

# Case study 7

## Social Worker - Stoke on Trent

Since undertaking the ALS course what do you think are the main benefits to introducing digital health options in general? Can you see adopting TECS as saving time?

Yes will definitely save time – already has done for using as part of the interview procedure for skills for care shared lives carers -value based interview technique used. Very detailed and required lots of stopping and starting to take the notes so can score the applicant to make sure only recruiting the right people. Introducing techs to record the conversation (with consent) and then being able to transcribe this after has had a huge impact. Means the initial conversations are more fluid and can get to know the potential carer better, and do the review back at the office. Saves time and money and provides more assurance that recruiting the right people to the role.

Engagement improved as can share other options in different ways.

Looking at video call as a way to connect face to face when cannot make a home visit – it isn't always possible and often just have to have a telephone call, video call is much better as feels more connected and also lets the social worker see the bigger picture, the appearance of the client, their environment etc, pick up on any visual clues that wouldn't have been able to on a phone call. See the wider picture without having to go physically to them. Saves time on commute but also allows this visual aspect where a phone call would have to had been it before.

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

Having the confidence that this is where everyone is going, that techs is the future and there is a huge benefit to both professional and personal use in the social care environment. Can have a positive impact on service users and on staff.

Realise not a lone voice, there are others out there as well.

Have confidence to discuss in the meeting – bring up in the weekly meetings, how can tech help new service users.

Look at things in a different way, don't just have to carry on as before, there are other options that may work better for everyone. Have the confidence to explore this now.