



Topic on a Page

for BTEC Tech Award L1/2 in Health & Social Care

Component 2: Health and Social Care
Services and Values

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8. The obstacles individuals requiring care may face and The benefits to individuals of the skills, attributes and values in health and social care practice

Activity Pages (Lower) ■	8 pages
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Activity Pages (Higher) ▲	8 pages
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All of the mind maps and activity pages are provided in both A3 and A4 formats


Teacher's Introduction

This resource is primarily intended to be used during revision by students studying BTEC Tech Award (first teaching September 2022), Component 2 Health and Social Care Services and Values. This unit explores the health and social care services and how they meet the needs of different service users. It will also cover the skills, attributes and values required when giving care.

As a revision tool, this resource does not aim to cover the material in depth, but rather provide visual 'mind maps' of the component specifications which students can use as a basis of their revision, covering all the key vocabulary and knowledge that students need for their exam. The resource is especially suited to visual learners, and those learners who find it hard to revise from written notes.

The resource consists of:

- 8 completed mind maps which provide solutions to the activity mind maps, labelled  to 
- 2 × 8 activity (partially completed) mind maps for students to complete, labelled  to 
 - The lower ability versions of the activity sheets are labelled with a square: 
 - The higher-ability versions of the activity sheets are labelled with a triangle: 

Activities are identified by a  icon. Some activities require students to write or continue their answers on lined paper.

All are provided in A3 and A4 formats.

The mind maps cover components of the specification as follows:

1. A1: Health conditions
2. A1: Healthcare services
3. A2: Social care services
4. A3: Barriers to accessing services (physical barriers, barriers to people with sensory disability and different social and cultural backgrounds)
5. A3: Barriers to accessing services (barriers to people that speak English as an additional language or those that have language or speech impairments and barriers for people with learning disabilities)
6. A3: Barriers to accessing services (geographical and financial barriers)
7. B1: Skills and attributes in health and social care and B2: Values in health and social care
8. B3: The obstacles individuals requiring care may face and B4: The benefits to individuals of the skills, attributes and values in health and social care practice

How to use the resource:

- The sheets can be handed out at the end of the course, or at the end of each topic for revision purposes.
- The mind maps can be printed out poster size and displayed on the classroom walls as the topic is being taught, so that students have a visual reminder of what they have been covering in their lessons.
- The resource also includes partially filled-in mind maps. Students could be encouraged to complete the exercises as a way to recap on knowledge from the topic at the end of teaching. More-able students could, additionally, be asked to think of more examples to illustrate the points, or weaker-ability students could provide more illustrations or colour-code the mind maps to aid memory of the key topics.

L Hillier and K Wright, October 2023

Obesity

This is a prevalent condition in which the individual has excess accumulation of fat in the body, primarily caused by over nutrition. It can significantly increase the risk of other diseases such as heart disease and type 2 diabetes.

Managing Obesity:

Obesity requires a holistic approach that goes beyond a simple reduction in calorie intake. Some strategies to improve obesity include:

- ✓ **Education and awareness** about the causes, consequences and prevention
- ✓ **Promotion of a healthy balanced diet** and discouraging consumption of processed, sugary and high-fat foods
- ✓ **Regular physical activity** to meet the government's physical activity guidelines
- ✓ **Public health initiatives** to promote healthy living

Several services and professionals can provide support, including dietitians, personal trainers, health coaches and support groups.



Obesity can increase risk of

Type 2 diabetes

This is a chronic condition that is characterised by high glucose levels in the blood, due to ineffectiveness of insulin produced by the body.

Symptoms:

- Feeling thirsty often and needing to urinate often, especially at night-time
- Blurred vision
- Tiredness/fatigue
- Tingling/numbness in hands and feet
- Losing weight without effort
- Recurrent infections
- Slow wound healing

Managing type 2 diabetes:

Effective management includes lifestyle modifications, medication and regular monitoring.

- ✓ **Healthy eating plan** that focuses on portion control, regular meal times and balanced nutrition
- ✓ **Regular physical activity** to improve insulin sensitivity
- ✓ **Medication management** (oral or injections) to improve insulin sensitivity
- ✓ **Regular monitoring** by healthcare professionals to assess overall health and detect any complications.



Cardiovascular conditions

This refers to a group of conditions that affect the blood vessels and the heart. Two you should know are:

Coronary heart disease (CHD)

Occurs when the arteries have a build-up of fatty material called **atheroma** which narrows the space for oxygen-rich blood to flow to the heart. If some of the fatty material breaks off it can form a **clot** which can cause a **heart attack** because blood and oxygen cannot pass through to the heart.

Symptoms:

- Angina – pain in the chest
- Struggling to breathe
- Feeling sick

Treatment:

- ✓ **Medication** to lower blood pressure, cholesterol levels and improve heart function
- ✓ **Lifestyle changes**, e.g. regular physical activity, quitting smoking, managing stress, balanced diet
- ✓ **Medical procedures** and surgery to improve blood flow, e.g. fitting a stent

Cerebral vascular accident (CVA)

Commonly known as a **stroke** although this is not a medical term.

It occurs when the blood supply to part of the brain is cut off, either because a blood clot has formed or because a blood vessel has burst.

Symptoms: can vary, but one way is to remember the acronym:

F: Face drooping
A: Arm weakness
S: Speech difficulty
T: Time to call 999

Other symptoms include severe headaches, loss of coordination, numbness and weakness on one side, confusion

Treatment:

- ✓ **Emergency medication** to break down the clot and restore blood flow
- ✓ **Rehabilitation** with physiotherapists and occupational therapists
- ✓ **Medication and lifestyle changes** to prevent further strokes



Health conditions

Dementia

Dementia is a term for the conditions in which there is a significant reduction in ability to think with a significant impact on daily life. It includes Alzheimer's disease, vascular dementia and others.

Symptoms:

- Memory loss
- Confusion about normal tasks
- Difficulty communicating or following a conversation
- Inability to remember chunks of life or important individuals such as children or partner

Managing Dementia:

- ✓ **Drug therapy** to manage symptoms
- ✓ **Cognitive therapy** to improve brain function

Respiratory conditions

This refers to conditions that affect the other respiratory organs.

Asthma

Asthma is a chronic lung condition that makes breathing more difficult because there is inflammation of the breathing tubes which become narrow, making it difficult for oxygen to pass through.

Symptoms:

- Wheezing
- Breathlessness
- Chest tightness
- Coughing

Asthma can be triggered by allergies and physical exertion.

Managing Asthma:

- ✓ **Inhalers** – preventer and relievers
- ✓ **Oral medication** to provide control and relief
- ✓ **Avoidance of triggers** and stress management
- ✓ **Regular monitoring** and check-ups
- ✓ **Lifestyle modifications** are suitable for asthma sufferers

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Healthcare services

Health services provide care, treatment and support to people with physical or mental health problems. Health services may be on a short-term basis (e.g. a one-off appointment).

Primary care

Primary care services are those that a patient will usually have **first contact** with. They often deal with common, everyday health concerns, and can refer an individual on to more specialised services if required. People can **self-refer** to primary care services, meaning that they can access these directly.

Example of primary care service	How does it meet service user needs?
General practitioners (GPs)	Offers assessment of and treatment for common health problems. Can prescribe medication . Refers patients on to more specialised services (e.g. secondary care).
Dental care	Provides care that includes dental check-ups, healthy gums and teeth. Provides advice to improve oral hygiene . Can perform minor surgical procedures, e.g. removing teeth.
Out-of-hours services	For individuals who need urgent care that is not an emergency when their GP surgery is closed.
Telephone services	For individuals who need services but cannot travel to get them or do not need to see someone face to face. The NHS provides '111' which allows individuals to check symptoms with a health care professional to determine whether they need more help.
A&E departments	Accident and emergency services are for patients with serious or life-threatening conditions .

