



## **User Story of a Social Care Worker (Ireland)**

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I am currently a practising Social Care Worker in a disability service in Dublin Ireland. I was introduced to the Smart Patients online learning tool by a colleague. I feel that my practise as a professional will be enhanced by having access to this online facility.

It will be a great tool in order to support people with their healthcare needs and their understanding around this part of their lives. Building capacity is a huge part of my role and these tools can assist me with this aspect of my job.

The first module Prevent is not only beneficial to the people I support but is also transferable to my own personal life. It reminds professionals to rationally detach and to ensure we focus on a balance between our work and our personal lives. This is so valuable as it assists us to deliver superior supports due to our focus on self-care.

The Empower modules are very useful and easy to follow, and will be beneficial in that they help inform individuals of their rights and responsibilities relating to their healthcare. We are regularly focusing on enhancing individuals' skills and knowledge to deepen their ability to take control of their own decisions especially in relation to their healthcare needs.

I would envisage a number of different approaches using these tools depending on the individual I would be working with at the time and their level of ability to participate in this learning. As I work with a wide variety of individuals with different skills and strengths it may range from a suggestion for them to visit the site and work through the modules at their own pace to someone requiring full support to work through relevant topics. It is in my opinion that the true value of these modules lies in capacity building with the ultimate goal that service users could continue to learn and grow with this tool as an aid.