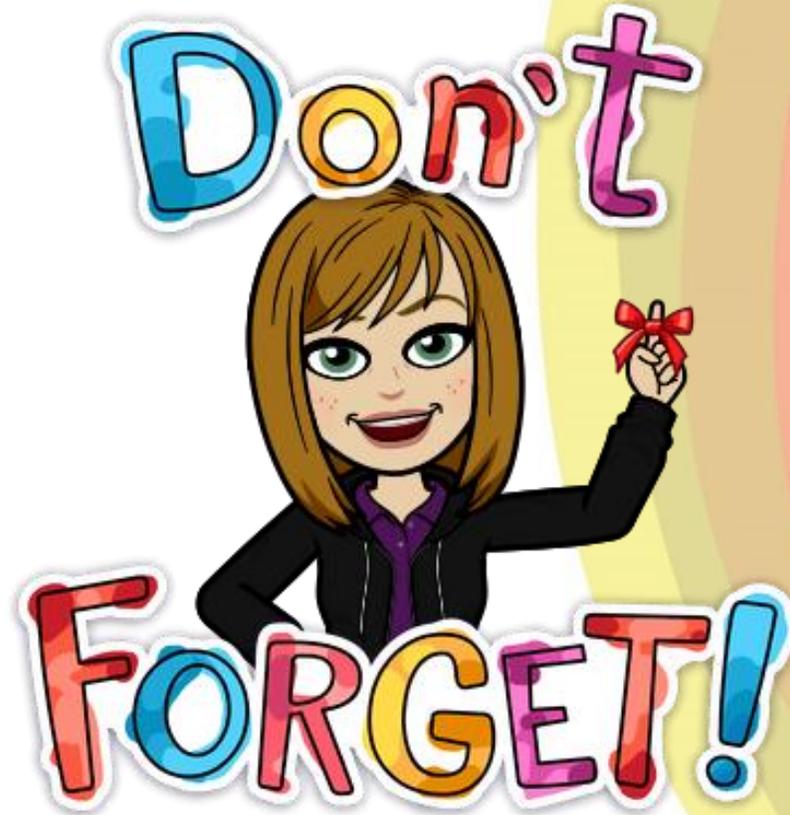


Health and Social Care

Week 5 - Retrieval Tasks



Define it
(What does the word mean?)

Characterise it
(What helps you to understand the
meaning of this word?)

Swap it
(What are its synonyms?)

Say it!

Take it in turns to say it out loud to check
your progress with our key words for this
topic.

Key word
Barrier

Link it
(What does this word link to?)

Use it in a sentence

Define it
(What does the word mean?)

Characterise it
(What helps you to understand the
meaning of this word?)

Swap it
(What are its synonyms?)

Say it!

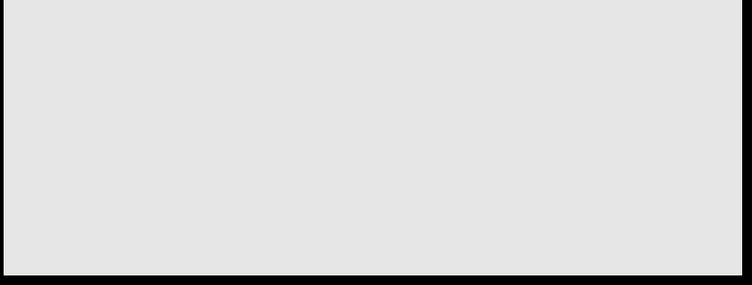
Take it in turns to say it out loud to check
your progress with our key words for this
topic.

Key word
British Sign Language

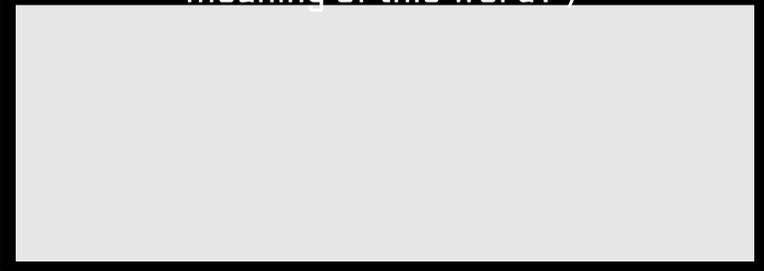
Link it
(What does this word link to?)

