

Year 10C and Year10YW

Health and Social Care

Component 2 – Learning Aim A Cousework

Over the next two weeks, you need to be completing the following coursework, for which I have provided an outline of how the coursework should be completed.

Please complete work as follows:

W/C 23.03.20 Tasks 1 and 2

W/C 30.03.20 Tasks 3 and 4 as detailed below.

I have also included some helpful barriers notes at the end of the task sheet.

Please email completed work at the end of the week to me at:-

h.mcgowan@bishopchalloner.bham.sch.uk - using your name as title of file.

Remember to use referrer to PIES in your work and research Health facilities in the West Midlands.

Good luck

Email me if you have any questions and keep safe

Mrs McGowan

Component 2:

Health and Social Care Services and Values

Learning Aim A Booklet:

Understand the different types of health and social care services and barriers to accessing them

Name: _____

Handout date: _____

Deadline date: _____

My target grade: _____

My aspirational grade: _____

Criteria	Description of Task	Self-Reflection	Final Grade
Level 1 – You use basic information to complete each task			
A.1P1	Identify health and social care services that meet some of the needs of individuals in a given scenario.		
A.1P2	Identify barriers that might prevent individuals accessing a health or social care service.		
A.1M1	Outline ways in which health and social care services meet the needs of individuals in a given scenario.		
A.1M2	Outline barriers that would affect the use of one health or social care service for an individual in a given scenario.		
Level 2 – You demonstrate a broader understanding and use research to complete tasks			
A.2P1	Explain how health and social care services meet the needs of individuals in a given scenario.		
A.2P2	Explain how barriers could affect the use of one health or social care service for an individual in a given scenario.		
A.2M1	Analyse the extent to which health and social care services meet the needs of individuals in a given scenario, explaining how barriers for one service can be overcome.		
A.2D1	Assess the suitability of health and social care services for individuals in a given scenario, making justified and realistic suggestions for how barriers for one service can be overcome.		

What is this component about?

The different types of Health and Social Care services available in our local area (West Midlands) and the barriers individuals sometimes face when they are trying to access the services. You will need to choose one of the case studies in this pack to base your work on.

How will I complete this component?

1. Create an **introduction for both case studies**
2. A review of **Health and social care services available** for **both case studies** within **West Midlands** and explain how they meet their individual needs.
3. A report on the **barriers of meeting the needs** of **one case study**
4. A **conclusion of how suitable the health and social care services are** in meeting the needs of your chosen individuals, giving recommendations.

How do I present my work?

Each task you complete must:

- Be typed on a **Word document** and must be in size **12 font**
- Have the **correct title** and be saved as this title
- Have your **name** at the top in the header
- Have **page numbers**

Case Studies

You must now choose **one case study** to complete these tasks. You will need to **review the health and social care services they use** and how effective they are.

Choose one from below and highlight the following in different colours: their individual health needs, the H&SC services they use, barriers they face.

Assume all of these care studies live in the West Midlands Area

Case Study 1: Verna and Sam Williams

Verna Williams is forty-eight years old and lives with her husband Sam, and their two cats. They live on the second floor of a block of flats. The lift is often broken. This means that access to the street is down two flights of stairs. The block of flats is on a new estate half a mile from the nearest bus stop. Verna has a medical condition which affects her mobility. Verna uses a walking stick to get around most of the time, but some days she needs to use a wheelchair. Verna also has asthma which has recently got much worse. She has type two diabetes. She takes medication and has a diet plan to cope with the diabetes. *[More health care needs]*

Sam Williams is fifty-two years old He has recently left his job at a local supermarket because he had an argument with the manager. Sam and Verna are now living on a reduced income. Sam has a hearing impairment for which he uses a hearing aid. Sam also has a learning disability and a speech impairment. This means that he has difficulty communicating with people and he becomes frustrated when asked to repeat what he has said. *[More social care needs]*