Other primary care providers include: *Optometry, pharmacies, community hearing care, sexual health services, community healthcare, community midwives and health visitors.*

Secondary care

Secondary care services are more highly specialised than primary care services. Secondary care services are often specific to a particular health need. For example:

- **Rheumatology** – diagnosis and treatment of musculoskeletal conditions
- **Cardiology** – treatment and management of heart conditions
- **Respiratory medicine** – treatment and management of conditions affecting the respiratory system, such as the nose, throat, lungs, etc.
- **Endocrinology** – investigation, diagnosis and treatment of disorders of the endocrine system, such as diabetes

Other secondary care services include: *dermatology (skin), gynaecology, acute medical unit, paediatrics, renal medicine, haematology, neurology*

Each service is likely to have specialised equipment and staff to deal with the specific needs of that service. Secondary care is often provided in a **hospital** setting. A **referral** from another service is usually required to access secondary care.

Allied Health Professionals

These provide specialised health care outside of the domain of medicine. They often do not need a referral in order to access them. Some examples of allied health professionals are provided here, but there are many more.

Physiotherapists

These aid people who have difficulties with their **joints, bones** and/or **soft tissue**. They also help people who are struggling with mobility, e.g. due to accident, illness or disability.

Techniques used by a physiotherapist include:

- **Manual therapy** (using their hands to massage, stretch or move joints)
- Devising a programme of **stretching** to improve flexibility
- The provision of advice on **posture**

Occupational therapists

These see people who are struggling to perform the tasks of **daily living**. For example, someone who has recently had an accident may be less able to perform tasks they were to carry out tasks such as **cooking** or maintaining their home.

Occupational therapists come up with ways that these **barriers** to daily living can be overcome or **reduced**. For example, they may organise the provision of **mobility aids** or **home adaptations**.

Speech and language therapists

If an individual has difficulty **speaking** or **swallowing**, they may be referred to a speech and language therapist (SLT). SLTs help people who have difficulties with a range of skills, including:

- Pronunciation
- Stammering
- Swallowing
- Autism
- Speech delay

Other allied health professionals include:

- Art, drama and music therapists
- Osteopaths (*specialise in musculoskeletal system*)
- Podiatrists (*specialise in feet*)
- Prosthetists (*specialise in those with loss of limbs*)
- Orthoptists (*specialise in eyes*)
- Radiographers (*specialise in imaging of human anatomy*)

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Social care services

Social care aims to support vulnerable groups to help them live safe and healthy lives. It includes support for groups that may be in receipt of social care services, including children and young people with learning disabilities or mental health needs).

For children and young people

Some children and young people need additional support to help them live healthy and safe lives. For example, the environment may not be safe or they may have special health needs.



Foster care

This is when a child stays with another family temporarily. This should provide a child with a safe environment that meets their needs. A child may be in foster care while a court case is ongoing, whether they are a safety concern.

Children can also be in 'respite' care for a weekend or during school holidays. This may be provided for children with disabilities, which benefits caregivers by giving them a break.

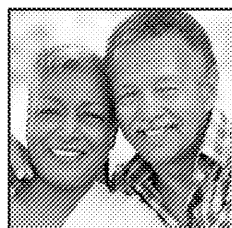
Residential care

Residential care services are places in which a child goes to live somewhere on a permanent basis. They may share a room with other children in a similar situation, and such services are staffed by people who are specially trained in the needs of children and young people.

A child may go to live in residential care if a previous foster placement has not worked out. Some residential services also offer education (e.g. specialist residential colleges).

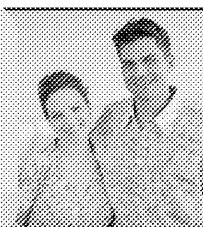
Youth

- Broad term that includes a range of services and initiatives to support a person's personal wellbeing.
- Youth workers help young people reach their potential.
- Helps to build self-esteem.
- Supports young people to build and navigate relationships.
- Offers opportunities to try new things and activities.



Close relationships, such as with partners and good friends, may be a particularly valuable source of support for some individuals with health and social care needs. This is because they will know them and their routine well, and will be able to provide care for them in a way that respects their individuality.

'Informal social care' means support provided by friends, family, and neighbours, rather than paid professionals. There are many different ways that these informal support networks can provide social care to their loved ones.



The support given can also be practical in nature. For instance, a neighbour might come over to help out with the gardening, or a family member might bring over a cooked meal for someone.

Emotional support is an important part of social care. For example, a friend might offer comfort and companionship during a difficult time.

Informal social

Neighbours can help to check someone's safety and wellbeing. For instance, if the person hasn't been seen for a few days, a neighbour might pop round to check that everything is alright.

However, providing unpaid support to a loved one can have a significant impact on the carer's health and wellbeing.

For instance, they may experience high levels of stress and anxiety over their loved one's wellbeing, particularly if they are the sole source of social support.

Carers may also have to reduce or give up work in order to support their loved one. Some people may be eligible to claim Carer's Allowance, which can help to offset the financial strain involved in caring.

Carer's Allowance – a welfare benefit available to people who spend more than 35 hours per week caring for someone.

Voluntary

Some people provide support that is not provided by organisations.

Community groups are set up in areas where there is a need. For example, a group in a population in need may be community support elderly people, providing opportunities for socialisation.

Faith-based groups can be set up by religious groups to give support to people of faith. Some are parent and child and after-school groups.

Charities have a specific purpose that will support local populations with specialised services. The aim of these is to provide support to people who are vulnerable.

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Barriers to accessing services: Physical, sensory, social and cultural

A barrier is something unique to a service. Even though an individual may not be able to access a service, it may not be easy for them to access the support they need to seek help, which runs the risk that their health or care needs may deteriorate. 'hurdles' and how they can be overcome.

PHYSICAL barriers

This means aspects of the environment that could make it harder for someone to access services.

Examples include:

- Lack of lifts
- Unclear signage
- Lack of disabled toilets
- Narrow doorways and corridors
- Equipment which does not take into account the needs of disabled people

Because of these physical barriers, people with mobility difficulties or sensory impairments may find it harder to enter or move around the premises.

Sensory barriers

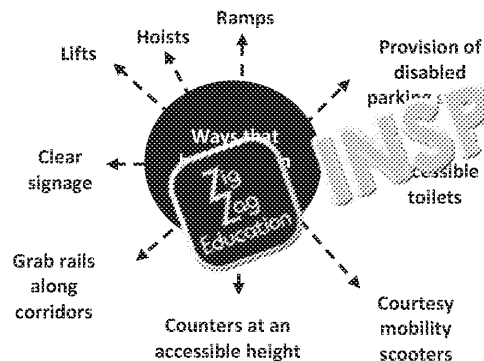
Individuals accessing services may have difficulties with their vision or hearing (or both).

'Sensory barriers' means difficulties accessing services due to a failure of services to take into account the needs of people with sensory impairment. For example:

Barriers for people with visual impairment	Barriers for people with hearing impairment
<ul style="list-style-type: none"> • Unclear font on written materials, e.g. leaflets • Only providing communication in writing • Transport difficulties 	<ul style="list-style-type: none"> • Lack of sign language interpreters • Only providing verbal or spoken communication, e.g. telephone contact, or announcements made via loudspeaker

How to overcome PHYSICAL barriers

Public services and buildings should be adapted in such a way that people with additional needs are not excluded from entering or accessing them.



Braille – a communication system based on touch.

Audio induction loop – a wireless system which amplifies sounds and cuts out background noise for hearing aid users.

How to overcome SENSORY barriers

Visual impairment

- ✓ Signs should be clear and easy to read, using appropriate symbols to make it easier for a visually impaired person to read and follow.
- ✓ Services should offer to provide any written communication in an alternative format, such as large print or Braille, or verbally.
- ✓ The environment should also be well lit and free from obstructions.
- ✓ Staff could collect vulnerable service users from unfamiliar waiting areas to reduce the risk of accidents.

Hearing impairment

- ✓ Using British Sign Language (BSL) or having sign language interpreters available, as well as audio induction loops for hearing aid users.
- ✓ Communication could also be offered in a written medium (e.g. arranging an appointment online rather than over the phone).
- ✓ Using communication cards that the individual carries to explain their preferred method of communication.

