tutor2u

# B3: THE OBSTACLES INDIVIDUALS REQUIRING CARE MAY FACE
# B4: THE BENEFITS TO INDIVIDUALS OF THE SKILLS, ATTIRBUTES AND VALUES IN HEALTH AND SOCIAL CARE PRACTICE

## An obstacle is something specific to a service user that prevents them from seeking care or from engaging with a health and social care service

| Obstacle | How the obstacle can impact on care | |
|---|---|---|
| **Emotional or psychological factors** | • Embarrassment, shame or stigma about their condition or situation, could lead individuals to avoid seeking help <br> • Fear about being judged, labelled or blamed for their condition could negatively impact on an individual's ability to talk openly to professionals | • Fear or anxiety about using a specific health and social care service, especially if they have had negative experiences in the past, may mean individuals are reluctant to seek help <br> • Fear or anxiety about the outcome of any assessments, diagnosis and treatment may cause individuals to be reluctant to seek timely help |
| **Time constraints** | • Difficulties finding the time to schedule appointments with care providers can lead to delays in accessing care or missed appointments, which can negatively impact on an individual's health and wellbeing <br> • Using services that may only be available during specific hours or on certain days, makes it challenging for individuals who have other commitments during those times, to access care <br> • Waiting times for appointments or for accessing care can impact on individuals who are experiencing a health issue that requires urgent attention. Long waiting times can worsen their condition and put an individual at risk of further deterioration | • Living far away from care providers can make accessing care more time-consuming and therefore difficult <br> • Individuals in certain professions may find it difficult to take time off work to attend appointments, especially if their employer does not provide sick leave or sick pay, negatively impacting on their ability to seek assessment and treatment <br> • People with family commitments, who are caring for others, may also find it difficult to find time to attend appointments for treatment |

**When helping service users to overcome obstacles and implementing a solution, it is important for health and social care professionals to consider practical issues, service users' wishes and preferences, risk assessment, cost and the effect on other service users and workers.**

## Using skills to overcome obstacles

**Problem solving:** This is an important skill in overcoming obstacles as it involves identifying the problem, finding solutions, deciding what solution would be best and then implementing the solution to remove the obstacle.

**Observation:** Professionals should use observation skills to spot obstacles that are preventing individuals from accessing effective care at the earliest opportunity.

**Dealing with difficult situations:** Emotional and psychological obstacles in particular, may involve difficult and challenging situations. Using this skill can involve ensuring that they acknowledge the views and feelings of everyone involved in the situation. They should de-escalate the situation as quickly as possible. Where available the service user should be seen in a place which offers comfort and privacy.

**Organisation:** Having good organisational skills can increase the confidence service users have in the professional and the service which in turn can reduce certain obstacles, such as fear or anxiety. Whilst meeting deadlines agreed with the service user, being punctual to appointments and working effectively with other professionals and services can reduce the impact of time constraints.

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Define this key term: **Obstacle**

| Obstacle | How the obstacle can impact on care |
|---|---|
| Emotional or psychological factors | |
| Time constraints | |

When helping service users to overcome obstacles and implementing a solution, it is important for health and social care professionals to consider practical issues, service users' wishes and preferences, risk assessment, cost and the effect on other service users and workers.

Outline how these s kills can be used to overcome obstacles

Problem solving:

Observation:

Dealing with difficult situations:

Organisation:

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| Obstacle | How the obstacle can impact on care |
|---|---|
| Availability of resources | • Some individuals may struggle to afford prescriptions or nutritious food, which could affect the outcome of their treatment negatively<br>• The cost of private treatment means that some individuals are more likely to have to wait longer for treatment, which could worsen their condition<br>• Some individuals may struggle to afford supportive aids such as glasses, dentures, hearing aids, mobility aids and adapted homes, negatively affecting their quality of life<br>• Some individuals may struggle to afford support from domiciliary care or residential care due which can negatively affect their independence and quality of life<br>• Some resources may not be available due to the geographical location of an individual, such as not having a gym or a pharmacy nearby, affecting their ability to access care or services provided |
| Unachievable targets | • If an individual is given a goal that seems impossible to achieve, they may become demotivated and they may give up trying to access care<br>• Unachievable targets can exclude certain service users from accessing care. If a target requires a certain level of physical or cognitive ability, service users who do not meet that requirement may be excluded from accessing those services<br>• Setting unrealistic targets can create stress and anxiety for service users, which can make it more difficult for them to face attending care appointments |
| Lack of support | • Individuals with disabilities or mobility issues may require assistance to book and attend appointments and if they do not receive that help, they may miss out on important healthcare services<br>• Individuals with mental ill health may require assistance from someone who can provide emotional support or advocacy and without this, they may be reluctant to see help<br>• Some individuals may need support to fill out application forms or communicate their needs effectively and without this, they may not receive the most appropriate care<br>• Service users who have communication difficulties may need support from advocates, signers or translators and without this, they may not access the care they need |
| Individual factors | • Some individual's circumstances, for example, people with addictions, may make accessing services diffiult. The symptoms of their condition may act as an obstacle to accessing appropriate care<br>• Some people may find that there are simply no appropriate care services available to meet their specific needs. This can be particularly challenging for individuals who have multiple disabilities or complex health needs<br>• When an individual is in pain or unwell, this may decrease their motivation for seeking help from care professionals affecting their outcomes negatively |

## Using attributes to overcome obstacles

**Empathy:** Professionals can use empathy to overcome obstacles by taking an individual's obstacles seriously and discussing how a condition or treatment affects the service user's life. By seeing the service user's situation from the individual's point of view, professionals will be able to identify obstacles and identify potential solutions that will sit well with the service user.

**Patience:** Allowing individuals the time they need in a consultation can overcome both practical and emotional obstacles to accessing care.

**Trustworthiness:** It is important for health and social care workers to demonstrate that they are competent, accountable and professional, if obstacles are to be overcome.

**Honesty:** Being honest about aspects of treatment and the prognosis about the condition. This allows for obstacles to be dealt with transparently and in the context of the situation.

## Using values to overcome obstacles

**Care:** To overcome obstacles, professionals should ensure that they are well-informed about the service user's needs and preferences. Person-centred care means that they should also work closely with the service user and their family members to develop a care plan that is tailored to their unique circumstances which should be regularly monitored via observations.

**Compassion:** Professionals should take the time to listen to the service user's concerns and needs and respond with kindness and compassion. This can help to build trust and rapport and create a supportive environment where the service user feels comfortable expressing their needs and concerns. This means that obstacles can be readily identified.

**Competence:** Professionals should be equipped with the necessary skills and knowledge to deliver effective care based on research. They should stay up-to-date with the latest developments in their field and ensure that their practices are evidence-based when addressing obstacles experienced by service users.

**Communication:** By being good listeners and responding to any concerns or questions that the service user may have professionals can help to remove obstacles. They should include the service user in any decisions.

**Courage:** Health and social care workers should be willing to speak up when concerns arise and take action to address any issues that may be affecting the service user's care. This may involve challenging the status quo or advocating for the service user's needs.

**Commitment:** This involves a willingness to learn from feedback, continually evaluate their practice, and strive to improve the quality of care provided to continuously assess and address potential obstacles to service users.

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| Obstacle | How the obstacle can impact on care |
|---|---|
| Availability of resources | |
| Unachievable targets | |
| Lack of support | |
| Individual factors | |

**Outline how these attributes can be used to overcome obstacles**

Empathy:

Patience:

Trustworthiness:

Honesty:

**Outline how these values can be used to overcome obstacles**

Care:

Compassion:

Competence:

Communication:

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## High Quality Care

Promotes effective outcomes from treatment and care and fosters greater confidence in services, ensuring that people will continue to use them.

## Person-Centred Care

An approach to care which puts respect and empowerment of the individual at the centre of care.

## Respect, Dignity and Privacy

By supporting respect, dignity and privacy in the way they carry out their work, health and social care professionals minimise barriers and obstacles to care.

## Anti-discriminatory Practice

Ensures that professionals are not behaving in ways that disadvantage certain people. Everyone is cared for in a fair and equal way.

## Empowerment and Independence

Ensures that service users can make decisions about themselves and their treatment. On a day-to-day basis, they can make their own choices and carry out daily tasks without relying on others.

## Protection

Ensures that the service user is protected from all types of harm, including physical harm, emotional damage or exposure to criminal or unethical acts.

## Confidentiality

Protects service users from harm and ensures that they feel respected and their dignity is upheld.

## Promoting Rights

Guarantees decisions based on choices provided about care, treatment and support which safeguards the service user's rights and entitlement.

