

old schemas. For example if a child had a schema about a dog and they have knowledge that they are small and furry and have four legs. But, when they have a new experience and see a large dog then the child would add or change their old schemas. Also, there is the assimilation which is when improving your knowledge and adding it to your old schemas. Furthermore, there is accommodation this is when there is a change in a child's schemas due to new experiences and improved knowledge and this brings a change to their schemas or even create new ones. Lastly, Piaget had gathered from his observations that all children have a balance between assimilation and accommodation, which is called equilibration. As a result this helps us to understand how children can change one thought to another. (<http://psychology.about.com/od/piagetstheory/a/keyconcepts.htm> , no date).

As a result, the concept of a schema can be applied to communication because as a child goes through different experiences they build up their knowledge and understanding, which means they can then communicate further by using the new vocabulary they learn from experience. This means that a child's communication is developed by the new experiences they experience and from that they can learn new things every day.

Therefore, the purpose of exploring how communication skills are used in health and social care is important so you can understand what type of communication skills are needed to be used for different types of settings so it is effective. As a result of studying the cognitive theory it conveys that when working with children such as in a nursery or with disabled children it is important to speak in a calm tone, be very loving towards them, acknowledge and greet them and communicate at an age appropriate level because as they go through new experiences it will add or change their schema. (Dunhill, Elliott and Shaw, pp.26-27, 2009).

This means if you communicate very harshly, use force with them they would learn that, that is the way of communicating and they would then develop that communication skills, which is not appropriate. Also, they would have a low self-esteem, they would be scared to tell any of their problems and they would not want you to care for them. Consequently you must be very kind and polite and convey immense care and love when communicating with a child. This would then help add to their schema by developing the knowledge of communication. As a result, they will know they must be very polite and caring in order to have an effective communication as it is added to their schema.

In addition, when you are working in a care home with the elderly it should not be completely different to the way of communicating with a child. This is because during Piaget's observation he had said that there was not much difference in an adults or a child's intelligence but their thinking was different. Therefore, this means when communicating with the elderly you must be calm, acknowledge their feelings, be compassionate towards them and you must convey that you are there to help them so, they will feel comfortable and safe and not feel in an unknown place. Thus the purpose of this type of communication with a child in a primary care setting and elderly in a care home is very important so it can be effective and can make them

LO3-3.2

I will be analysing the benefits of using ICT in health and social care for users of services and care workers. Firstly, one of the ICT that is used is the Electronic Prescription Service (EPS) which has been used to benefit service users and care workers. General practitioners (GPs) and nurses use the EPS to send prescriptions electronically straight to pharmacies of their choice and consent. Also, when the patient has finished their medication they can then renew it in their pharmacy as the pharmacist will send a request to their doctor for a renewal.

Therefore, EPS has many advantages such as reducing the number of paper used when doctors or nurses prescribe a prescription. This means that there will be no loss of any important information such as the history of the medications that was prescribed to patients as all prescriptions will be done electronically. Also, EPS is a very safe and efficient process as it helps to prevent many errors such as unreadable hand-writing, prescribing the wrong amount of dose and awareness of any allergies which is another advantage as it will improve a patient's safety and control the medication costs due to medication errors. As a result, this makes the process of dispensing and renewing more efficient for the patient and the care professional because it will prevent any human error that could put a life at risk and minimises the use of paper that could easily get lost which will cause many problems such as not being able to get a hold of previous medication that was prescribed before.

<https://www.rheumatology.org/Practice/Office/rite-prescribing/> (no date) (Accessed: 20 January 2014).