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Barriers to accessing services: Language and intell

Barriers for individuals who speak English as an additional language / those who have language or speech impediments

Health and/or social care services can be complex to navigate, especially for those who speak only a limited amount of English.

This can lead to confusion over appointment times, and information may be completely inaccessible. Critical information about a health problem may also be missed, which could have a significant impact on the individual's wellbeing and health.

Similar problems can arise if someone has difficulties in producing or understanding communication due to illness or disability. This could occur due to a wide range of reasons, including:

Sensory impairment

Learning disabilities

Brain injury

Advocate – a person who is nominated to support the individual by helping them to express themselves or by speaking on their behalf.

Using **advocates** who can provide support during appointments.

Health and wellbeing meetings specifically for speakers of other languages.

INTELLECTUAL barriers

Learning disability: A lifelong condition affecting intellectual ability that (depending on severity) may also affect **communication** skills and/or the ability to carry out **daily living** activities.

Learning difficulties: These cause people to have problems carrying out specific tasks, but do not affect general intellect. Examples include **dyslexia** and **dyspraxia**.

People with learning difficulties and disabilities may be disadvantaged when attempting to access services if their **individual needs** have not been considered.

For example, providing information in a written format is not accessible for people with learning difficulties or communication skills. Some people with learning difficulties may find it hard to remember details of appointments or effectively communicate their needs, which makes it harder to receive the right care and support.

Dyslexia – difficulties with literacy skills, such as reading and writing

Dyspraxia – difficulties with motor coordination

How to overcome INTELLECTUAL barriers

As with sensory barriers (previous page), information should be provided in **accessible formats** (e.g. easy-read).

The **reasonable information standard** is a legal requirement for services to ensure that individuals with cognitive issues or disabilities / sensory impairments can understand materials provided by the service and be able to communicate with practitioners.

Makaton could also be used during appointments, to aid communication with an individual who struggles to communicate verbally.

Some individuals may also find it useful to have a **support worker** that can help them navigate services.

Finding out which services are available	Scheduling appointments	Assessing needs
Communicating information to service user in a way they can understand		

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Barriers to accessing services: Geographical and

GEOGRAPHICAL barriers

For some people, the appropriate health and/or social care service may be located a **long way** from where they live.

Difficulties in getting to a service, particularly off going, particularly for those with many responsibilities.

Obtaining transport to a service may be very difficult, particularly for people who live in rural areas with poor public transport. People who have **mobility difficulties** or those on a **low income** may also struggle to access transport services.



How to overcome GEOGRAPHICAL barriers

Some service users will be eligible to obtain **patient transport services** to help them get to hospital from home or **refund** the costs of travelling.

The criteria are strict, but can include:

- Those with mobility problems.
- Those who require specialist medical assistance *during* a journey.
- Some people on a low income or in receipt of certain benefits.

Home community visits can be used where the practitioner visits the patient in their own home if they cannot attend an appointment at a local service.

Community clinics can be used where individuals find it easier to get to a service. These can be a community hub where various integrated services are offered which helps patients to access the support they need.

Technology can also reduce the need for face-to-face services, e.g. by providing telephone or telehealth consultations.

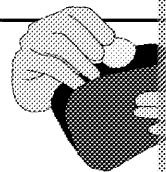
Telehealth: using software which allows a live video conversation between two or more people.

FINANCIAL barriers

The financial impact of accessing health and social care services can make it less likely that individuals will attend.

Examples of different financial barriers include:

Charging for services	Some common NHS services involve a small contribution from many patients, such as prescriptions and dental care.
Cost of transport	Especially if having to travel a long distance, travelling to services can be very expensive for patients.
Loss of income while accessing services	Taking time off work for using services financially impacts many patients. Many employers do not offer additional leave for employees to attend appointments.



How to overcome FINANCIAL barriers

NHS exemption schemes and vouchers

to support individuals with a low income such as:

- ✓ **NHS exemption certificates** provide exemption from paying prescriptions for those with certain medical conditions, or pregnant women.
- ✓ **NHS low income scheme** provides full or partial help towards costs of NHS prescriptions, tests and other health-related expenses.
- ✓ **NHS vouchers** – optical, dental, etc.
- ✓ **NHS Healthcare Travel Voucher (HCTV) scheme** that provides financial assistance for out-of-hours travel expenses related to NHS healthcare services.

Statutory Sick Pay provides government cover for four days of absence from work.

As noted in geographical barriers, there are some schemes available to reduce the cost of travelling to appointments for some patients.

Some charitable organisations and funds also offer financial assistance to individuals with specific needs.

Employees can apply for **Statutory Sick Pay** in some circumstances, which offsets the loss of income while on time off work.

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Skills and Attributes

Delivering care for a range of individuals requires key skills and attributes.

Skills refer to specific abilities and proficiencies healthcare professionals acquire through education, training and experience, and enable them to perform specific tasks.

Four key skills for delivering care are:

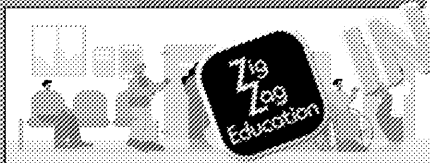
Problem-solving	Being able to come up with solutions for problems as they arise without always having to rely on others for guidance
Observation	Being aware of and monitoring situations
Dealing with difficult situations	Being able to calmly cope with challenges that occur in day-to-day work
Organisation	The practice of being able to be efficient by planning ahead and having effective systems in place for different aspects of your practice

Attributes refer to personal qualities, characteristics or traits that professionals possess. These are often inherent or can be nurtured over time.

Four important attributes for delivering care are:

Empathy	Being able to understand another person's feelings
Patience	The ability to wait until another individual is ready
Trustworthiness	Being able to be relied upon
Honesty	Being truthful and open

Can you think of any more?



CARE

Care is a key aspect of what all practitioners do; therefore, it needs to meet the individual needs of each person and the quality should be **consistently good**.

To provide consistent care, it is important that every practitioner is aware of their role, responsibilities, and that they follow the policies and procedures that they are working so that each service user receives the care that they are entitled to.

Duty of care – the responsibility of care staff to protect service user wellbeing and reduce the risk of harm



When carrying out personal care, staff should ensure that a service user's privacy is protected as far as possible. For instance, the door should not be left open and no other service users should be present. Personal care can make people feel vulnerable because it is so intimate, and should ideally be carried out by a staff member who has a good relationship with the service user already.

COURAGE

Courage enables professionals to **make the right choices** throughout their career, making sure that their actions are always in the best interests of the individuals they care for.

This might require a professional to request other support/resources if it is felt their patient needs them or there is a change in the way an individual is treated.

However, it can sometimes be necessary to **speak out** if there are concerns about a colleague's actions or practices as a professional has observed. This is a more challenging situation where courage is required in order to do the right thing. Organisations support staff members to show courage by having rules and policies in place to protect them if a professional needs to **'whistleblow'** about dangerous or inappropriate practice.

Whistleblowing – the act of reporting/disclosing an issue at work that may be a concern



Values in and Social

The '6Cs' were introduced by the Nursing and Midwifery Council to all nursing professionals. The values and responsibilities can apply to any care setting.

COMMITMENT

All professionals have a commitment to the individuals they care for. This means that they should take the necessary steps to provide the **best possible care experience** they can, always working in the best interest of their service users. This may be through the use of care plans and assessments as well as ensuring you are well-informed about each person in your care, or it may be by simply ensuring the environment they are in is safe and clean.

Maintaining a healthy and safe environment

All health and social care staff must be able to identify hazards and act **quickly** to resolve them (e.g. following effective cleaning procedures; reporting damaged items). Staff should also pay close attention to issues of **personal hygiene** (of themselves and service users) to reduce the risk of infectious disease spreading.

SAFETY FIRST

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The obstacles individuals requiring care may face

An obstacle is something personal to an individual that blocks a person from moving forward or when action is prevented or made difficult. The obstacles below all have the potential to make it more difficult to receive care even though an individual may need it.

This could lead to a **lack of motivation** as an individual may not see the sense in trying to maintain their health as previous attempts have not helped.

