges in the NHS: increasing demand for hospital beds, long waiting times, and the need to support patients with long-term conditions without unnecessary admissions. It also tackles the risks of long hospital stays, such as infections and reduced mobility, especially for older or frail patients.

The value created for patients includes greater comfort, the ability to stay at home, and quicker responses when symptoms change. Many patients feel safer, more independent, and more involved

in managing their health. For staff, virtual wards free up beds, reduce pressure on emergency departments, and allow clinical time to be directed to those most in need.

All the evidence collected from NHS England and the Health Foundation shows that virtual wards reduce hospital admissions and the patients stayed just for a shorter period, improving patient outcomes and service efficiency.

Task 5

Research Task (200 words)

Staff Burnout in Health and Social Care

One of the biggest mistakes at the moment affecting health and social care in the UK is staff burnout. Burnout is a state of physical and emotional exhaustion caused by long-term stress, high workload, and lack of support and is recognised by the World Health Organization as a phenomenon and could be caused by stress but is not the same as stress because stress can affect your sleep, energy and emotion but the person is still available to engage in normal activities. Burnout makes the person feel less motivated and more distant to reality and to the present and feel less energy and very hopeless could be some of the symptoms.

Most of the people who work for the health and social care industry experience this phenomenon at least one time in their careers which affects all the professionals, care workers, nurses, or any professional work for this sector HS staff, care workers. For this problem, reduced quality of care, sickness absence, and higher staff turnover. (Mental Health, 2024)

A lot of articles have identified several reasons for this growing problem.

A study by Quinn et al. (2021) examined burnout levels in NHS staff during the COVID-19 pandemic. The researchers found that burnout was strongly linked to excessive workload, lack of rest, and the emotional pressure of working in high-risk environments. Staff who were unable to take proper breaks or who felt unsafe due to PPE concerns reported significantly higher levels of stress and exhaustion. This shows that poor working conditions and continuous pressure play a major role in burnout.

A second study by Sallie et al. (2024) focused on nurses and the effects of shift work. The findings showed that long shifts, staff shortages, and limited control over working patterns increased the risk of burnout. Nurses who rarely took breaks or regularly worked 12-hour shifts experienced higher fatigue levels, showing that organisational factors are key contributors.

These studies show that burnout is not caused by individual weakness but by systemic issues such as staffing shortages, long shifts, and unsafe working conditions. Hiring more staff, reducing the hours shift, and providing support could be a solution to reduce burnout across the sector.

Task 6

Wearable health technologies for example smart watches and fitness trackers, offer significant advantages for managing chronic conditions.

These devices are very important because they can monitor vital signs like heart rate, blood oxygen levels, sleep patterns, and physical activity, giving users real-time insight into their health.

For people with conditions such as diabetes, hypertension, or heart disease, wearables help detect early warning signs, such as irregular heart rhythms or sudden changes in activity levels. The purpose of these device is encourage users to seek timely medical advice, reducing the risk of complications. Wearables alsoare very useful for medication reminders, promote physical activity, and provide for all their database which could be used on their fallow up appointment .

This increases patient engagement and these helps the equipe to make a detail long-term plan where are provided all the information , date and progress of the patience .

Electronic Health Records (EHRs) improves communication in very clear and easy way because no mettarr where the different professionals are based the can open their device and see all the patience's information they need : helps and improve the communication make it more easy and fast. the important things about this is : none is relying on the papers anymore, is less change to lose the document or make the communication more slow ,more important caratheristich is less chance to do a mistake or prevent medication error and speed - up the decision to make a plan care.

EHRs also is fundmental tools becouse make the communicaiton from different department much more easy .

For example, when a patient moves from hospital to community care, providers can quickly update and access the same record, promoting safer transitions and more person-centred care.

Digital technology plays a crucial role in preventive care and health promotion by offering accessible tools . for exemple an health app on your phone could be combined with a community wellness programme can helps all the people from the community to track diet, exercise, and

mental wellbeing. These will track your progress and remind you of simple information as drink water, take a walk, or practise mindfulness. For example a local health centre could use digital dashboards to identify people at risk of obesity or high blood pressure and send them invitations for virtual lifestyle coaching sessions. Video consultations, online educational resources, and remote monitoring tools allow individuals to receive support without travelling to a clinic.

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