On the other hand, however there are some disadvantages in using the EPS such as the system failing which will cause a problem to the workflow as there will be delays with patients receiving their medication on time. This means that the work process has been disturbed, which will cause inconvenience for the workers and patients as it will be an issue with getting back on track and preparing medications on time for patients. Also, another disadvantage could be if the prescription was sent electronically and was not accurate and clear enough for the pharmacist it means that it will cause a delay in giving the patient medication as the pharmacist will then be requesting for more information from the Doctor or the Nurse. Therefore, a delay in giving the medication on time causes an issue in the workflow as it slows down and causes inconvenience. Lastly, another disadvantage could be the cost of the maintenance and the transaction fees because large chain pharmacies can lower the fees but the smaller chains must pay more, which means that the smaller chains may stop using it. Therefore, this can cause a problem as many patients rely on EPS rather than going to their general practitioner and requesting for a renewed prescription for their medication. As a result, many patients will be immensely annoyed and frustrated whilst going through the process of renewing their prescription.

<http://www.uspharmacist.com/content/s/266/c/42392/> (no date) (Accessed: 20 January 2014).

In addition, another type of ICT used in a health and social care setting is telephone or text messaging reminders for appointments. This helps patients to remember

their appointments and prevents doctors or nurses time being wasted when an appointment is not attended. Therefore, since there has been a use of telephone or text-messaging reminders there has been a considerable reduction in missed appointments.

Therefore, the benefit of the use of this type of ICT is that it avoids the wastage of paper, as letters will be sent home for reminders. As a result, paper is not being wasted and a text message is much faster to send than sending a letter.

<http://www.biomedcentral.com/1472-6963/13/125> (no date) (Accessed: 21 January 2014).

In addition, another advantage is that the cost of texting is far less than sending letters or making telephone calls. Also, telephone calls takes many hours to call all patients and only some of the patients are called as a specific amount of time is given to staff to call patients, which means that there is not enough time to call all patients. Letters have printing and postage costs and sometimes there is a delay due to loss of letters which means that texting is far more reliable and quick as you can send one text message to all patients in just a few second and they will receive the message. <http://www.televox.com/automated-text-messaging/text-messaging-provides-numerous-benefits-to-healthcare-providers-and-patients/> (no date) (Accessed: 21 January 2014).

As a result, text messaging has many benefits such as quick and easy and has a low cost to be sent to all patients which means it benefits both care professionals and service users as no ones time is being wasted due to patients being reminded of their appointment which means no appointments will then be missed.

Furthermore, another type of ICT used in health and social care setting is medical and hospital systems, which manages patient records by the use of computerised database. Doctors have thousands of patients every month and it is hugely important that their medical details are recorded accurately so the right medication is given and the right treatment is done. Therefore, hospitals use computerised database, which means each patient's data can be shared with other doctors, pharmacies or hospitals. Also, using computerised database it is easy to access any patient's medical records. http://www.igcseict.info/theory/7_2/medic/ (no date) (Accessed: 22 January 2014)

The benefits of using computerised database is that reduces a lot of paper work which has details of the medical history of thousands of patients and it prevents all the paper work from being lost as there would be thousands of them. Also, when looking back through the medical history of one patient it can consume a lot of time to look for it through folders therefore, using computerised database can help you find medical details of any patient within seconds as you can type in the name of the patient and their date of birth and all the information needed will be on the screen. In addition, it can benefit many care professionals can use the computer and databases to compare expected results with the real results when medication prescribed and then they can use the results to take further decision to what more needs to be done. Lastly, computerised database can benefit service users as the live of a patient can improve by gathering more information on the decision the must

these organisational systems ensure that service users feel safe and get enough information on their treatment in order to feel confident and secure when going through the treatment. Also, to influence communication I have found out ways of improving communication process such as retraining, teaching and following codes of practice in order to improve communication process furthermore.

Lastly, I have analysed the use of ICT in health and social care such as EPS, text messaging and using computerised database. The benefits of these were that it speeded up the process of getting medication, reminding people of their appointments and not missing it and as medical records were computerised it helped to find a record in just few seconds. But, the disadvantages were that some could not afford the EPS and the computerised data could be hacked and illegally downloaded. Also, there are legal considerations when using ICT in health and social care such as the Data Protection Act and the Health and Safety Act. The Data Protection Act ensures that ICT is used in a way that service users personal information is protected and the Health and Safety Act ensures that employees themselves are protected from any health problem whilst using ICT.

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