Case Study 2: Myra and Elizabeth McDermott	<p>Myra McDermott is forty-two years old and lives with her daughter Elizabeth in a rural village. The village has very few services. People have to travel into the nearest town for healthcare and shopping. Myra has a skin condition which means that her skin is itchy and flakes regularly. She needs to use creams provided by the G.P, and cannot sleep when her skin becomes really uncomfortable. Myra also has gum disease and is now experiencing bleeding when she brushes her teeth. Myra is afraid that she will need to have all of her teeth removed if she goes to the dentist and so has not made an appointment. <i>[Health care needs]</i></p> <p>Elizabeth McDermott is twelve years old and attends the academy which is within walking distance from home. Elizabeth is autistic and has behavioural difficulties. The head teacher at the academy has told Myra that Elizabeth is becoming too difficult for the staff to manage. She has said that the school will be discussing what to do with the Local Authority. This could mean that Elizabeth is transferred to a school for children with additional needs. This means that Elizabeth would need to travel by school bus to her new school. She will have to leave her friends and travel, with other children she doesn't know, to the new school which is five miles away. Elizabeth's family needs advice. <i>[Social care needs]</i></p>
Case Study 3: Amiya and Rajiv Dutta	<p>Amiya Dutta is eighty-four years old and lives, with her husband Rajiv, in the centre of a large city. Amiya has dementia and needs 'round the clock care' as she is vulnerable. Amiya likes to go shopping but tends to wander away from her husband and become lost. She has twice been brought home by the local police, very upset and confused. Amiya has now become incontinent which means that she has no control over her bladder and needs to have her clothes changed several times a day. Amiya also wakes up in the night and wanders around the house. <i>[Social care needs]</i></p> <p>Rajiv Dutta is eighty two years old and has severe headaches, which mean that he sometimes cannot keep to his daily routine because of the pain. Rajiv also has high blood pressure and needs medication. Because Rajiv has to provide personal care for Amiya, he finds it difficult to visit the G.P. for a prescription. He does not always take his medication regularly. <i>[Health care needs]</i></p>

Task 1: Introduction

For this assignment I have been asked to _____

I have decided to base my assignment on _____.

(Name of individual one) has _____.

(Name of individual two) has _____.

I will explain how _____.

I will then explain how _____.

I will then analyse _____

Finally I will assess _____

Task 2: Health and Social Care Services Review

You must show the examiner that you can **research H&SC services in your local area**. You must **explain how the health and social care services** in your area will **meet the needs of each of the individuals** in your chosen case study. In your work, you must refer to the **health and the social care needs** of your chosen individuals and **link these to the service that will meet that need**.

Hints and Tips:

Remember all of your services must be within **West Midlands**. Think back to the services we looked at during lessons. There is a checklist below to help you think about all the different services there are available.

Different **health care services** and how they meet service user needs:

- **Primary care**, e.g. GPs, dental care, optometry, community health care
- **Secondary and tertiary care**, e.g. specialist medical care
- **Allied health professionals**, e.g. physiotherapy, occupational therapy, speech and language therapy, dieticians.

Different **social care services** and how they meet service user needs:

- **Services for children and young people**, e.g. foster care, residential care, youth work
- **Services for adults or children with specific needs** (learning disabilities, sensory impairments, long-term health issues), e.g. residential care, respite care, domiciliary care
- **Services for older adults**, e.g. residential care, domiciliary care the role of informal social care provided by relatives, friends and neighbours

Case Study 1:

<u>1</u> P1	<u>Introduce your first case study</u> – summarise who they are and define what illness/condition they have and the general impacts
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<p>2 P1</p>	<p><u>Explain what their health needs are</u> – explain each of their PIES health needs identified in the case study, each must be written in detail using the internet and books to guide you</p>
<p>3 P1 M1</p>	<p><u>Explain the first health or social care service which would meet their needs</u> – Research this service within West Midlands answering the following.</p> <p>Service name: _____</p> <ul style="list-style-type: none"> <input type="checkbox"/> <u>Explain</u> what this service does, what their aims are and what they provide. <input type="checkbox"/> <u>Explain</u> whether this service is a health (primary, secondary, tertiary, allied health professionals) or social (children, specific needs, older adults) care service. <input type="checkbox"/> <u>Explain</u> in detail how the service meets their needs. <input type="checkbox"/> <u>Analyse</u> how effective this service is in meeting their needs – why was this service good?
<p>4 P1 M1</p>	<p><u>Explain the second health or social care service which would meet their needs</u> – Research this service within West Midlands answering the following.</p> <p>Service name: _____</p> <ul style="list-style-type: none"> <input type="checkbox"/> <u>Explain</u> what this service does, what their aims are and what they provide. <input type="checkbox"/> <u>Explain</u> whether this service is a health (primary, secondary, tertiary, allied health professionals) or social (children, specific needs, older adults) care service. <input type="checkbox"/> <u>Explain</u> in detail how the service meets their needs. <input type="checkbox"/> <u>Analyse</u> how effective this service is in meeting their needs – why was this service good?

<p>Case Study 2:</p>	
<p>1 P1</p>	<p><u>Introduce your second case study</u> – summarise who they are and define what illness/condition they have and the general impacts</p>