Use it in a sentence

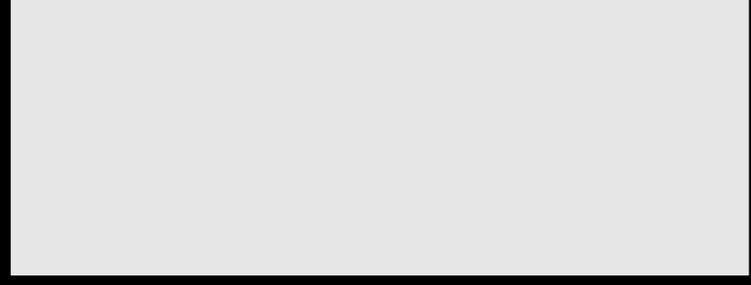
Define it
(What does the word mean?)



Characterise it
(What helps you to understand the
meaning of this word?)



Swap it
(What are its synonyms?)

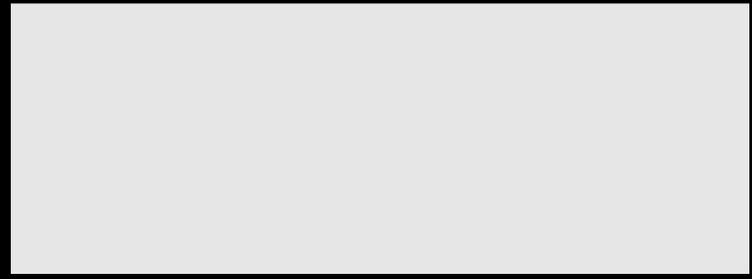


Say it!

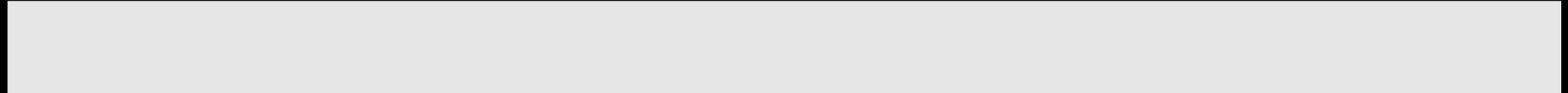
Take it in turns to say it out loud to check
your progress with our key words for this
topic.

Key word
Hearing Loop

Link it
(What does this word link to?)



Use it in a sentence



Define it
(What does the word mean?)

Characterise it
(What helps you to understand the
meaning of this word?)

Swap it
(What are its synonyms?)

Say it!

Take it in turns to say it out loud to check
your progress with our key words for this
topic.

Key word
Makaton

Link it
(What does this word link to?)

Use it in a sentence

Challenge Grid - Barriers

Define what communication barrier is.	Define what physical barrier is.	Give examples of a communication barrier.	Give examples of a physical barrier.
Define what cultural barrier is.	Define what psychological barrier is.	Give examples of a cultural barrier.	Give examples of a psychological barrier.
Define what cost barrier is.	Define what resource barrier is.	Give examples of a cost barrier.	Give examples of a resource barrier.
Define what location barrier is.	Define what time barrier is.	Give examples of a location barrier.	Give examples of a time barrier.

Exam style questions

1. Families and children may find it difficult to access health and social care services. Identify and briefly explain two (2) reasons for this.
2. Which one of the following types of referral is it if you phone up and make your own appointment at the local GP? A: Compulsory B: Personal C: Self D: Third party
3. Alice is 32 years old. Using two (2) of the life stages she has already been through, identify and describe one (1) health and social care service that Alice may have accessed in each life stage.
4. Identify two (2) barriers to working with other professionals.
5. George lives 20 miles away from the physiotherapist he has been professionally referred to. Identify one (1) barrier which George may experience and explain how this may be a barrier to him.

ANSWERS

Define it (What does the word mean?)

A barrier is something that prevents an individual from using a service or having the care or treatment they need.

Characterise it (What helps you to understand the meaning of this word?)

Barriers can stop someone from accessing a service.

Swap it (What are its synonyms?)

Obstacle
Block

Say it!

Take it in turns to say it out loud to check your progress with our key words for this topic.

Key word Barriers

Link it (What does this word link to?)

