

# SociALL. Making social care technologies accessible tall

## WP2. Assessment of upskilling needs & Dissemination I Activity 2.3 - Surveying



### Questionnaire on digital upskilling needs among social care professionals (in home-care service)

*SociALL, an Erasmus funded multi-country project, aims at taking advantage of the COVID-led increased use of technological developments to ease the tasks of social care professionals while simultaneously offer better services for patients. SociALL desires to open technologies to care professionals by identifying the digital literacy and readiness gap of care professionals and creating and piloting training to improve the use of tech-enhanced care, doing so to the benefit of both carers and patients.*

We would like to ask your kind help in achieving our objective by answering the following questionnaire.



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# Demography

## 1. Year of birth:

.....

## 2. Gender:

- male
- female
- N/A

## 3. Level of education:

- less than basic (eg. national definitions...)
- basic (eg. national definitions... )
- intermediate (eg. national definitions...)
- advanced (eg. national definitions...)
- level not stated (eg. national definitions...)

## 4. Profession: \*(Country specific definitions needed for each country)

- social care professional, nurse
- social worker
- social assistant
- other:....

## 5. Sector in which you provide care:

- public sector local
- public sector governmental
- private sector
- other:....

## 6. How many years have you worked in the social care field?

..... years



## Care group

7. The average age of those in care (estimate):

.....

8. Which respective target group do you care for?

*You can choose more than one*

- mental health problems
- physical disability
- disability due to chronic illness
- other:....

## Digital skills and education

9. How would you rate your computer and digital skills?

- I can easily find everyday content and use services without help.
- I can often manage to search for everyday content and use services with help.
- I find it difficult to search for everyday content and use services with help.
- I cannot search for everyday content and use services at all.

10. What online activities do you do in your private life?

*You can choose more than one.*

- general information (e.g. news portals)
- use of Facebook or other social media
- email, messenger, skype or other chat software
- listening to music, watching videos/movies
- internet gaming
- gain information in a targeted manner online
- e-government
- online-banking
- other businesses

11. Did you ever have IT training?

- Yes
- No



12. In the course of your work, to what extent do you feel that you receive training and support that helps you apply new technologies?

- Fully
- Partially
- Fairly
- Insufficient

13. How often do you participate in training that helps you use new technologies?

- Often
- Rarely
- Never

## Technical requirements and tech-enhanced tools at work

14. In which areas do you have to use a software/tech-enhanced tools at your work?

*You can choose more than one.*

- patient care administrative management and follow-up
- patient care activity monitoring
- patient care reporting, statistics
- patient care social management and follow-up
- patient care medical management and follow-up
- digital communication platforms for patient care
- procurement in patient care
- financial function in patient care
- document management in patient care
- internal company communication in patient care
- other



### 15. How often do you use these digital tools in your work?

- daily
- several times a week
- weekly
- several times a month
- per month
- never

### 16. To what extent has the COVID epidemic affected the introduction of new technologies in your daily work?

Please mark with the help of the scale below with 1=not at all, 5=to a large extent

1	2	3	4	5
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### 17. Which digital tools do you use in your work?

You can choose more than one.

- sensor based technical tools (eg. blood-sugar monitor, Holter monitor)
- smartphone applications
- remote monitoring tools
- care management solutions
- tele-medicine devices
- mobilization tools/ physiotherapeutic tools
- mental/cognitive activation tools (e.g. VR glasses)
- communication tools with patients, with patients' families, with colleagues, within organization, with external practitioners
- communication tools for patients with special needs (ex: visually impaired, dyslexic, deaf, foreign language patients)
- patient education / gamification
- tools helping access to rights of patients and solve administrative issues
- tools to improve patient's mental state (ex: social network for patients, relaxing games)
- tools to stimulate and trigger certain behaviors / reactions (for mental or physical health issues)
- medicine dispensation devices
- tools prompting patients to enter data continuously to monitor and track evolution (of mental state, anxiety, menstruations, pain, etc.)
- tools to train / educate in the field of social care

18. How satisfied are you with the digital support tools and technologies:

*Indicate the help end of the scale below, where 1= not at all, 5=totally*

user-friendly for my cared ones	1	2	3	4	5
user-friendly for me	1	2	3	4	5
efficiency	1	2	3	4	5
usefulness	1	2	3	4	5
price-value ratio	1	2	3	4	5

19. During your daily work, in which area(s) do you have the greatest need to acquire higher level digital skills?

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20. Is there any specific software that you use or would like to use in your work?

.....

21. Is there any specific software that you would recommend for others in your field?

.....