<p>2 P1</p>	<p><u>Explain what their health needs are</u> – explain each of their PIES health needs identified in the case study, each must be written in detail using the internet and books to guide you</p>
<p>3 P1 M1</p>	<p><u>Explain the first health or social care service which would meet their needs</u> – Research this service within West Midlands answering the following.</p> <p>Service name: _____</p> <ul style="list-style-type: none"> <input type="checkbox"/> <u>Explain</u> what this service does, what their aims are and what they provide. <input type="checkbox"/> <u>Explain</u> whether this service is a health (primary, secondary, tertiary, allied health professionals) or social (children, specific needs, older adults) care service. <input type="checkbox"/> <u>Explain</u> in detail how the service meets their needs. <input type="checkbox"/> <u>Analyse</u> how effective this service is in meeting their needs – why was this service good?
<p>4 P1 M1</p>	<p><u>Explain the second health or social care service which would meet their needs</u> – Research this service within West Midlands answering the following.</p> <p>Service name: _____</p> <ul style="list-style-type: none"> <input type="checkbox"/> <u>Explain</u> what this service does, what their aims are and what they provide. <input type="checkbox"/> <u>Explain</u> whether this service is a health (primary, secondary, tertiary, allied health professionals) or social (children, specific needs, older adults) care service. <input type="checkbox"/> <u>Explain</u> in detail how the service meets their needs. <input type="checkbox"/> <u>Analyse</u> how effective this service is in meeting their needs – why was this service good?

Task 3: Effects of Barriers

In this section, you must choose **one** of the health or social care services you have written about in section one. You should explain how **barriers could have an effect on whether one of your chosen individuals could use the service**. You should also include examples of any **difficulties each individual may have in accessing the service**. You should then make **realistic suggestions for overcoming the barriers from your chosen service**. Please justify, (give reasons) for your suggestions.

Hints and Tips:

Think back to the barriers we looked at during lessons. There is a checklist below to help you think about all the different barriers individuals may face.

- **Physical barriers**, e.g. issues getting into and around the facilities
- **Sensory barriers**, e.g. hearing and visual difficulties
- **Social, cultural and psychological barriers**, e.g. lack of awareness, differing cultural beliefs, social stigma, fear of loss of independence
- **Language barriers**, e.g. differing first language, language impairments
- **Geographical barriers**, e.g. distance of service provider, poor transport links
- **Intellectual barriers**, e.g. learning difficulties
- **Resource barriers for service provider**, e.g. staff shortages, lack of local funding, high local demand
- **Financial barriers**, e.g. charging for services, cost of transport, loss of income while accessing services.

Chosen case study: _____ Chosen Service: _____

1
P2 **Introduce what barriers to access are** - define what barriers are and list the 8 barriers and provide definitions for each.

2
P2 **Describe which case study and service you have chosen** – describe all of the general barriers your case study has in accessing the service.

3
P2
M1
D1 **Barrier one:** _____
Explain why your case study has this barrier – why is this a barrier?

Explain how this barrier affects your case study – give examples of how this barrier affects your individual accessing the service?

Explain how this barrier can be overcome – give at least 2 realistic suggestions to overcome this barrier to meet the needs of the case study.

Assess how realistic your suggestions are – for each suggestion assess what the benefits would be for the case study, why they are realistic and why may it not work.

4
P2
M1
D1 **Barrier two:** _____
Explain why your case study has this barrier – why is this a barrier?

Explain how this barrier affects your case study – give examples of how this barrier affects your individual accessing the service?

Explain how this barrier can be overcome – give at least 2 realistic suggestions to overcome this barrier to meet the needs of the case study.

	<p><u>Assess how realistic your suggestions are</u> – for each suggestion assess what the benefits would be for the case study, why they are realistic and why may it not work.</p>
<p><u>5</u> P2 M1 D1</p>	<p><u>Barrier three:</u></p> <p><u>Explain why your case study has this barrier</u> – why is this a barrier?</p> <p><u>Explain how this barrier affects your case study</u> – give examples of how this barrier affects your individual accessing the service?</p> <p><u>Explain how this barrier can be overcome</u> – give at least 2 realistic suggestions to overcome this barrier to meet the needs of the case study.</p> <p><u>Assess how realistic your suggestions are</u> – for each suggestion assess what the benefits would be for the case study, why they are realistic and why may it not work.</p>
<p><u>6</u> P2 M1 D1</p>	<p><u>Barrier four:</u></p> <p><u>Explain why your case study has this barrier</u> – why is this a barrier?</p> <p><u>Explain how this barrier affects your case study</u> – give examples of how this barrier affects your individual accessing the service?</p> <p><u>Explain how this barrier can be overcome</u> – give at least 2 realistic suggestions to overcome this barrier to meet the needs of the case study.</p> <p><u>Assess how realistic your suggestions are</u> – for each suggestion assess what the benefits would be for the case study, why they are realistic and why may it not work</p>

Task 4: Suitability of Health and Social Care Services

In this section, you must **assess how suitable the health and social care services are in meeting the needs** of your chosen individuals. Then you should also **analyse how well the health and social care services actually meet the needs of your chosen individuals**, explaining how **barriers for one service can be overcome**.