There are eight different barriers in health and social care. Communication, cultural, cost, location, physical, psychological, resources and time.

Use it in a sentence

Rebecca faced a location barrier when she needed to go to her physiotherapy appointment as she lived thirty miles away and could not drive to her appointment. .

ANSWERS

Define it
(What does the word mean?)

BSL is used by individuals who are deaf or have a hearing impairment.

Characterise it
(What helps you to understand the meaning of this word?)

The use of hand movements, gestures, body language and facial expressions to communicate.

Swap it
(What are its synonyms?)

BSL

Say it!

Take it in turns to say it out loud to check your progress with our key words for this topic.

Key word
British Sign Language

Link it
(What does this word link to?)

Deaf of hearing impairments

Use it in a sentence

A way to overcome a communication barrier is to use British Sign Language for those who are deaf or have a hearing impairment.

ANSWERS

Define it
(What does the word mean?)

Is a special type of sound system for use by people with hearing aids. .

Characterise it
(What helps you to understand the meaning of this word?)

The hearing loops provides a wireless signal that is picked up by the hearing aid can greatly improve the quality of sound, while reducing background noise.

Swap it
(What are its synonyms?)

Audio induction loop

Say it!

Take it in turns to say it out loud to check your progress with our key words for this topic.

Key word
Hearing loop

Link it
(What does this word link to?)

It assists an individual with a hearing impairment.

Use it in a sentence

Christopher need to use a hearing loop alongside his hearing aid to improve the quality of the sound he was hearing.

ANSWERS

Define it (What does the word mean?)

The use of speech, gestures and pictures to communicate with individuals who have learning and communication difficulties.

Characterise it (What helps you to understand the meaning of this word?)

It supports the development of essential communication skills such as attention and listening, comprehension, memory, recall and organisation of language and expression.

Swap it (What are its synonyms?)

Acrolect
Interlanguage

Say it!

Take it in turns to say it out loud to check your progress with our key words for this topic.

Key word Makaton

Link it (What does this word link to?)

Use of signs and symbols to communicate.

Use it in a sentence

Makaton uses speech with signs (gestures) and symbols (pictures) to help people communicate.

<p>Several thousand languages, phrases and terms in language are spoken across the world, alongside a number of people being unable to see, speak or hear. But this can become a barrier to accessing health services when you cannot communicate effectively.</p>	<p>Physical barriers are linked to the physical access to services of the person or the building itself. These barriers prevent someone from using the service properly or at all.</p>	<ul style="list-style-type: none"> Information not available in different formats, for example Braille or large print for those with visual impairments. Hearing loop not available for hearing impaired / no staff trained in sign language. Information not available in different languages; no interpreter available so individuals cannot understand information or explain their symptoms. 	<p>Examples of physical barriers of a person:</p> <ul style="list-style-type: none"> Being in a wheelchair Using crutches Having a buggy Effects of medication – unable to drive <p>Examples of physical barriers of a building:</p> <ul style="list-style-type: none"> Lack of lifts or ramps Cluttered hallways No disabled toilet facilities
<p>People from different cultural backgrounds might find accessing services difficult. They could be worried that their cultural needs won't be met within services or others may judge them.</p>	<p>Some people find learning and problem solving difficult, others have fears and worries. This psychological disability could lead to physical and mental difficulties to access health and social care services.</p>	<ul style="list-style-type: none"> Not having professionals who are of the same sex, for example, women doctors/consultants for women Some treatments being considered unacceptable to certain cultures. – e.g mental health is not accepted as an illness in some cultures and so people hide these and do not get treatment as they are ashamed. Preferences about food or dress may not be understood properly. 	<ul style="list-style-type: none"> Individuals may not seek treatment because of fear, for example they may be afraid of the dentist or of having an operation. Individuals may also be afraid of having their suspicions of a serious illness confirmed by a diagnosis. Some people worry about loss of independence, for example an older person may not want to go into a residential care home as they do not want to be looked after by others. People often avoid accessing services because of pride – they may not want to admit that they need help.
<p>A cost barrier includes the charges or fees for using services. Some people may not be able to afford services the NHS does not provide.</p>	<p>Resource barriers can arise when there are shortages in staff, beds, medication, facilities or long waiting lists.</p>	<p>What sort of services do people need to pay for?</p> <ul style="list-style-type: none"> Transport to getting to places Childcare to be able to go to services Medication Dentists 	<p>What are the other barriers linked to resources?</p> <ul style="list-style-type: none"> Lack of information Opening times Specialist staff Costs of medication Not a lot of specialist equipment
<p>Location barriers are problems caused by where people and resources physically are.</p>	<p>Time barriers stop people accessing services because of restrictions services have on how long they are open for, or if people have other commitments, such as their jobs, which stop them from being able to use a service.</p>	<p>What issues could you face here?</p> <ul style="list-style-type: none"> Living too far away Living close but its very busy Transport issues Specialist services not available in the individuals area or postcode. 	<ul style="list-style-type: none"> Sometimes a service may only be available during working hours and an individual may not want their employer to know they are ill, so they do not ask for time off for the appointment. Regular hospital appointments can take up a lot of time, so may prevent attendance for those individuals who are working or who require child care during their appointments. An individual with poor mobility may need to be accompanied by a friend or relative, who may not always be available to help.

