Component 2-Learning Aim A

For this assignment I have been asked to look at a different range of health and social care services, available in my local area of Medway and Maidstone. I will be focusing on two individuals’, Verna and Sam Williams, demonstrating the barriers they face on a daily basis and how they will be able to overcome these barriers. I will be doing this through a case study presented to me by my teacher, about two individuals’.

The fist individual I will be looking into is Verna Williams. From Verna’s case study it displays the lifestyle she lives and the medical conditions she suffers with during her daily routine. In the case study it indicates that Verna is 48 years old and lives with her husband Sam and her two cats. They’re both living together in the second floor of a block of flats, were the lift is often broken meaning she has to walk two flights of stairs, in order to access the street. The block of flats is on a new estate which is half a mile away from the nearest bus stop. The case study then goes onto describes the medical conditions that affects Verna, in which she has a mobility condition, were she uses a walking stick or a wheelchair to get around. Verna also suffers with asthma which has recently got worse. And the final medical condition that Verna has is type 2 diabetes, reflecting on her having to take medication and have a diet plan to cope with the diabetes.

 I will now be looking into the PIES Verna comes to face with during her cases study. From reviewing the case study, I can infer that Verna is affected physically, from her medical condition of mobility. This has an impact on Verna physically as she has to use a walking stick and sometimes a wheelchair in order to get around on a daily basis. This suggests that her muscles are very weak and they need to be balanced by support to keep them up, so she can move and walk around. Verna’s environmental situation also has an effect on her physically as it states that the lift is often broken, so she has to go down two flights of stairs. This will reflect on her mobility making it become worse, as she is using more strength which will tire her joints/muscles leading them gradually to become achy and fragile. This will become a constant problem for Verna as if she goes out of the flat, she will also need to walk back up the flights of stairs, adding more pressure to her joints and mobility. This physical factor could gradually affect Verna permanently, which could result in Verna having to use a wheelchair everyday as her muscles may not be capable to move as often as she can now. Another physical factor, I can imply from Verna’s case study is her having asthma which as recently gotten worse. Asthma can have a physical impact on Verna’s health as it may lead Verna to have a lot of asthma attacks, causing her to become breathless and coughing a lot more. This can also be made worse from Verna having a mobility condition as if she is getting around by walking everywhere, suggesting asthma attacks may become a frequent occurrence in Verna’s daily life. The last physical factor I can infer from Verna’s case study is her suffering with type 2 diabetes. This affects Verna physically as she is restricted to a diet plan, meaning she may have a higher BMI than others leading her to worsen her mobility from carrying more weight and fat, adding more pressure to her joints when walking. From all these physical factors I can infer that Verna will have to see her GP a lot more, as all her conditions will need to be checked regularly in order for Verna to get the help and advice she needs to receive to get better physically.

The next factor that affects Verna throughout her case study is the intellectual PIES. Verna is affected intellectually as from the case study we are not told that Verna has a job. This suggests that Verna may be living on low income from not working, and also does not have the normal routine of getting up and going to work in order to receive wages. This affects Verna as she may become stuck in her flat alone as her mobility condition would also affect her from not being able to get around to access work. This could lead Verna to become depressed from the lack of motivation from not being able access work, having an impact on her sleeping pattern as she has nothing to get up for. This means that Verna’s social life will become limited as she will not have any work friends to talk to in general, meaning she will be isolated from not having a job. Verna will also become stressed as she will not be making money causing her to have financial problems.

I will now be looking into the emotional factor that has an impact on Verna during her case study. For example, as we can see from the intellectual factor above, that Verna may not have a job meaning lack of communication. This will affect Verna emotionally as she will feel trapped by not being able to get anywhere from her mobility and the bus stop being a far distance of half a mile away from her flats. This means that Verna will have a lack of communication with people as it will become a rare occasion of Verna being able to get out of her flats, meaning she wouldn’t be able to see new places as her mobility limits her to do so. Verna would become frustrated that she won’t be able to get around, which may lead her to become depressed from being alone so often. This could also impact Verna’s type 2 diabetes diet plans, as she will not be able to access the supermarket in order to buy the foods she need. This will affect Verna emotionally as she will feel a loss of independence, like she isn’t capable to do anything for herself. We are told in the case study that Verna lives with her husband Sam Williams; this will have a positive impact on Verna emotionally as even though she may feel alone she will have support and company from her husband, Sam. Sam will be able to have an impact on Verna’s social life as she will have him to talk to about how she feels and he can also reassure Verna giving her the support she needs to make emotionally stable.