Rank your 2 services most effective and least effective	Case study 1: _____	Case Study 2: _____
Most effective	<p>Service name: _____</p> <ul style="list-style-type: none"> • Why was this service most effective? • How did it meet more of the case study's needs? • Evaluate 3 strengths of the service for your case study? • Evaluate 3 weaknesses of the service for your case study? • How did they make sure barriers were not an issue for your case study? • How will their overall health and wellbeing improve with this service? • What would happen to their needs if this service was not available? 	<p>Service name: _____</p> <ul style="list-style-type: none"> • Why was this service most effective? • How did it meet more of the case study's needs? • Evaluate 3 strengths of the service for your case study? • Evaluate 3 weaknesses of the service for your case study? • How did they make sure barriers were not an issue for your case study? • How will their overall health and wellbeing improve with this service? • What would happen to their needs if this service was not available?
Least effective	<p>Service name: _____</p> <ul style="list-style-type: none"> • Why was this service least effective? • Why didn't it meet the case study's needs very well? • Were there any strengths of the service for your case study? • Evaluate 3 weaknesses of the service for your case study? • What were the barriers to access and how did this impact their needs? • How could this service be improved to meet the case study's needs? 	<p>Service name: _____</p> <ul style="list-style-type: none"> • Why was this service least effective? • Why didn't it meet the case study's needs very well? • Were there any strengths of the service for your case study? • Evaluate 3 weaknesses of the service for your case study? • What were the barriers to access and how did this impact their needs? • How could this service be improved to meet the case study's needs?

Case Study 1 – Verna and Sam Williams
Verna Williams

Task 1			Task 2		Task 3		
Conditions	Needs	Services used	Barriers	How does the barrier affect their ability to access the service?	Are needs being met?	What is the effect of these needs not being met?	EBI – How they could overcome these barriers
Mobility issues	<ul style="list-style-type: none"> To exercise 	None	<ul style="list-style-type: none"> Physical barrier is her mobility issue Financial barrier – cost of gym membership 	No service is being accessed.	No, not doing any exercise	Risk of weight gain, heart disease, becoming more immobile.	<ul style="list-style-type: none"> GP referral for exercise programme for use at gym at Loddon Valley Leisure Centre, Carnival Pool Leisure Centre, St Crispin's Leisure Centre. This will get her exercising regularly and as it is funded it eliminates the financial barrier.
	<ul style="list-style-type: none"> Emotional needs – Probable fear of/ risk of falling so need to take measures to prevent this. 	GP (Primary care provider) Occupational health (Secondary care provider)	<ul style="list-style-type: none"> Physical barrier is her mobility issue Psychological barrier - avoiding leaving the flat because of fear. 	The barrier mean that she cannot always attend GP appointments	Partly, using a walking stick and occasional wheelchair so can move around at times.	Condition gets worse as it is not being regularly monitored.	<ul style="list-style-type: none"> Steady steps programme for fall prevention. Referred by GP. It is a specially designed exercise programme. To strengthen muscles. Psychologist / counselor for fear and anxiety (Secondary care provider)
	<ul style="list-style-type: none"> Need to keep active but difficulty using steps and on uneven ground, walking long distances. Social needs and for work? 	GP (Primary care provider) Occupational health (Secondary care provider) Informal care provided by husband	<ul style="list-style-type: none"> Physical barrier is her mobility issue Second floor of block of flats and lift is often broken is geographical barrier <p>Half a mile to the nearest bus stop (Geographical)</p>	The barrier mean that she cannot always attend GP appointments	Partly, using a walking stick and occasional wheelchair so can move around at times but this is limited. No, Can't always make her appointments eg. doesn't go to the GP when lift is broken and needs to use the wheelchair.	Gets stuck in the flat, this could lead to depression and anxiety as she is not able to socialise easily and see people. Her mobility may get worse as she is not active enough	<ul style="list-style-type: none"> Free use of public transport (disabled persons bus pass; between 09:30 and 11pm Mon –Fri, all day at weekends and bank holidays), must be accessible, use of priority seating, wide doors for wheel chairs. If travelling on the train you can call ahead for assistance and a member of staff will help getting on and off of train / use of ramps / step free access to platforms. You can also get a disabled railcard card. Some companies let a carer/companion to travel for free as well. Community transport schemes e.g dial a ride / red cross sometimes run a similar scheme. Electric scooter. Possible discounted or free road tax Blue badge parking permitted e.g. park for free in some places, park closer e.g. can use single and double yellow lines, can stay longer in some street time limited parking bays. Motability scheme to help with cost of buying a car.

