



ABOUT THE FILM

"Care and Technology - working together" portrays a normal day in the home care service in the home of an elderly citizen. But take a closer look. All is not what it seems. The care workers are not the only ones who play the role of "helper".

The film is approximately 10 minutes long and seeks to portray the way citizens and care workers deal with work-related challenges in the senior service sector, with a special focus on changes, technology and communication.

The underlying dilemma in the film shows that, regardless of changes, working in the field of elderly citizens is an attitude based interaction between people where motivation, warm feelings and openness still play important roles.

The film is well suited as a contribution to the debate about the changes in the care sector. It is useful in relation to education and guidance in the sector. The film gives a near-to-reality picture of the various work functions and of the personal and professional competences required in order to deal with the scope of challenges personnel face in their work.



Characters:

Hannah: care worker

Dennis: trainee

Mrs Edith Hansen: elderly citizen

Gordon: care worker

Pedagogical guide

The purpose of the guide is to propose a frame of inspiration for the process of debate and learning of a selected target group. It consists of 2 parts:

1. The structure of the process
2. Examples of questions that will guide the debate

The instructor/teacher should adjust the process for the specific group, as well as the questions for the chosen purpose. If required, the instructor/teacher should create new questions and consider the point of departure.

The structure of the process

Present the film

- and the main theme: technology in social care.

Discuss the film

- ask the attendees to discuss with the person sitting next to them what they just saw: e.g. "discuss any special points of interest. What interested you the most?"

Plenum

- ask about what they talked about in the groups. If necessary use examples of questions below for inspiration.

Exploration of possibilities and solutions

- ask the attendees to qualify their suggestions and ask about the suggestions: "what would be the effect?"

Role play

- taking a point of departure in the scenes and situations from the film, the attendees perform short role plays trying out the suggestions from the former exercise.

Optimise and qualify

- the instructor/teacher summarises input and key points and proposes useful information and advice.

Plan of action

- where do we go from here
- what do you need now
- construction of goals in relation to the strategy of the workplace using relevant tools e.g. the SMART model.

Examples of questions

About Hannah's and Dennis' differences and similarities

- What do Hannah and Dennis think of each other?
- What are Hannah's and Dennis' take on elderly care respectively?
- How can Hannah and Dennis benefit from their work together?

About Hannah's view on technology

- What does Hannah think of technology?
- What does Hannah need to do to become a better user of technology?
- Does Hannah need to become a better user of technology? How should she use technology?
- Do all employees in elderly care have to use technology? To what extent?

About Dennis' view on technology

- What does Dennis think of technology?
- How would the elderly care look if Dennis' were to decide?
- Where do the challenges lie for Dennis?
- What does Dennis need in his job in the elderly care?

About the differences and needs of the elderly

- What does Mrs Hansen think of Hannah and Dennis respectively?
- What does Mrs Hansen need?
- How do you introduce the elderly to new technological aids in their home?
- What are the challenges in relation to using technology in the home of the elderly? Tomorrow? In 10 years time?

About communication

- How are Hannah's and Dennis' differences reflected in their language and communication with each other as well as with Mrs Hansen? What is behind the words "*the old folks*" as opposed to "*seniors*"?
- Why/where does communication go wrong between Hannah and Dennis?
- How is the communication between Hannah and Mrs Hansen? Between Dennis and Mrs Hansen?

Awareness of a changing sector and own opportunities

- Why does Dennis say: "Sounds like a bit of a challenge for us"?
- How do Hannah and Dennis relate to this challenge respectively?
- What can you do to adapt to the changes in the care sector?
- What do you need to reach these goals?