Exam style questions - ANSWERS

1. Families and children may find it difficult to access health and social care services. Identify and briefly explain two (2) reasons for this.

Award one (1) mark for each identification of a barrier (2 x 1) and up to two (2) marks for the explanation of the barrier to accessing health and social care services (2 x 2).

□ communication could be a barrier (1) as the service user may have English as their second language (1) and so they struggle to engage with the professional to ask for help (1) □ cultural beliefs may be a barrier (1) as a service user may not think it is appropriate for a woman to be seen by a male professional (1) but there might not be any female staff available (1) □ cost could be a barrier (1) as someone may require a prescription to help deal with their illness (1) but they may be on a low income and not entitled to support from benefits (1) □ location could be a barrier (1) as someone may live in a rural location that is a distance from the service (1) and they may be unable to drive (1) □ physical access could be a barrier (1) as the service user may have difficulties with their mobility (1) and the service could be up a flight of stairs, without a lift (1) □ there could be a psychological barrier (1) as someone may be scared of the dentist (1) and so avoid their routine check-ups (1) □ lack of resources may be a barrier (1) if someone is unable to get a GP appointment at a convenient time (1) if the service is not open in the evenings or at the weekend when the service user is not in work (1) □ time could be a barrier (1) as an individual with caring responsibilities may not be able to take time away from their caring role (1) if they have no other support to draw on (1).

2. Which one of the following types of referral is it if you phone up and make your own appointment at the local GP? A:

Compulsory B: Personal C: Self D: Third party

C (Self)

Exam style questions - ANSWERS

3. Alice is 32 years old. Using two (2) of the life stages she has already been through, identify and describe one (1) health and social care service that Alice may have accessed in each life stage.

Award one mark for identifying a service and up to two marks for a description of that service (2x3).

For example: □ Infancy (sub max 3) □ GP (1) – to monitor growth (1), development (1), carry out vaccination (1), carry out treatment (1), give advice on nutrition (1) □ Health Visitor (1) – to advise on care of baby (1), carry out medical check-up/monitor health (1), home visits (1) □ Dental (1) –regular routine check-ups (1) treatment and advice (1) intervention and remedial work (1). □ Adolescent (sub max 3) □ Social Worker (1)– to monitor transition to employment (1), advice re independent living (1) identify any other services that Alice may benefit from attending such as social groups or educational classes (1). □ Middle Adulthood (sub max 3) □ Cancer support (1) – Nursing care (1), specialised treatment for cancer care (1). □ Late adulthood (sub max 3) □ Nurse (1) medical care following fall including treatment to any injury sustained (1), x-ray following fall (1). □ Care Worker (1) care planning (1), personal care duties/person-centred approach (1).

NB The health and social care services described must come from two different life stages.

4. Identify two (2) barriers to working with other professionals.

Award one mark for each barrier identified, up to two marks.

For example: □ Communication (1) □ Location (1) □ Time (1) □ No co-ordination of care plan (1) □ Access or availability (1).

Accept other appropriate responses.

5. George lives 20 miles away from the physiotherapist he has been professionally referred to. Identify one (1) barrier which George may experience and explain how this may be a barrier to him.

George may experience a location barrier due to how far the practice is from where he lives. This may prevent him from being able to access the service if he cannot get there on public transport or by his own car.