							<ul style="list-style-type: none"> Some councils also give free taxi vouchers to people who find it difficult to use public transport because they're frail or disabled. People on benefits can apply for help with transport costs via healthcare travel costs scheme. Physiotherapist to work on exercises to improve mobility. Citizen's advice for advice on rehousing. Could contact the council for a housing swap to a ground floor residence.
	<ul style="list-style-type: none"> Accessible home; <ul style="list-style-type: none"> to be able to leave it to go out to be able to access all facilities in the home e.g. shower, cooking, getting on and off the sofa, into and out of bed etc Provide personal care 	<p>Occupational health (Secondary care provider)</p> <p>Informal care provided by husband</p>	<ul style="list-style-type: none"> Physical barriers on days she uses a wheel chair e.g. difficulty cleaning her home, washing, cooking, own personal care 	<p>They will have done an assessment on her and issued her with a wheelchair to help.</p>	<p>Not overcome entirely. She has some help e.g. wheelchair but may need more support</p>	<p>Reduced independence - Maybe unable to cook, clean her flat and wash herself. This may lead to low self esteem and depression</p>	<ul style="list-style-type: none"> Occupational health can provide Household equipment for mobility issues (Secondary care provider): <ul style="list-style-type: none"> Slip resistant mats, perch sets for kitchen and bathroom, grab rails to baths, stairs and beds, raised toilet seats/ toilet frame, bed raisers and hoists in bedroom. Use of walking frames, and scooters Domiciliary care - to support with personal care A health and social care needs assessment via social services can assess what support is required and what is funded. Verna may be eligible for home care help which will help with things such as cleaning and shopping.
Asthma (Getting worse)	<ul style="list-style-type: none"> Uses inhaler, needs to know how to use it correctly Has to check all other medication they take to ensure that it is suitable. Don't smoke Take regular exercise Eat healthily Get an annual flu jab Consider allergy prevention as this might make symptoms worse 	<p>GP (Primary care provider)</p> <p>Pharmacy (Primary care provider)</p>	<p>Lack of exercise due to mobility issues (physical barrier)</p> <p>Difficulty getting to the GP (physical and geographical barrier)</p> <p>Financial barrier – husband has lost his job so may have difficulties in paying for medication.</p>	<p>The barrier mean that she cannot always attend GP appointments</p> <p>The financial barrier may mean she is not always able to purchase her medication that she needs.</p>	<p>Not really - She has been diagnosed and is on medication BUT her condition is getting worse so peak flow needs to be checked more regularly and medication may need changing.</p>	<p>Untreated asthma can sometimes lead to;</p> <ul style="list-style-type: none"> sleep disturbances as symptoms are often worse at night, this can affect ability to concentrate and overall mood. physical inactivity which can lead to obesity could lead to increase time of work anxiety/ stress severe attacks may require hospitalisation 	<ul style="list-style-type: none"> Breathe easy support group with the British lung foundation Cost, use a prescription prepayment certificate to pay spread the payments over the year, this works out cheaper is you have 3 or more prescriptions. Depending on how severely asthma affects you on a daily basis, you may be entitled to some benefits, such as: <ul style="list-style-type: none"> Employment and Support Allowance – a benefit paid to people who are not able to work because of ill health or disability Personal Independence Payment – a benefit that helps with some of the extra costs caused by long-term ill health or a disability if you're aged 16 to 64 Attendance Allowance – a benefit for help with the extra costs you may have if you're 65 or over and have a physical or mental disability, and need someone to help look after you

	<ul style="list-style-type: none"> • Have regular check ups / peak flow monitored. • Take care in cold weather as symptoms may get worse e.g. keep warm and dry, use a scarf. 					<p>- lung scarring causing permanent damage to the lungs called COPD (chronic obstructive pulmonary disease) which causes thickening of the airways, increased mucus production and increased blood flow to the airways.</p> <p>- Death</p>	If you're on a low income, you may also be entitled to some help with healthcare costs
Type 2 diabetes	<ul style="list-style-type: none"> • Need to have regular check ups to monitor blood sugar levels • Eat balanced diet, keeping sugar, fat and salt to a minimum. • Regular exercise • Maintain a healthy weight 	<p>GP (Primary care provider) Diabetes nurse (Primary care provider) Pharmacy (Primary care provider) Dietician (secondary care provider) Podiatrist (secondary care provider) once a year Optician for eye checks (Primary care provider)</p>	<ul style="list-style-type: none"> • Physical barrier is her mobility issue • Second floor of block of flats and lift is often broken is geographical barrier <p>Half a mile to the nearest bus stop (Geographical)</p> <p>Financial barrier</p>	<p>The barrier mean that she cannot always attend GP / nurse appointments. This means that her blood sugar is not being checked as often as she needs it to be.</p> <p>The financial barrier may mean she is not always able to purchase her medication that she needs.</p>	In part – takes regular medication and has a diet plan but not always being able to get to appointments puts her at risk of her diabetes getting worse. She needs her blood sugar checked every 3-6 months (HbA1C test) and yearly podiatrist and eye tests.	<p>Risk of Heart disease/stroke Nerve damage causing loss of feeling/pain Foot problems e.g. sores and infection Vision loss and blindness Miscarriage and still birth Kidney problems. Depression from having a chronic medical condition.</p>	<p>District nurse to do some home visits to monitor blood sugar levels regularly.</p> <p>GP can refer for free educational course to help learn more about type 2 diabetes and how to manage it.</p> <p>Diabetes UK runs a local support group in reading https://readinganddistrict.diabetesukgroup.org/ they meet once a month and can help with managing your diabetes, diet, exercise and help with emotional issues</p>

