

# Glossary of digital terms

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When completing our [digital potential tool](#), you might come across words or terms that are new to you.

This glossary helps explain some of the terms you might find in the tool.

If you find a word or term in the tool you don't understand and isn't on this list, please contact [digital@socialcare.wales](mailto:digital@socialcare.wales).

We've listed the words and terms in alphabetical order.

## **A**

### **Accessibility tools**

Specific settings that make devices easier to use. For example, changing text size, having text read aloud, or displaying captions.

### **Agency worker**

A professional who isn't a permanent member of staff.

### **AI (artificial intelligence)**

The ability of a computer system to perform human-like tasks, such as problem-solving and learning.

### **AI tools**

AI tools are computer programs that can do tasks like answering questions, solving problems or creating things like pictures or bodies of text. For example, ChatGPT, Microsoft Copilot and Grammarly.

They work by learning from a set of data or examples. But AI tools don't always get things right and need people to correct their outputs.

### **Alarm Receiving Centre (ARC)**

A facility that receives and processes alerts received from residents through their devices. What data is received depends on the type of device and type of system. For example, a call for help from a person's device after a fall.

### **Automating a process**

Using technology, programs or processes to make tasks easier, with less manual work from people.

## **B**

### **Bed sensor**

A pressure pad used to monitor a person's movements in bed, detecting unusual activity.

## **C**

### **Call alarm system**

Device that can be used to alert caregivers when help is needed. For example, if there's been a fall at home.

### **Care plan**

Notes related to the person who's accessing care and support. They explain why the person is receiving care and what their expected outcomes are.

### **Chair sensor**

A pressure pad that monitors a person's movements in a chair to detect unusual activity, such as falling out.

### **Collection of personal data**

In this context, we're talking about recording information. For example, in care records, or asking people to leave their details on a form.

### **Communicating through technology**

The use of platforms, tools or devices like Microsoft Teams or WhatsApp to share information and collaborate.

### **Cyberattack**

When someone tries to break into computers, networks or devices to steal information, cause damage or disrupt how they work. These attacks can happen by using phishing emails or by sending computer viruses.

### **Cybersecurity**

Measures taken to protect devices, systems and personal information from unauthorised access, such as hackers.

## **D**

### **Data**

Information such as a person's name or medical details, collected and stored for use.

### **Data breach**

An incident where private information is exposed to people who aren't authorised to see it.

### **Data protection**

The process of safeguarding sensitive personal information from damage, loss or corruption.

### **Data quality**

How accurate, complete and useful the data is for its intended purpose.

### **Digital care records**

Notes about a person who's accessing care and support, recorded using digital tools like software or apps.

### **Digital innovation**

Looking for digital solutions to specific problems as part of organisational projects.

### **Digital skills**

A range of abilities to use digital devices, communication applications and networks to access and manage information.

### **Digital strategy and leadership**

Organisational planning and leadership focused on improving operations and services using digital tools and systems.

### **Digital tools**

Equipment, programs or apps related to work. For example, a mobile app for updating care records.

### **Digital transformation**

A change in how an organisation works and thinks, focusing on finding digital solutions to problems and improving efficiency.

### **Digital solutions**

The use of technology to resolve issues or optimise processes, such as scheduling software for managing staff.

### **Domiciliary care**

Care provided in an individual's home.

## **E**

### **Electronic care record (ECR)**

A digital system used to manage a person's care instead of paper records.

### **Entertainment systems (interactive)**

Technology that engages and entertains, such as gaming consoles or touchscreens.

## **Equipment**

Tools or devices needed to complete tasks, such as laptops or mobile phones.

## **G**

### **GDPR (General Data Protection Regulation)**

Legislation that protects the rights and freedoms of individuals by regulating the processing of personal data.

## **H**

### **Hardware setup**

Devices and equipment an organisation uses, such as laptops, tablets or desktop computers.

## **I**

### **Informed choice**

Providing relevant information, including risks and consequences, to help individuals make decisions.

### **IT system**

A collection of equipment, programs and resources that support an organisation's operations.

## **Interactive therapy devices**

Devices used to help the person accessing care and support to thrive emotionally and cognitively. For example, tools which help the person to remember and share their memories through the use of audio and visual cues or a hug device. See also 'therapeutic technology'.

## **M**

### **Malware and antivirus software**

Programs designed to detect and remove security threats like viruses or malware.

### **Medication device**

A device that dispenses or reminds individuals to take medication, such as a pill dispenser.

### **Medication management software**

Tools used to oversee and track medication administration.

### **Messaging tools**

Applications that enable communication between members of a team, such as Microsoft Teams or Slack.

### **Mobile device**

A small, portable device like a phone or tablet used for work or personal tasks.



## **Movement sensor**

Devices such as cameras or pressure pads that monitor activity to detect unusual behaviour.

# **N**

## **Noise monitoring**

Devices, such as microphones, used to monitor for unexpected sounds which indicate a change in behaviour.

# **O**

## **Occupational therapist in social care**

A professional providing care to support individuals in daily tasks or activities.

## **Online meeting**

Virtual meetings that allow people to connect and participate without being in the same location.

## **Online training courses**

Educational content delivered virtually, where learners and instructors aren't in the same location.

## **Online whiteboard**

A virtual tool for brainstorming, sharing ideas and visualising plans with others.

## **P**

### **Phishing**

A cyberattack where individuals are tricked into revealing sensitive information through fraudulent communications.

### **Platform**

Software or a service that supports completing tasks or accessing services. For example, social media platforms, gaming platforms and streaming platforms like Netflix.

## **R**

### **Responsible Individual**

A person with duties and responsibilities for overseeing service delivery and making sure it complies with regulations.

### **Robotic pets**

Robots designed to provide companionship and emotional support, such as a robotic cat.

## **S**

### **Safeguarding**

The process of protecting individuals' health, rights and well-being.

## **Shared documents and presentations**

Files that multiple people can work on at the same time using tools like Google Drive or Microsoft OneDrive.

## **Smart and assistive home technology**

Technology that promotes independent living and safety, such as smart speakers or automated curtain openers.

### **Smart speaker**

A device that acts as a voice-controlled assistant and can perform tasks like playing music, setting alarms or answering questions.

### **Smart watch**

A wearable device that looks like a wristwatch and tracks health vitals. It can be used for monitoring a person's health and well-being remotely.

## **Software**

Programs that perform specific tasks, like sending emails or tracking people's care.

## **Social media**

Platforms such as Facebook, Instagram and LinkedIn, where people can network, share content and connect with others.

# **T**

## **Telecare**

Technology that supports independent living through devices like fall detectors and emergency alarms.

## **Telehealth**

Technology that monitors health remotely, such as devices that track blood pressure or oxygen levels.

## **Therapeutic technology**

Tools or equipment that help people emotionally, such as interactive therapy devices or robotic pets.

## **Two-factor authentication**

A security measure that asks for two forms of identification before allowing access to a particular platform or service, such as a password and a verification code.

# **W**

## **Wearable devices**

Technology which is worn on the body and used to monitor health or activity levels, such as smartwatches.