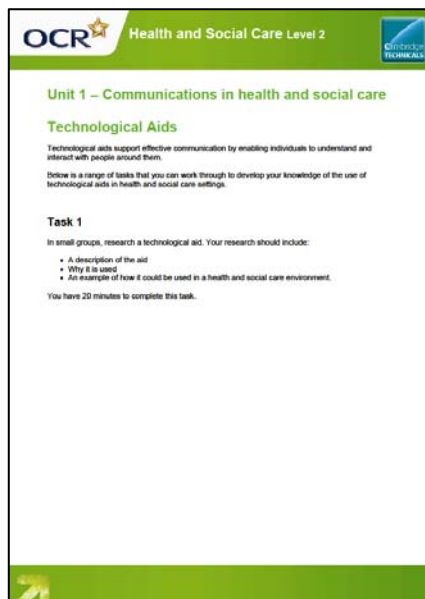


Unit 1 – Communications in health and social care

Technological Aids

Instructions and answers for Teachers

These instructions should accompany the OCR resource 'Technological Aids', which supports the OCR Level 2 Cambridge Technical Certificate in Health and Social Care Unit 1 – Communication in Health and Social Care

**Associated Files:**
Technological Aids**Expected Duration:**

Task 1 approx 20 minutes

Task 2 approx 10 minutes per group

Task 3 approx one hour

Technological Aids is a range of tasks that enables learners to investigate technological aids and demonstrate their learning.

This resource comprises of three tasks.



Task 1

Ask your learners to research technological aids (listed in the delivery guidance information). Learners could work in groups to complete tasks 1 and 2. Their research could include:

- A description of an aid
- Why the aid is used
- An example of how the aid could be used in a health and social care environment.

Allow 20 minutes for this task.

Task 2

Still in their groups, learners could present their research to their colleagues.

Allow 10 minutes for each group to present their research.

While the learners are presenting their research to each other, the other groups should complete the table in their task sheets. Sample answers below.

Technological Aid	What it is and why it is used	How it could be used in a health and social care setting
Pagers	A pager (sometimes referred to as a beeper) is a device used to convey either phone numbers or short messages. Often number pagers are used to request a call back and identify the number on which the individual should call. In contrast you can have a two-way pager on which messages can be conveyed and responded to.	An example of a pager in use is outlined below. Pagers were and are primarily used in hospital settings where there is little or no mobile phone network coverage, or where radio transmitters (used in mobile phones) are thought to interfere with medical equipment.
Video conferencing	Video conferencing is a form of video telecommunication used to bring a number of different people together from different sites in order to have a face-to-face conversation. This has become a popular method of communication as it reduces the need to travel to different parts of the country/world thus, reducing an individual's carbon foot print and also enabling businesses to become more efficient in the use of their time and money.	An example of how video conferencing is used in a health and social care environment is outlined below. Video conferencing is often used by different parts of the health and social care sector in order to develop a multi-disciplinary approach to the care and provision of services for individuals. For example, a video conference may be held to discuss a patient who has been transferred from a hospital in the north to a specialist hospital in the south. The patient's social worker may also be involved in this video conference in order to discuss the patient's care requirements.



<p>Text phones</p>	<p>Text phones are often used by people who may experience difficulties in speaking, hearing or both. These are often used by people who may not be able to speak using an ordinary phone.</p> <p>There are two types of text phone. Acoustic text phones and Direct text phones.</p> <p>Text phones look like a landline phone with an integrated keyboard. You type what you want to say. Your message and the reply appears on a small screen on your text phone and on that of the person you are calling.</p>	<p>An example of the use of text phones is outlined below.</p> <p>A text phone can be used by individuals to communicate with GP surgeries, hospitals (in relation to appointments) and also during telephone consultations.</p>
<p>Voice output communication aids</p>	<p>A voice output communication aid (VOCA) is used by people who may experience difficulty communicating with others around them. A VOCA is often an electrical device such as a computer and will be used to assist the individual to communicate through the use of specific software.</p>	<p>A variety of different types of VOCA equipment exist to support individuals to communicate effectively, therefore a number of answers could be given in relation to this aid.</p> <p>Commonly used devices are often handheld devices, such as laptops which have voice synthesisers or digital speak software installed on them. This type of software can be used by individuals in residential care homes or hospitals to enable people who use the service to communicate their needs to practitioners.</p>
<p>Augmentative and alternative communication devices (AACs)</p>	<p>AAC devices encompass a range of communication methods used to supplement or replace speech or writing for those with impairments.</p> <p>A range of AAC systems exist. These include forms of communication such as signing and body language. In contrast, other forms exist in which aids are needed such as communication boards and speech generating devices.</p>	<p>The learners could refer to a range of AAC devices in relation to this section.</p> <p>The selection of specific AAC mechanisms will influence the example of use that the learners identify. For example, if a learner identifies signing, then the learner may suggest that this is used in residential care homes in order to converse with the people who use the service to address their needs and discuss daily events.</p>



<p>Writing and typing aids</p>	<p>Writing and typing aids are aids that are used to support individuals to express themselves. Writing and typing aids may be used by individuals who have suffered an injury. Therefore these types of aids may be used temporarily to support them to write. In contrast some individuals may rely on these aids in order to be able to go to work due to long term conditions.</p> <p>An example of a writing aid may be a 'writing bird'. This is a device that is ideal for anyone who has difficulty holding pens.</p>	<p>The learners could identify a number of aids in this section.</p> <p>A writing aid may be used by a person in a health and social care environment to convey messages following a medical procedure, if they have difficulty speaking. For example a whiteboard may be used to indicate needs.</p>
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Task 3

Ask your learners to write a report in which, they describe the purpose of technological aids and how they could be used in a variety of health and social care environments. Learners could include examples to demonstrate their understanding of the use of technological aids.

Allow one hour for this task.



These activities offer an opportunity for English skills development.

LESSON *Elements*

The building blocks you need to construct informative and engaging lessons

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