Some individuals may feel that they have failed to take care of themselves which may lead to a **loss of motivation**.

Many individuals will experience **frustration** if they have to wait for the support they need and they may worry during that waiting time.

UNACHIEVABLE TARGETS
If an individual has been given guidance about how they may improve their own health it may seem that the targets they have been set are **too difficult** or there is **not enough time to achieve** them. This may cause the individual to give up.

It can also be **difficult** for someone to **accept** their current state of health if it means that they have to make some significant changes in order to improve their health and wellbeing.

EMOTIONAL/PSYCHOLOGICAL

When support is needed it can feel like there is little control over someone's own health and wellbeing.

Potential obstacles and their impacts

LACK OF SUPPORT
Maintaining your health or making changes is easier when **family and friends** are there to support you. However, if they disagree with the changes you are making or they do not understand the seriousness of your condition they **may sway you from making appropriate choices**.

ABILITY/DISABILITY & HEALTH CONDITIONS

The presence of other **health conditions** / **disabilities** may make it **difficult** to make further changes to someone's health and wellbeing if they are already doing a range of things to support the original condition. It may not be possible in some cases to make changes as the condition prevents them from doing so.

AVAILABILITY OF RESOURCES

The types of resources, **equipment**, **amenities** and **services** available to an individual may not be suitable for their needs, which may lead to a **long waiting list**, which can be disheartening.

ADDICTION

A recovering addict may find it **difficult to accept medical intervention** for a condition if treatment comes in the form of drugs as there may be a concern that this will cause a relapse and end their sobriety.

TIME CONSTRAINTS
Most individuals feel that they do not have enough time to manage their current lifestyle so when extra demands occur it can seem that it is not possible to fit them into their current schedule.

Some individuals will be put off managing their own health or getting important support because they feel it will interfere with **work and family commitments**.

They may be concerned about the **negative impact on their career** or they cannot support their dependents if they are advised they need health and social care support.

The benefits and value

The support offered to individuals has a tendency to focus on...

SUPPORTED TO OVERCOME THEIR OWN PERSONAL OBSTACLES

Individualised care provides support to allow the person to discuss the issues that may be preventing them from achieving goals difficult solutions will be discussed.

FEEL COMFORTABLE TO RAISE COMPLAINTS

Service user input is important within health and social care so all individuals will be confident in providing feedback.

BE EMPOWERED TO HAVE INDEPENDENT CHOICES

All workers have the responsibility to support the individual when supporting them to make more decisions in the future.

HAVE DIGNITY AND PRIVACY PROTECTED

Care values such as compassion and commitment to patients ensure that care workers will use empathy and treat clients appropriately.

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Explain what obesity is.



Obesity

Managing Obesity:

Obesity requires a holistic approach that goes beyond a simple reduction in calorie intake. Some strategies to improve obesity include:

- ✓ Education and awareness about the causes, consequences and prevention
- ✓ Promotion of a healthy balanced diet and discouraging consumption of processed, sugary and high-fat foods
- ✓ Regular physical activity to meet the government's physical activity guidelines
- ✓ Public health initiatives to promote healthy living

Several services and professionals can support this, including dietitians, personal trainers, health coaches and support groups.



Obesity can increase risk of

Type 2 diabetes

This is a chronic condition that is characterised by high glucose levels in the blood, due to ineffectiveness of insulin produced by the body.

Symptoms:

Identify three symptoms of diabetes.

- 1.
- 2.
- 3.

Managing type 2 diabetes:

Effective management includes lifestyle modifications, medication and regular monitoring.

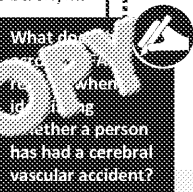
- ✓ Healthy eating plan that focuses on portion control, regular meal times and balanced nutrition
- ✓ Regular physical activity to improve insulin sensitivity
- ✓ Medication management (oral or injections) to improve insulin sensitivity
- ✓ Regular monitoring by healthcare professionals to assess overall health and detect any complications.



Cardiovascular conditions

This refers to a group of conditions that affect the blood vessels and the heart. Two you should know are:

Coronary Heart Disease (CHD)	Stroke (Cerebrovascular Disease (CVA))
Occurs when the arteries have a build-up of fatty material called atheroma which narrows the space for oxygen-rich blood to flow to the heart. If some of the fatty material breaks off it can form a clot which can cause a heart attack because blood and oxygen cannot pass through to the heart.	Commonly known as a stroke although this is not a medical term. It occurs when the blood supply to part of the brain is cut off, either because a blood clot has formed or because a blood vessel has burst.
Symptoms: <ul style="list-style-type: none"> Angina – pain in the chest Struggling to breathe Feeling sick 	Symptoms: can vary, but one way is to remember the acronym: F: Face A: Arm S: Speech What does this mean? Whether a person has had a cerebral vascular accident?
Treatment: <ul style="list-style-type: none"> Medication to lower blood pressure, cholesterol levels and improve heart function Lifestyle changes, e.g. regular physical activity, quitting smoking, managing stress, balanced diet Medical procedures and surgery to improve blood flow, e.g. fitting a stent 	May also get severe headaches, loss of coordination, numbness and weakness on one side, confusion. Treatment: <ul style="list-style-type: none"> Emergency medication to break down the clot and restore blood flow Rehabilitation with physiotherapists and occupational therapists Medication and lifestyle changes to prevent further strokes



Health conditions

Dementia

Dementia is a term for the conditions in which a person's ability to think with a significant condition. It includes Alzheimer's disease, vascular dementia and others.

Symptoms:

Identify three symptoms of dementia.

- 1.
- 2.
- 3.

Managing

- ✓ Drug therapy to manage symptoms
- ✓ Cognitive therapy and brain training

Respiratory conditions

This refers to conditions that affect the lungs and other respiratory organs.

Asthma

Asthma is a chronic lung condition that makes breathing more difficult because there is inflammation in the breathing tubes which become narrow, making it hard for oxygen to pass through.

Symptoms:

- Wheezing
- Breathlessness
- Chest tightness
- Coughing

Asthma can be triggered by allergies and physical exertion.

Managing Asthma and

- 1.
- 2.

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Healthcare services

Health services provide care, treatment and support to people with physical or mental health issues. Health services may be on a short-term basis (e.g. a one-off appointment).

Primary care

Primary care services are those that a patient will usually have **first contact** with. They often deal with common, everyday health concerns, and can refer an individual on to more specialised services if required. People can **self-refer** to primary care services, meaning that they can access these directly.

Example of primary care service	How does it meet service user need?	Outline how several primary care services can be accessed by the service user.
General practitioners (GPs)		
Dental care		
Out-of-hours service		
Telephone services		
A&E departments		

Other primary care providers include: Optometry, pharmacies, community hearing care, sexual health services, community healthcare, community midwives and health visitors.

Secondary care

Secondary care services are more highly specialised than primary care services. Secondary care services are often specific to a particular health need. For example, a specialist hospital.

Identify two examples of secondary care services.

- 1.
- 2.

Each service is likely to have specialised equipment and staff to deal with the specific needs of that service. For example, a hospital setting. A **referral** from another service is usually required to access secondary care.

Allied Health Professionals

These provide specialised health care outside of the domain of a general practitioner. Some examples of allied health professionals are provided here, but there are many more.

Physiotherapists

These aid people who have difficulties with their **joints, bones and/or soft tissue**. They also help people who are struggling with mobility, e.g. due to accident, illness or disability.

Techniques used by a physiotherapist include:

- Manual therapy (using their hands to massage and stretch muscles)
- Devising a programme of exercises and stretching to improve mobility
- The provision of advice on posture

Occupational therapists

Edward is 53 and recently he has started to struggle with his muscles. As a result, he now has some difficulty with his muscles. What kind of occupational therapy could meet his needs?