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### Apply it:

Romesh is overweight and has recently been diagnosed with diabetes. He will need some regular medical appointments to get the condition under control and will need to lose a significant amount of weight. How can obstacles impact on Romesh's recovery?

Romesh might be anxious and worried about his future treatment for diabetes. Because of this he may avoid seeking further medical help or be reluctant to follow the doctor's advice. This could result in further complications, such as heart and kidney problems. As Romesh remains unaware about how to manage his diabetes properly, this can even be life-threatening.

In the past, Romesh may have experienced stigma and discrimination associated with being overweight. Because of this he may feel embarrassed or ashamed of his weight, which can affect his willingness to seek advice and support as he may be worried about the way professionals may view him.

Losing weight might seem like an unachievable target to Romesh. He has probably already tried and failed to lose weight in the past. This may make Romesh feel demotivated from the start and easily give up on his efforts, which will make his diabetes worse in the long run.

Finally, Romesh may have lack of support which could impact on his treatment plan. Support from friends and family can help people stay motivated and accountable for their health goals and without this Romesh may not be able to motivate himself to make the required changes to his lifestyle.

### Apply it:

How can health and care professionals help Romesh to overcome his potential obstacles by using the skill of problem solving, the attribute of patience and the value of care?

**Problem-solving:** Professionals can work with Romesh to identify the specific challenges he is facing and then collaborate with him on a solution. For example, if Romesh is worried about managing his diabetes, the care professional can work with him to understand his concerns and provide reassurance and support. If Romesh is struggling with achieving his weight loss goals, they can work with him to develop a personalised plan that is realistic and achievable. This could include smaller short-term goals for success.

**Patience:** Care professionals can show patience by recognising, acknowledging and praising Romesh's efforts to lose weight and manage his diabetes, even if progress is slow. They should adapt Romesh's care plan as needed. They should also be patient when explaining Romesh's diagnosis and treatment as there may be lots of questions he wants to ask. He may also need things explaining to him more than once for his own reassurance.

**Care:** By taking the time to listen to Romesh's concerns and needs, and by tailoring their approach to his individual situation in collaboration with Romesh, professionals can eliminate many obstacles. By being caring, professionals can provide the emotional support that Romesh may lack in his life, such as empathy and encouragement. They can also provide practical support, such as helping Romesh navigate the healthcare system or connecting him with other resources and support networks.

### Apply it:

Justify the way obstacles have been removed for Romesh

By working directly with Romesh to identify the challenges from his point of view and collaborating with him to remove those challenges, Romesh will feel empowered and in control of his health. This can lead to increased motivation and self-confidence, which are essential for making sustainable lifestyle changes. He is more likely to take an active role in his healthcare decisions and comply with medical advice in the future.

Romesh has the right to receive high-quality care that is respectful, effective, and appropriate for his needs and the care professionals will ensure that the treatment is provided, by being patient, even though they may be busy and have lots of other people to treat. Encouraging and praising him is a way of showing that his concerns and difficulties are respected and accepted.

Some service users will need more time in consultations and their treatment might take longer. Romesh is one of those service users and by ensuring Romesh gets the time he needs, they are also guaranteeing that they are promoting anti-discriminatory practice, showing Romesh that nobody blames him for his condition and that he is not being discriminated against because of his weight.

Using the value of care will promote dignity and respect, assuring Romesh he is getting the best quality of care without prejudice or value-judgements and fostering confidence in the care professionals working with him, which will help Romesh to continue to access that care.

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**Define these key terms**

| | | | |
|---|---|---|---|
| **High Quality Care** | **Person-Centred Care** | **Respect, Dignity and Privacy** | **Anti-discriminatory practice** |
| **Empowerment and Independence** | **Protection** | **Confidentiality** | **Promoting Rights** |

**Apply it:** Write two paragraphs on:

Romesh is overweight and has recently been diagnosed with diabetes. He will need some regular medical appointments to get the condition under control and will need to lose a significant amount of weight. How can obstacles impact on Romesh's recovery?

**Apply it:** Write two paragraphs on:

How can care professionals help Romesh to overcome his potential obstacles by using the skill of *problem solving*, the attribute of *patience* and the value of *care*?

**Apply it:** Write two paragraphs on:

Justify the way obstacles have been removed for Romesh

*Challenge yourself to use the key words above in your justification*