Sam Williams

Task 1			Task 2		Task 3		
Conditions	Needs	Services used	Barriers	How does the barrier affect their ability to access the service?	Are needs being met?	What is the effect of these needs not being met?	EBI – How they could overcome these barriers
Hearing impairment	<ul style="list-style-type: none"> • Help with their communication as they may have difficulties 	GP (Primary care provider)	Financial barrier – lost his job and is on a reduced income	Cannot communicate his needs to GP/audiologist due to barrier	Has a referral for Audiologist at Royal Berkshire hospital as he uses a hearing aid but	Depression	<ul style="list-style-type: none"> • Care services for hearing impairment

	e.g. not hearing people clearly and misunderstanding what they say	Audiologist at Royal Berkshire hospital (Secondary care provider) Informal care provided by wife	communication barrier - he also has a speech impediment. Sensory barrier - he also has an hearing impairment. Intellectual Barrier – learning disability	Cannot afford private healthcare so has to rely on NHS hearing aid	he is still struggling to hear and has difficulty communicating.	Increased frustration and anger at not being able to communicate and not feeling listened to.	<ul style="list-style-type: none"> New / alternative type of Hearing aid which may work better. Learn new ways of communicating e.g. sign language and attend local lip reading class https://atlalipreading.org.uk/atla-class-id-570-room-3-acorn-centre-fernlea-drive-woosehill-wokingham-berkshire-rg41-3dr/ Referral for hearing therapist at Royal Berkshire hospital who may be able to help with communication tactics and support with hearing aid management.
Learning disability	<ul style="list-style-type: none"> May need help to understand complex information May find it difficult to learn new skills May struggle to cope independently. 	GP (Primary care provider) Wokingham community mental health team (Secondary care provider) Informal care provided by wife	Communication barrier - he also has a speech impediment. Sensory barrier - he also has an hearing impairment. Intellectual Barrier – learning disability	May find it difficult to communicate his difficulties to professionals so may not get all the help he needs. Has no job so cannot access private care services	No, there is very little support that Sam has access to.	Anger and frustration Difficulty in finding work Depression	<ul style="list-style-type: none"> The old forge – community group for adults with learning disabilities in Wokingham. They can also help with communication and some general occupational therapy. Domicillary care – support to help him be more independent. Community supported living Crossroads for carers – a charity who offers respite care and support to primary carers. Needs assessment by social services to find out what care, healthcare and support needs to be put into place. This is followed by an assessment to see how it will be funded, as Sam is out of work this would be funded by the local authority. If eligible for direct payments then this can be used for; <ul style="list-style-type: none"> To pay someone to support you in a job. To pay someone to support you at college. To get support for you to take a short break. To get support for personal care. To get support for cooking or cleaning. To get support for leisure time.
Speech impairment	<ul style="list-style-type: none"> Needs support communicating 	Speech and language	Sensory barrier - he also has an hearing impairment.	May find it difficult to communicate his	Is under SALT but as it is probably the result of a	Isolation Anxiety	<ul style="list-style-type: none"> The Coombe House in Reading is a care home that provides specialist care for speech impairment.

	<ul style="list-style-type: none"> Support with the frustration that comes with speech difficulties. 	therapy for adults at Royal Berkshire hospital (Secondary care provider) Informal care provided by wife	Financial barrier – he has lost his job. Communication barrier – speech impairment Intellectual Barrier – learning disability	difficulties to professionals so may not get all the help he needs. Has no job so cannot access private care services	neurological disorder (e.g. linked to his learning disabilities) it is unlikely to get much better. He needs support to help him manage it.	depression	<ul style="list-style-type: none"> Counselling or psychologist for help with possible depression.
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Case study 2 – Myra and Elizabeth McDermott

Myra McDermott

Task 1			Task 2	Task 3			
Conditions	Needs	Services used	Barriers	How does the barrier affect their ability to access the service?	Are needs being met?	What is the effect of these needs not being met?	EBI – How they could overcome these barriers
Skin condition	<ul style="list-style-type: none"> Needs help managing her painful skin as it is sore, itch and flakey Needs help sleeping 	GP (Primary care provider) Pharmacist (Primary care provider)	Geographical barrier – there are very few services in her village and she has to travel to the nearest town for healthcare and shopping.	Makes it difficult to get to appointments	Not really, she will be receiving treatment for her condition (a cream) but it is not being managed well and she is still in some discomfort and can't sleep.	Risk of depression and anxiety. Lack of sleep can cause difficulties with concentration, low mood and irritability. Risk of infection with sore painful skin.	<ul style="list-style-type: none"> GP referral to a dermatologist to explore other treatments. Referral to a dietician to see if there are any dietary causes of the skin complaint. GP to prescribe a sedating antihistamine to be taken at night. This will make Myra sleepy and it will help stop the itching.