Speech and language therapists

If an individual has difficulty **speaking or swallowing**, they may be referred to a speech and language therapist (SLT). SLTs help people who have difficulties with a range of skills, including:

- Pronunciation
- Stammering
- Swallowing
- Autism
- Speech delay

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Social care services

Social care aims to support vulnerable groups to help them live safe and healthy lives. It includes support for groups that may be in receipt of social care services, including children and young people with learning disabilities or mental health needs).

For children and young people

Some children and young people need additional support to help them live healthy and safe lives. For example, the environment may not be safe or they may have special health needs.



Foster care

This is when a child stays with another family temporarily. This should provide a child with a safe environment that meets their needs. A child may be in foster care while a court case is ongoing, whether they are safely at home.

Foster care can also be in 'respite' care, for a weekend or during school holidays. This may be provided for children with disabilities, which benefits caregivers by giving them a break.

Residential care

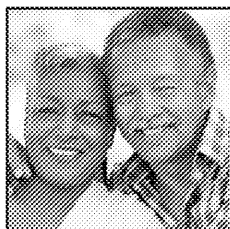
Outline one way that residential care could meet the needs of someone that is unable to live in their family home.



Young people

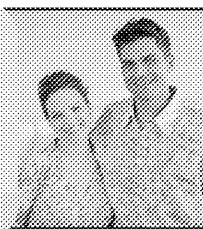
Identify two examples of support that young people may need.

- 1.
- 2.



Close relationships, such as with partners and good friends, may be a particularly valuable source of support for some individuals with health and social care needs. This is because they will know them and their routine well, and will be able to provide care for them in a way that respects their individuality.

'Informal social care' means support provided by friends, family, and neighbours, rather than paid professionals. There are many different ways that these informal support networks can provide social care to their loved ones.



Voluntary care

Some people provide support that is not from an organisation.

Identify two examples of voluntary care.

- 1.
- 2.

Outline one way that informal social care could meet the needs of someone that has recently been injured in an accident.



Informal social care

Emotional support is an important part of informal social care. For example, a friend may provide support during a difficult time to offer comfort and companionship.



Peter is 22 and has mild learning disabilities. He does not live close to his family but gets on well with his neighbours.

Explain how Peter's neighbours could provide informal social care to support Peter.

Write your answer on separate sheet of paper.



However, providing unpaid support to a loved one can have a significant impact on the carer's health and wellbeing.

For instance, they may experience high levels of stress and anxiety over their loved one's wellbeing, particularly if they are the sole source of social support.

Carers may also have to reduce or give up work in order to support their loved one. Some people may be eligible to claim Carer's Allowance, which can help to offset the financial strain involved in caring.

Carer's Allowance – a welfare benefit available to people who spend more than 35 hours per week caring for someone.

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Barriers to accessing services: Physical, sensory, social and cultural

A barrier is something unique to a service. Even though an individual may find it easy for them to access the service, they may still seek help, which runs the risk that their health or care needs may deteriorate. 'hurdles' and how they can be overcome.

PHYSICAL barriers

This means aspects of the environment that could make it harder for someone to access services.

Identify two examples of physical barriers that could prevent a person with a physical impairment from accessing a social care service.

- 1.
- 2.

Because of these physical barriers, people with mobility difficulties or sensory impairments may find it harder to enter or move around the premises.

SENSORY barriers

Individuals accessing services may have difficulties with hearing or seeing (or both).

'Sensory barriers' means difficulties accessing services due to a failure of services to take into account the needs of people with sensory impairment. For example:

Identify two examples of barriers for people with visual impairment.

- 1.
- 2.

Barriers for people with hearing impairment

- Lack of sign language interpreters
- Only providing verbal or spoken communication, e.g. telephone contact, or announcements made via loudspeaker

How to overcome PHYSICAL barriers

Public services and buildings should be adapted in such a way that people with additional needs are not excluded from entering or accessing them.

Outline two ways that buildings could be adapted to overcome physical barriers.

- 1.
- 2.

Braille – a communication system based on touch.

Audio induction loop – a wireless system which amplifies sounds and cuts out background noise for hearing aid users.

How to overcome SENSORY barriers

Visual impairment

Outline two ways that visual impairment could be overcome.

- 1.
- 2.

Hearing impairment

- ✓ Using British Sign Language (BSL) or having sign language interpreters available, as well as audio induction loops for hearing aid users.
- ✓ Communication could also be offered in a written medium (e.g. arranging an appointment online rather than over the phone).
- ✓ Using communication cards that the individual carries to explain their preferred method of communication.

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Barriers to accessing services: Language and intell

Barriers for individuals who speak English as an additional language / those who have language or speech impediments

Health and/or social care services can be complex to navigate, especially for those who speak only a limited amount of English.

Elena is 27 and is from Romania, and speaks limited English. She wants to register with a local general practice.

Explain how language barriers could affect Elena's access to a general practice service.

Write your answer in the space below.

Similar problems can arise if someone has difficulties in producing or understanding communication due to illness or disability. This could occur due to a wide range of reasons, including:

Sensory impairment

Learning disabilities

Brain injury

Define 'advocate'.

Using advocates who can provide support during appointments.

Health and wellbeing meetings specifically for speakers of other languages.

INTELLECTUAL barriers

Learning disability:

Define 'learning disability' and explain how having a learning disability may cause a barrier to accessing health and social care services.

Learning difficulties: These cause people to have problems carrying out specific tasks, but do not affect general intellect. Examples include dyslexia and dyspraxia.

People with learning difficulties and disabilities may be disadvantaged when attempting to access services. Their individual needs have not been considered.

For example, people with learning difficulties may find complex or written form is not accessible. People with limited verbal communication skills. Some people with learning disabilities may find it hard to remember details for an appointment or effectively communicate their symptoms, which makes it harder to receive the right care and support.

Dyslexia – difficulties with literacy skills

Dyspraxia – difficulties with movement and coordination

How to overcome INTELLECTUAL barriers

As with sensory barriers (previous page), information should be provided in accessible formats (e.g. easy-read).

The accessible information standard is a set of principles that services use to ensure that individuals with cognitive issues or disabilities / sensory impairments can understand materials provided by the service and be able to communicate with practitioners.

Makaton could also be used during appointments, to aid communication with an individual who struggles to communicate verbally.

Some individuals may also find it useful to have a support worker that can help them navigate the system.

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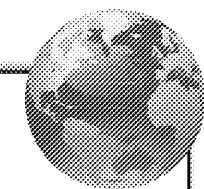


Barriers to accessing services: Geographical and

GEOGRAPHICAL barriers

Identify two examples of geographical barriers that could prevent an individual from accessing health and social care services.

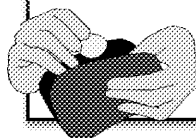
- 1.
- 2.



FINANCIAL barriers

Anna is on a low income. She has been struggling with her mental health recently, and is looking for a counsellor.

Explain how financial barriers could affect Anna's counselling services.



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How to overcome GEOGRAPHICAL barriers

Some service users will be eligible to obtain patient transport services to help them get to hospital from home or refund the costs of travelling.

The criteria are strict, but can include:

- Those with mobility problems.
- Those who require specialist medical assistance during a journey.
- Some people on a low income or in receipt of certain benefits.

Home community visits can be used where the practitioner visits the patient in their own home if they cannot attend an appointment at a local service.

Community clinics can be used where individuals find it easier to get to a community hub where various integrated services are offered which helps patients to access the support they need.

Technology can also reduce the need for face-to-face services, e.g. by providing telephone or telehealth consultations.

Telehealth: using software which allows a live video conversation between two or more people

How to overcome FINANCIAL barriers

NHS exemption schemes and vouchers

to support individuals with a low income such as:

- ✓ NHS exemption certificates

Which groups of people are entitled to have an NHS exemption certificate?

- ✓ NHS low income scheme provides full or partial help towards costs of NHS prescriptions, tests and other health-related expenses.
- ✓ NHS vouchers – optical and dental.
- ✓ NHS Healthcare Travel Costs Scheme (HTCS) is a scheme that provides financial assistance to reimburse travel expenses for NHS-funded healthcare services.

Statutory Sick Pay provides government cover for four days of absence from work.

