

# Case study 3

## Social Worker

### **How did you promote / introduce your service users to digital solutions**

When I go on an assessment I have a look to see what is already in use and then go from there. I introduce easy solutions, e.g. have they thought of this, how it can be used, what the benefits are.

This allows people to retain their independence, and empowers them.

### **Do you feel confident in promoting digital tools to your service users?**

I feel really confident. I can now give people/service users more insight as to what's out there. I am able to be more proactive in looking for solutions and things that could benefit the service user – could be something as simple as having a look at the Internet and seeing what is available or accessible.

Have realised that simple solutions are out there that can make a big difference.

### **How did your service users feel about using digital technology in their care?**

I have used the knowledge to re-educating people/service users – most have been quite open to hearing what solutions are available that may be beneficial to them. I have found in my role that it can often be the family members that can be more resistant, the service user is more open to trying the solutions that would work for them. Family members often need more support to understand how things work, and how they can be used effectively. I try and encourage people to have a try and see how it works for them.

### **How has using this technology affected your relationship with your service users?**

Yes. It gives a new tool to discuss. As a reviewing officer I can look what they are already using and what they could be using to improve their care/service. Cost is the only barrier that I have come across – if someone wants to purchase a piece of equipment such as a digital assistant, often want to know if their funding they can access. Most people would prefer not to have carers in, so if can use assistive tech such as digital assistants (like smart speakers to use for reminders, information, controlling the surrounding environment – e.g. lighting) rather than someone coming in, can make a massive difference to their lives. Gives them their independence back and empowers them.

Can see a lot of positive uses for carer relief – ability to connect with people via video call so number of visits are reduced for example.

### **Do you feel confident to be a digital champion and promote digital tools to other members of your organisation**

Yes

Rest of the team getting involved following my attendance on the course.

There are a lot of possible cost saving benefits which could be realised if the wider organisation start to use more digital solutions – e.g. for staff meetings/ multi-disciplinary meetings, can use video conferences to link in and make decisions quicker and more efficiently. Cost saving for the organisations but also a huge benefit to the service users.

### **Since undertaking the Creating Digital Champions action learning set course, what do you think are the main benefits to introducing digital health options in general?**

Provides people with more independence and coping and confidence in remaining independent.

Great to drop-in with family who won't/can't answer the phone.

New ways of communications.

Safety aspect.

### **What was the most important thing you learnt from the course?**

What is out there and how it could be used. The apps in particular have been amazing. Understand and am aware of things that I hadn't even realised were out there. I can see how simple digital solutions can make a massive difference to how you plan and live.

I will continue to advise where possible and I do now look for further equipment which may enable people to be independent, I also look for relevant apps that can support people and encourage the use of internet technology.

There is a lot out there to be explored.

I feel more confident in advising people of further technology to aid independence, as some do not like change but when you can explain and demonstrate advising using an app, what can be done without formal support this appears to work well. It won't be for all, but I'm sure it will increase as people are made more aware of what is out there as some are not always informed of what can be achieved with some changes.