Gum disease	<ul style="list-style-type: none"> Needs gum disease treated to prevent tooth loss 	Dentist (Primary care provider)	<p>Psychological barrier as scare to go to the dentist in case he removes all of her teeth</p> <p>Geographical Barrier – there is no local dentist in her village. She needs to travel to the next town.</p>	Not making an appointment so gum disease is getting worse	No as not getting treatment from dentist.	<p>Tender, swollen gums which may bleed.</p> <p>Long term health complications of gum disease can include stroke, diabetes, arthritis and heart disease.</p>	<ul style="list-style-type: none"> Smile in Wokingham uses conscious sedation which is where the patient is awake but sedated during treatment It is good for dental phobias. Calm waters hypnotherapy in Wokingham to treat dental phobia. Can join anxiety UK and use their dental phobia telephone helpline Use headspace app to use mindfulness prior to appointments
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Elizabeth McDermott

Task 1			Task 2		Task 3		
Conditions	Needs	Services used	Barriers	How does the barrier affect their ability to access the service?	Are needs being met?	What is the effect of these needs not being met?	EBI – How they could overcome these barriers
Autistic and Behaviour difficulties	<ul style="list-style-type: none"> Support with managing her behaviour in school 	<p>Wokingham special educational needs (SEN) (Secondary care provider)</p> <p>Informal care provided by mother</p>	<p>Geographical Barrier – Elizabeth might have to travel to a new school by bus.</p> <p>Psychological barrier – Elizabeth is worried about the thought of having to leave her friends and travel on her own.</p>	It would prevent her from accessing specialist support in a SEN school.	Not really. Both school and mum needs more support to help manage Elizabeth’s behaviour and Elizabeth is feeling anxious.	<ul style="list-style-type: none"> Increased anxiety School refusal Possible Permanent exclusion from school Poor educational experiences leading to lack of exam results. 	<ul style="list-style-type: none"> School referral to Wokingham educational psychology service (EPS). They will complete an assessment and devise targeted intervention, support and advice to schools and parents. They will help the school manage Elizabeth’s behaviour and can provide therapeutic support to Elizabeth for her anxiety. The aim being that she can remain in her current school. School referral to ASSIST (autistic spectrum service for information support and training). They will provide support to the family and school and work on solutions to issues. The aim would be for her to remain in her current school. Referral for parents to attend The NEXT Steps programme run by ASSIST – this is a parenting programme.

- Elizabeth could attend Wokingham Youth group for children with ASD.

Case study 3 – Amiya and Rajiv Dutta

Amiya Dutta

Task 1			Task 2		Task 3		
Conditions	Needs	Services used	Barriers	How does the barrier affect their ability to access the service?	Are needs being met?	What is the effect of these needs not being met?	EBI – How they could overcome these barriers
Dementia	<ul style="list-style-type: none"> Support with memory loss May need help with controlling emotions May need help managing social situations May need help maintaining their independence as they may find planning and organising more difficult. 	GP (Primary care provider) Pharmacy (Primary care provider) Informal care provided by husband	Intellectual Barrier – dementia means that Amiya may find it difficult to understand her prognosis and treatment. Psychological barrier – possible reluctance to admit extent of the problem is a barrier to accessing the right level of care. Financial barrier – she is retired and may have reduced funds which will affect access to some services.	If she doesn't understand her prognosis and treatment she might not take her medication and her symptoms will progress more quickly. She might be reluctant to go the the GP for help.	Not really,. She wanders away a lot and is very vulnerable and at risk. She is often upset and confused.	<ul style="list-style-type: none"> Condition worsening quickly Eventual death Increased vulnerability, getting lost 	<ul style="list-style-type: none"> Domiciliary care - to support with personal care - Needs assessment by social services to find out what care, healthcare and support needs to be put into place. This is followed by an assessment to see how it will be funded, as Amiya is a pensioner this may be funded by the local authority. If eligible for direct payments then this can be used for; <ul style="list-style-type: none"> - To get support for you to take a short break. - To get support for personal care. - To get support for cooking or cleaning. - To get support for leisure time e.g someone to take Amiya shopping Bracknell Memory clinic Possible residential nursing home with round the clock care. This would be useful as at present she wakes in the night and wonders around the house – she is at risk. Community mental health nurse can do home visits to offer support and care.