As noted in geographical barriers, there are some schemes available to reduce the cost of travelling to appointments for some patients.

Some charitable organisations and funds also offer financial assistance to individuals with specific needs.

Employees can apply for Statutory Sick Pay in some circumstances, which offsets the loss of income while on time off work.

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Skills and Attributes

Delivering care for a range of individuals requires key skills and attributes.

Skills refer to specific abilities and proficiencies healthcare professionals acquire through education, training and experience, and enable them to perform specific tasks.

Four key skills for delivering care are:

Problem-solving	Being able to come up with solutions for problems as they arise without always having to rely on others for guidance
Observation	Being aware of and monitoring situations
Dealing with difficult situations	Being able to successfully cope with challenges that occur in day-to-day work
Organisation	The practice of being able to be efficient by planning ahead and having effective systems in place for different aspects of your practice

Attributes refer to personal qualities, characteristics or traits that professionals possess. These are often inherent or can be nurtured over time.

Four important attributes for delivering care are:

Empathy	Define 'empathy'.
Patience	The ability to wait until another individual is ready
Trustworthiness	Being able to be relied upon
Honesty	Being truthful and open

Can you think of any more? List them below:

CARE

Care is a key aspect of what all practitioners do; therefore, it needs to meet the individual needs of each person and the quality should be **consistently good**.

To provide consistent care, it is important that every practitioner is aware of their **duty of care** and responsibilities, and that they follow the procedures within their setting so that each service user gets the best possible care. What is a 'duty of care'?



When carrying out personal care, staff should ensure that a service user's privacy is protected as far as possible. For instance, the door should not be left open and no other service users should be present. Personal care can make people feel vulnerable because it is so intimate, and should ideally be carried out by a staff member who has a good relationship with the service user already.

COURAGE

Fill in the gaps.

Courage enables professionals to make the _____ throughout their career, making sure that their actions are always in the best interests of the individuals they care for.

This might require a professional to request other support/resources if it is felt their patient needs them or there is a change in the way an individual is treated.

However, it can sometimes be necessary to _____ if there are concerns about a colleague's actions or practices a professional has observed. This is a more challenging situation where courage is required in order to do the right thing. Organisations support staff members to show courage by having rules and _____ in place to protect _____ if a professional needs to _____ about dangerous or inappropriate practice.

Values and Social

The '6Cs' were introduced by the Nursing and Midwifery Council to all nursing professionals and can apply to any care setting.



COMMITMENT

All professionals have a commitment to the individuals they support. This means that they should take the necessary steps to provide the **best possible care experience** they can, always working in the best interest of their service users. This may be through the use of care plans and assessments as well as ensuring you are well-informed about each person in your care, or it may be by simply ensuring the environment they are in is safe and clean.

Outline how a professional can be committed to ensuring a safe environment.

SAFETY FIRST

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The obstacles individuals requiring care may face

An obstacle is something personal to an individual that blocks a person from moving forward or when action is prevented or made difficult. The obstacles below all have the potential to make it more difficult to receive care even though an individual may need it.

This could lead to a **lack of motivation** as an individual may not see the sense in trying to maintain their health as previous attempts have not helped.

It can also be **difficult** for someone to **accept** their current state of health if it means that they have to make some significant changes in order to improve their health and wellbeing.

Some individuals may feel that they have failed to take care of themselves which may lead to a **loss of motivation** to seek support.



EMOTIONAL/PSYCHOLOGICAL

When support is needed it can feel like there is little control over someone's own health and wellbeing.

Many individuals will experience **frustration** if they have to wait for the support they need and they may worry during that waiting time.



TIME CONSTRAINTS

Most individuals feel that they do not have enough time to manage their current lifestyle so when extra demands occur it can seem that it is not possible to fit them into their current schedule.

Some individuals will be put off managing their own health or getting important support because they feel it will interfere with **work and family commitments**.



They may be concerned about taking time off work which could have a **negative impact on their career** or they cannot support their dependents if they are advised they need health and social care support.

AVAILABILITY OF RESOURCES

The types of resources, equipment, amenities, individuals need to maintain their health may not be available in their area, which may require travel is required, or they may be on a long waiting list, which can be disheartening.

This could lead to **giving up** on the support that is needed or **paying privately** for it instead, although this option is not open to everyone as it is expensive to 'go private'.

Jennifer is a recovering addict who has recently suffered a serious leg injury following a car accident. She is becoming agitated because she does not want pain relief even though she is in pain which is making her feel unwell.

Explain why Jennifer's addiction is an obstacle to her care.

Write your answer on a separate sheet of paper.

TARGETS

If an individual has been given guidance about how they may improve their own health it may seem that the targets they have been set are **too difficult** or there is **not enough time** to achieve them. This may cause the individual to give up.

LACK OF SUPPORT

Maintaining your health or making changes is easier when **family and friends** are there to support you.

Why is a lack of support an obstacle for someone requiring care?

ABILITY/DISABILITY & HEALTH CONDITIONS

The presence of a health condition or disability can make it hard to make any changes to someone's health and wellbeing if they feel they already are doing a range of things to support the original condition. It may not be possible in some cases to make changes as the condition prevents them from doing so.

ADDICTION

A recovering addict may find it **difficult to accept medical intervention** for a condition if treatment comes in the form of drugs as there may be a concern that this will cause a relapse and end their sobriety.

The benefits and value

The support offered to individuals requiring health and social care has many benefits, although there is a tendency to focus on just the usual health benefits. However, there are many other benefits because of the expertise and values practitioners have.

SUPPORTED TO OVERCOME THEIR OWN PERSONAL OBSTACLES

Individualised care provides support to allow the person to discuss the issues that may be preventing them from achieving goals difficult solutions will be discussed.

FEEL COMFORTABLE TO RAISE COMPLAINTS

Service user input is important within health and social care so the communication is clear so all individuals will be confident in providing feedback.

BE EMPOWERED TO HAVE INDEPENDENT CHOICES

All workers have the skills to include the individual's views when supporting them so they will help the individual to make more decisions in the future.

HAVE DIGNITY AND PRIVACY PROTECTED

Care values such as compassion and commitment to patients ensure that care workers will use empathy and treat clients appropriately.

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Obesity

This is a prevalent condition in which the individual has excess accumulation of fat in the body, primarily caused by over nutrition. It can significantly increase the risk of other diseases such as heart disease and type 2 diabetes.

Managing Obesity:

Explain how obesity can be managed.



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Obesity can increase risk of

Type 2 diabetes

This is a chronic condition that is characterised by high glucose levels in the blood, due to ineffectiveness of insulin produced by the body.

Symptoms:

Identify four symptoms of type 2 diabetes.

- 1.
- 2.
- 3.
- 4.

Managing type 2 diabetes:

Effective management includes lifestyle modifications, medication and regular monitoring.

- ✓ **Healthy eating plan** that focuses on portion control, regular meal times and balanced nutrition
- ✓ **Regular physical activity** to improve insulin sensitivity
- ✓ **Medication management** (oral or injections) to improve insulin sensitivity
- ✓ **Regular monitoring** by healthcare professionals to assess overall health and detect any complications.



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Cardiovascular conditions

This refers to a group of conditions that affect the blood vessels and the heart. Two you should know are:

Coronary Heart Disease (CHD)	Cerebrovascular Disease (CVA)
Occurs when the arteries have a build-up of fatty material called atheroma which narrows the space for oxygen-rich blood to flow to the heart. If some of the fatty material breaks off it can form a clot which can cause a heart attack because blood and oxygen cannot pass through to the heart.	Commonly known as a stroke although this is not a medical term. It occurs when the blood supply to part of the brain is cut off, either because a blood clot has formed or because a blood vessel has burst.
Symptoms: <ul style="list-style-type: none"> Angina -- pain in the chest Struggling to breathe Feeling sick 	Symptoms: can vary, but one way is to remember the acronym: <ul style="list-style-type: none"> F: Face drooping A: Arm weakness S: Speech difficulty T: Time to call 999
Treatment: <ul style="list-style-type: none"> Get severe headaches, loss of coordination, numbness and weakness on one side, confusion 	Treatment:



Outline how cardiovascular conditions such as CHD and CVA can be treated.



