

# Case study 4

## Social Worker

### **How did you promote / introduce your service users to the TECS you chose?**

I make sure to gauge the situation of the individual service user/client. For example, if they have the internet then begin by introducing what they can use for their care. e.g. websites for advice and safe information. If they have a smart device then I show them how to access suitable apps.

Often it is about changing perceptions - seeing how things they already use in their daily life can have a positive health and care spin.

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

Yes if it is suitable. It is about ensuring the right digital tools are shared with the right people.

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

So far so good, no negativity. Most have been interested in seeing what they can use to benefit themselves and improve their lifestyle/care.

Have made sure that when discussing options that I do not force the issue, make sure positively introduce the conversation but if they don't want to engage then I don't push it. Some clients are more receptive than others as you would expect.

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

In a positive way as it gives something else to share with them - if it helps to retain their independence then it can often be a simple solution.

Barriers are often from family members and not the client - they do not understand or use much technology themselves so are fearful of this. Have to break down those barriers by explaining the positive reasons for introducing the digital tools and support.

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

Yes, share as part of a team meeting - sharing the knowledge. Broad knowledge base and need to share this around the team, don't realise the skill set of colleagues until discussed.

### **Since undertaking the ALS course what do you think are the main benefits to introducing digital health options in general?**

Looking at care differently.

How care can be delivered efficiently and effectively.

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

Speaking to others in the same situation

Sharing experiences with others.

Confidence in sharing with others. Often work in silos and need to come together more to work more effectively. Would be beneficial to have the opportunity to share and work with colleagues more across both social and health care to provide a more linked up service.