							<ul style="list-style-type: none"> • Use of an advocacy service as someone who can represent Amiya and support her rights. • Dementia friendly community • Singing for the Brain – music therapy group run by Alzheimer charity in Wokingham • Crossroads Care in Wokingham provides a community based respite service to carers. • Dementia café in the Sue Ryder building at Wokingham Community hospital. Service provides fun and stimulating activities for people with dementia and their carers. It is run by Age UK every 2nd Monday in the month 11am -3pm • Alzheimer society befriending service, will take Amiya out and about and offer some respite to her husband. • Understanding dementia course for carers run by Wokingham council. • Husband to attend carers support group run by dementia support alliance
Incontinence	<ul style="list-style-type: none"> • She may need support in providing personal care (changing her clothes and keeping clean and reminding her to use the toilet regularly) • She may need to make lifestyle changes such as losing 	<p>GP (Primary care provider)</p> <p>Pharmacy (Primary care provider)</p> <p>Informal care provided by husband</p>	<p>Intellectual Barrier – dementia means that Amiya may find it difficult to understand her prognosis and treatment. She would not understand what pelvic floor exercises to do and why she needed to.</p> <p>Financial barrier – she is retired and may have reduced funds which will affect access to some services.</p>	<p>If she doesn't understand her condition she might not take her medication prescribed and her symptoms will not be managed. She may forget to clean herself.</p>	<p>No, She needs her clothes changed several times a day.</p>	<p>Poor hygiene – she will smell and possible skin damage from urine.</p>	<ul style="list-style-type: none"> • Domiciliary care - to support with personal care, this could be a woman. • Use of incontinence pad/pull ups to prevent smell and reduce contact with skin – she would still need help changing these regularly though. • A variety of incontinence bedding is available such as water proof bedsheets and pads. It is sometimes possible to get incontinence products on the NHS • Referral to a urologist – surgery or medication may be an option for Amiya.

	<p>weight and reducing caffeine and alcohol as this makes incontinence worse.</p> <ul style="list-style-type: none"> • She may need to start pelvic floor exercises and bladder training to manage her condition. 		<p>Cultural barrier – it is possible that she is reluctant to receive support for personal care from a man.</p>				
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Rajiv Dutta

Task 1			Task 2		Task 3		
Conditions	Needs	Services used	Barriers	How does the barrier affect their ability to access the service?	Are needs being met?	What is the effect of these needs not being met?	EBI – How they could overcome these barriers
Severe headaches	<ul style="list-style-type: none"> • Help managing chronic pain • Headaches will make it difficult to concentrate so he will need support with this. 	<p>GP (Primary care provider)</p> <p>Pharmacist (Primary care provider)</p>	<p>Financial barrier – he is retired and may have reduced funds which will affect access to some services.</p> <p>Resource barrier – Rajiv has to care for his wife, she needs round the clock care so this is a huge burden.</p> <p>Psychological barrier – chronic pain</p>	<p>May not be able to pay for some services</p> <p>He sometimes forgets to take his own medication as he is busy with his wife. He finds it difficult to go to the GP to get a prescription.</p> <p>Difficulty sticking to a daily routine.</p>	<p>No, he still has headaches regularly and does not get to the GP for appointments to be able to review his medication. This stops him keeping to his daily routine.</p>	<p>Not being able to stick to a daily routine will affect his emotional needs, he may get depressed.</p> <p>If he is unable to concentrate he may not be able to look after himself or his wife (he is her carer).</p>	<ul style="list-style-type: none"> • Domiciliary care - to support with personal care and medication. They will ensure he takes his medication at the right time. • A district nurse or GP could visit him at home when he is in too much pain to make his appointments and keep a routine. • Take regular exercise as this will help with his headaches. GP referral for exercise programme for use at gym at Loddon Valley Leisure Centre, Carnival Pool Leisure Centre, St Crispin's Leisure Centre. This will get her exercising regularly and as it is funded it eliminates the financial barrier.

							<ul style="list-style-type: none"> Community transport schemes e.g dial a ride / red cross sometimes run a similar scheme to help him get to his appointments. Try to relax as this will help with his headaches. Use the headspace app.
High blood pressure	<ul style="list-style-type: none"> He needs to take regular medication He needs to ensure that he has a regular blood pressure checks with the GP to ensure his hypertension is under control. He needs to maintain a healthy diet He needs to take regular exercise to manage his weight. 	<p>GP (Primary care provider)</p> <p>Pharmacist (Primary care provider)</p>	<p>Financial barrier – he is retired and may have reduced funds which will affect access to some services.</p> <p>Resource barrier – Rajiv has to care for his wife, she needs round the clock care so this is a huge burden.</p> <p>Psychological barrier – chronic pain</p>	<p>May not be able to pay for some services</p> <p>He sometimes forgets to take his own medication as he is busy with his wife. He finds it difficult to go to the GP to get a prescription.</p> <p>Difficulty sticking to a daily routine.</p>	<p>No, he is not seeing the GP and forgets to take his medication. He needs regular medication reviews and yearly blood tests. He is very vulnerable to serious health complications with out regular medication.</p>	<p>Risk of stroke and heart disease from not taking medication regularly.</p> <p>Risk of death.</p>	<ul style="list-style-type: none"> Domiciliary care - to support with personal care and medication. They will ensure he takes his medication at the right time. Respite care for his wife so he has time to get to his GP appointments