Health conditions

Dementia

Explain what is meant by the condition.

Symptoms:

- Memory loss
- Confusion about normal tasks
- Difficulty communicating or following a conversation
- Inability to remember chunks of life or important individuals such as children or partner

Management:

- ✓ Drug therapy to manage symptoms
- ✓ Cognitive therapy to improve memory and brain function

Respiratory conditions

This refers to conditions that affect the lungs and other respiratory organs.

Asthma

A chronic lung condition that makes breathing more difficult because there is inflammation of the breathing tubes which become narrow, making it difficult for oxygen to pass through.

Symptoms:

- Wheezing
- Breathlessness
- Chest tightness
- Coughing

Asthma can be triggered by allergies and physical exertion.

Describe two different types of asthma and COPD.

Managing Asthma and COPD:

- 1.
- 2.

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Healthcare services

Health services provide care, treatment and support to people with physical or mental health conditions. Health services may be on a short-term basis (e.g. a one-off appointment) or long-term (e.g. ongoing therapy).

Primary care

Primary care services are those that a patient will usually have **first contact** with. They often deal with common, everyday health concerns, and can refer an individual on to more specialised services if required. People can **self-refer** to primary care services, meaning that they can access these directly without a referral.

Judith is 65, and has recently been discharged from hospital. She needs support with a wound and regular support with medication via injections.

Identify three primary care services and explain how it could help Judith.

Example of primary care service	How it could help Judith

Secondary care

Secondary care services are more highly specialised than primary care services. Secondary care services are usually accessed through a referral from a primary care service. They are specific to a particular health need. For example, a specialist clinic for a particular condition.

Identify three examples of secondary care services.

- 1.
- 2.
- 3.

Each service is likely to have specialised equipment and staff to deal with the specific needs of that service. Secondary care services are often based in a hospital setting. A referral from another service is usually required to access secondary care.

Allied Health Professionals

These provide specialised health care outside of the domain of a general practitioner. Some examples of allied health professionals are provided here, but there are many more.

Physiotherapists

These aid people who have difficulties with their **joints, bones and/or soft tissue**. They also help people who are struggling with mobility, e.g. due to accident, illness or disability.

Techniques used by a physiotherapist include:

- Manual therapy (using their hands to massage, stretch or move joints)
- Devising a programme of exercises and stretching to improve mobility
- The provision of advice on posture

Occupational therapists

Edward is 53 and recently had a stroke. As a result, he now has some stiffness and weakness in his muscles, and has difficulty in fine motor skills. He is having difficulty to swallow and has been diagnosed with an occupational therapy referral.

Identify the referral to which occupational therapy can help Edward's needs.

Speech and language therapists

If an individual has difficulty **speaking or swallowing**, they may be referred to a speech and language therapist (SLT). SLTs help people who have difficulties with a range of skills, including:

- Pronunciation
- Stammering
- Swallowing
- Autism
- Speech delay



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Social care services

Social care aims to support vulnerable groups to help them live safe and healthy lives. It includes support for vulnerable groups that may be in receipt of social care services, including children and young people with learning disabilities or mental health needs).

For children and young people

Some children and young people need additional support to help them live healthy and safe lives. For example, they may need support if their environment may not be safe or they have special health needs.



Foster care

This is when a child stays with another family temporarily. This should provide a child with a safe environment that meets their needs. A child may be in foster care while a court case is ongoing, whether they are safely in their own home.

Children can also be in 'respite' care for a weekend or during school holidays. This may be provided for children with disabilities, which benefits caregivers by giving them a break.

Residential care

Explain how residential care can meet the needs of someone who is unable to live in their own home.

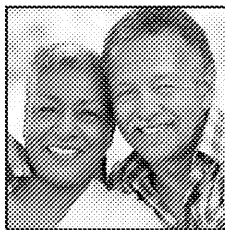


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Youth

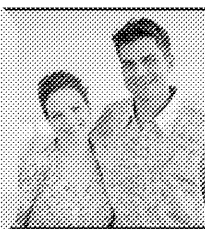
Identify three examples of support that you can provide to young people.

- 1.
- 2.
- 3.



Close relationships, such as with partners and good friends, may be a particularly valuable source of support for some individuals with health and social care needs. This is because they will know them and their routine well, and will be able to provide care for them in a way that respects their individuality.

'Informal social care' means support provided by friends, family, and neighbours, rather than paid professionals. There are many different ways that these informal support networks can provide social care to their loved ones.



Explain how informal social care could meet the needs of someone that has recently been injured in an accident.



Informal social care

However, providing unpaid support to a loved one can have a significant impact on the carer's health and wellbeing.

For instance, they may experience high levels of stress and anxiety over their loved one's wellbeing, particularly if they are the sole source of social support.

Carers may also have to reduce or give up work in order to support their loved one. Some people may be eligible to claim Carer's Allowance, which can help to offset the financial strain involved in caring.

Carer's Allowance – a welfare benefit available to people who spend more than 35 hours per week caring for someone

Emotional support is an important part of care. For example, friends can come over during a difficult time to offer comfort and companionship.



Peter is 22 and has moderate learning disabilities. He struggles to carry out the tasks of daily living, but does not want to live in a care home. He does not live close to his family but gets on well with his neighbours.

Analyse the extent to which informal social care could meet Peter's needs.

Write your answer on a separate sheet of paper.

Voluntary

Some people provide support that is not provided by organisations.

Community groups can be set up in areas where there is a need. For example, in a population where there is a high proportion of elderly people, community support elderly people by providing opportunities for socialisation.

Faith-based support can be set up by religious groups to give support to people in need of worship. Some faith-based support are parent and child and after-school are offered.

Charities have been set up that will support local populations with specialised services. The aim of these is to provide support to people who are vulnerable.

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Barriers to accessing services: Physical, sensory, social and cultural

A barrier is something unique to a service. Even though an individual may find it easy for them to access the service, they may seek help, which runs the risk that their health or care needs may deteriorate. Consider the 'hurdles' and how they can be overcome.

PHYSICAL barriers

This means aspects of the environment that could make it harder for someone to access services.

Identify four examples of physical barriers that could prevent people with additional needs from accessing services.

- 1.
- 2.
- 3.
- 4.

Because of these physical barriers, people with mobility difficulties or sensory impairments may find it harder to enter or move around the premises.

How to overcome PHYSICAL barriers

Public services and buildings should be adapted in such a way that people with additional needs are not excluded from entering or accessing them.

Outline four ways that buildings could be adapted to overcome physical barriers.

- 1.
- 2.
- 3.
- 4.

SENSORY barriers

Individuals accessing services may have difficulties with their vision or hearing (or both).

'Sensory barriers' means difficulties accessing services due to a failure of services to take into account the needs of people with sensory impairment. For example:

Barriers for people with visual impairment	Barriers for people with hearing impairment
<ul style="list-style-type: none"> Unclear font on written materials, e.g. leaflets Only providing communication in writing Transport difficulties 	<ul style="list-style-type: none"> Lack of sign language interpreters Only providing verbal or spoken communication, e.g. telephone contact, or announcements made via loudspeaker

How to overcome SENSORY barriers

Visual impairment

- ✓ Signs should be in large/clear font, using appropriate symbols to make it easier for a visually impaired person to read and follow.
- ✓ Services should also provide any written communication in an alternative form such as large print or Braille, or verbally.
- ✓ The environment should also be well lit and free from clutter.
- ✓ Staff should collect vulnerable service users from unfamiliar waiting areas to reduce the risk of accidents.

Hearing impairment

Arthur is 40 and is moderately hearing impaired. He sees a physiotherapist once a week due to mobility problems, but sometimes struggles to hear what is being said during sessions.

Analyse the extent to which physiotherapy is meeting Arthur's needs and explain how a sensory barrier could be overcome.

continue on a separate sheet of paper

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Barriers to accessing services: Language and intell

Barriers for individuals who speak English as an additional language / those who have language or speech impediments

Health and/or social care services can be complex to navigate, especially for those who speak only a limited amount of English.

Elena is 27 and is from Romania, and speaks limited English. She wants to register with a local general practice.

Explain how language barriers could affect Elena's access to a general practice service and suggest two ways that the barriers could be overcome.

Write your answer on the separate sheet of paper.

Similar problems can arise if someone has difficulties in producing or understanding communication due to illness or disability. This could occur due to a wide range of reasons, including:

Sensory impairment

Learning disabilities

Brain injury

Outline three other ways to help overcome language barriers in a health and social care setting.

How to overcome INTELLECTUAL barriers

As with sensory barriers (previous page), information should be made available in accessible formats (e.g. easy-read).

Describe three ways that a support worker could help an individual to overcome intellectual barriers.

INTELLECTUAL barriers

Learning disability: A lifelong condition affecting intellectual ability that (depending on severity) may also affect communication skills and/or the ability to carry out daily living activities.

Learning difficulties: These cause people to have problems carrying out specific tasks, but do not affect general intellect. Examples include dyslexia and dyspraxia.

People with learning difficulties and disabilities may be disadvantaged when attempting to access services if their individual needs have not been considered.

Dyslexia – difficulties with literacy skills, such as reading and writing

Dyspraxia – difficulties with motor coordination

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Barriers to accessing services: Geographical and

GEOGRAPHICAL barriers

For some people, the appropriate health and/or social care service may be located a long way from where they live.

Explain how geographical barriers could prevent an individual living in a rural location from accessing health and social care services.



How to overcome GEOGRAPHICAL barriers

Some service users will be eligible to obtain **patient transport services** to help them get to hospital from home or **refund** the costs of travelling.

The criteria are strict, but can include:

- Those with mobility problems.
- Those who require specialist medical assistance *during* a journey.
- Some people on a low income or in receipt of certain benefits.

Home community visits can be used where the practitioner visits the patient in their own home if they cannot attend an appointment at a local surgery.

Explain what a community visit is and how it can help individuals who cannot attend an appointment at a local surgery.



Technology can also reduce the need for face-to-face services, e.g. by providing telephone or telehealth consultations.

Telehealth: using software which allows a live video conversation between two or more people

FINANCIAL barriers

The financial impact of accessing health and social care services can make it difficult for some people to access the services they need.

Anna is on a low income. She has been struggling with her mental health recently, and she needs to start seeing a counsellor.

Explain how financial barriers could affect Anna's access to counselling services and suggest one way this could be overcome.

How to overcome FINANCIAL barriers

NHS exemption schemes and vouchers

to support individuals with a low income such as:

- ✓ **NHS exemption certificates** provide exemption from paying prescriptions for those with certain medical conditions, or pregnant women.
- ✓ **NHS low income scheme** provides full or partial help towards costs of NHS prescriptions, tests and other health-related expenses.
- ✓ **NHS vouchers** – optical, dental, etc.
- ✓ **NHS Healthcare Travel Allowance (CS)** scheme that provides financial assistance for out-of-area travel expenses for NHS healthcare services.

Statutory Sick Pay provided by government covers four days of absence from work.

As noted in geographical barriers, there are some schemes available to reduce the cost of travelling to appointments for some patients.

Some charitable organisations and funds also offer financial assistance to individuals with specific needs.

Employees can apply for **Statutory Sick Pay** in some circumstances, which offsets the loss of income while on time off work.

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Skills and Attributes

Delivering care for a range of individuals requires key skills and attributes.

Skills refer to specific abilities and proficiencies healthcare professionals acquire through education, training and experience, and enable them to perform specific tasks.

Explain the importance of each of the following key skills and attributes.

Four key skills for delivering care are:

Problem-solving	
Observation	
Dealing with difficult situations	
Organisation	

Attributes refer to personal qualities, characteristics or traits that professionals possess. These are often inherent or can be nurtured over time.

Four important attributes for delivering care are:

Empathy	
Patience	
Trustworthiness	
Honesty	

Can you think of any more? Add them in.

CARE

Describe what is meant by 'duty of care' and explain how maintaining a healthy and safe environment helps to demonstrate this care value.



When carrying out personal care, staff should ensure that a service user's privacy is protected as far as possible. For instance, the door should not be left open and no other service users should be present. Personal care can make people feel vulnerable because it is so intimate, and should ideally be carried out by a staff member who has a good relationship with the service user already.

COURAGE

Courage enables professionals to make the right choices throughout their career, making sure that their actions are always in the best interests of the individuals they care for.

This might require a professional to request other support/resources if it is felt their patient needs them or there is a change in the way an individual is treated.

Explain the importance of whistleblowing and its potential impact on improving patient safety and quality of care.



Values and Social

The '6Cs' were introduced by the Nursing and Midwifery Council to all nursing professionals. These values and responsibilities can apply to any care setting.

Describe a situation where both 'commitment' are essential values for a professional to uphold and deliver.

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The obstacles individuals requiring care may face

An **obstacle** is something personal to an individual that blocks a person from moving forward or when action is prevented or made difficult. The obstacles below all have the potential to make it more difficult to receive care even though an individual may need it.

Jennifer is a recovering addict who has recently suffered a serious leg injury following a car accident. She is becoming agitated because she does not want pain relief even though she is in pain which is making her feel unwell.

Explain why Jennifer's addiction is an obstacle to her care.

Write your answer on a separate sheet of paper.

This could lead to a **lack of motivation** as an individual may not see the sense in trying to maintain their health as previous attempts have not helped.

Some individuals may feel that they have failed to take care of themselves which may lead to a **lack of motivation** to try again.

Many individuals may experience a **lack of motivation** because they have to wait for the support they need and they may worry during that waiting time.

UNACHIEVABLE GOALS

When a goal is set by a practitioner it might be an obstacle to their care.



EMOTIONAL/PSYCHOLOGICAL

When support is needed it can feel like there is little control over someone's own health and wellbeing.

It can also be difficult for someone to accept their current state of health if it means that they have to make some significant changes in order to improve their health and wellbeing.

Potential obstacles and their impacts

LACK OF SUPPORT

Maintaining your health or making changes is easier when **family and friends** are there to support you.

However, if they disagree with the changes you are making or they do not understand the seriousness of your condition they may **sway you** from making appropriate choices.

ABILITY/DISABILITY & HEALTH CONDITIONS

The presence of other health conditions / disabilities may make it difficult to manage further changes to someone's health and wellbeing if they are already doing a range of things to support the original condition. It may not be possible in some cases to make changes as the condition prevents them from doing so.

AVAILABILITY OF RESOURCES

The types of resources, equipment, amenities, etc. that an individual may need to manage their condition may not be available in some areas, which may require travel is required, or they may be on a long waiting list, which could lead to a **lack of motivation**.

TIME CONSTRAINTS

Most individuals feel that they do not have enough time to manage their current lifestyle so when extra demands occur it can seem that it is not possible to fit them into their current schedule.

Some individuals will be put off managing their own health or getting important support because they feel it will interfere with **work and family commitments**.



They may be concerned that taking time off work will have a **negative impact on their career** or they cannot support their dependents if they are advised they need health and social care support.

This could lead to **giving up** on the support that is needed or **paying privately** for it instead, although this option is not open to everyone as it is expensive to 'go private'.

A recovering addict may find it **difficult to accept medical intervention** for a condition if treatment comes in the form of drugs as there may be a concern that this will cause a relapse and end their sobriety.

ADDICTION

The benefits and value

The support offered to individuals requiring health and social care has many benefits, although there is a tendency to focus on the usual health benefits, there are many other benefits because of the expertise and values practitioners bring.

SUPPORTED TO OVERCOME THEIR OWN PERSONAL OBSTACLES

FEEL COMFORTABLE TO RAISE COMPLAINTS

BE EMPOWERED TO HAVE INDEPENDENT CHOICES

HAVE DIGNITY AND PRIVACY PROTECTED

Care values such as compassion and commitment to patients ensure that care workers are able to use empathy and treat clients appropriately.

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