The last PIES factor I will be looking into is the Social factor which links to the emotional factor. The social factor affects Verna during her case study as she is limited to who she’s sees on a daily basis, due to her mobility condition. The only social connections we are told about in her case study is Sam Williams, Verna’s husband and her two cats, suggesting she doesn’t meet anyone new and only has the company of one person to communicate with. This affects Verna socially as she is unable to meet new people, so she will have the same conversations with her husband each day because she will have nothing to talk about, due to being stuck in the flat all day. The company of her two cats won’t have much of an impact on Verna’s social life as her cats may be able to go outside during the day, and if they were in the flat Verna can’t really play with them because of her mobility condition.

 I will now be exploring the services Verna can access to provide her with the heath she needs in order for her to improve her weaknesses. A health care service which will help improve Verna’s mobility is GPs which fits into primary care. The overall aim for a GP is to provide individuals with helping them mentally and physically, in which they can provide them with advice and prescription medication to make their health better. This will give Verna the opportunity to talk to her GP to see if her mobility condition is serious enough for her to use a mobility scooter. The GPs aim will be to give Verna advice and help her as individual to overcome the weaknesses from her PIES. Verna can access buying one at “Euro Mobility” which is located in Maidstone at, Mid Kent shopping Centre, ME16 OPU selling scooters for £1,000. This will maintain Verna’s independence whilst also reducing pressure and strain on her muscles, impacting her physically by not using muscles as frequently. Mobility scooters will also provide Verna with speed in which she can get to the nearest bus stop which is half a mile away from her flats at a quicker rate using less effort, then what she would have needed to with a walking stick/ wheelchair. This suggests that Verna can get out of her flat more often to meet new people and get to new places, increasing her social skills. The scooters are also allowed and can fit on lower levels of a bus if it’s a class 2 mobility scooter. Due to the lift often being broken and Verna living up two flights of stairs she would have find an alternative and leave the mobility scooter in the downstairs of the flats, ensuring its padlocked in a safe place so she can reach it when needed to. Verna would need to get to the mobility scooter by walking down the stairs with her walking stick which she can then change transport to the scooter when getting to it. This is effective as Verna will be able to get around a lot easier and quicker to places that she will want to get to, ensuring her a more practical lifestyle, making her a lot happier as an individual.

From Verna accessing help with her GP (primary care) she can also ask the GP for advice about her asthma. For example, the GP will be able to access treatments from the NHS which will provide Verna with an asthma inhaler, which is called a Reliever inhaler. A reliever inhaler is usually blue, and are used to treat asthma symptoms when they occur. This should relieve the symptoms within a few minutes, if this doesn’t work Verna will have to get in touch with her GP, in which they can provide her with a Preventers inhaler. This inhaler will have to be used every day, even when symptoms are not occurring. This will impact Verna by reducing inflammation and sensitivity of Verna’s airways, preventing the asthma to occur. This service specifies to Verna as an individual as in her case study it states that Verna has asthma and it has become much worse, suggesting that help from the GPs will be able to prevent her asthma from occurring as regularly, reducing the symptoms she may feel when having asthma. The NHS provide Verna with free health care meaning she will be able to seek treatments without having to pay.

The GPs can also help Verna with her type 2 diabetes from the NHS, in which they offer her the health care of providing her with regular check-ups. We already know from Verna’s case study that she has a diet plan and medication for her diabetes. This means that Verna can get regular check -ups of every 3 months if newly diagnosed or every 6 months once stabled, in order to check the individuals average blood sugar levels to see how close to normal they are. This can be checked by Verna’s GP which is seen as primary care. This will benefit Verna by the GPs being able to see whether Verna’s blood pressure is high or low, as diabetes can increase risks of strokes and heart disease so important to get regular checkups. A GP can also refer Verna to a specialist if they feel she needs it.

If Verna struggles to do this, another factor which could be put in place is to get the health care services from an allied health professional such as a physiotherapist. The overall aim for a physiotherapist is to strengthen and improve mobility, in order to relieve pain and restore physical function. A physiotherapist will examine the individual’s mobility, recommending how to improve it by introducing movements and exercises to help relax and support muscles. This will provide Verna with more resistance overtime making her joints gradually become stronger physically by improving her muscle flexibility. Verna can access this service in Maidstone at “Total Physiotherapy” located at ME16 8QL, paying £50 for initial assessment leading to £40 for follow up sessions, also providing massages which will focus on soothing any specific areas of the body. The services will meet their needs and have an impact on Verna’s mobility as the physiotherapist will be able to loosen muscles to improve the movement of muscles. This is effective for Verna physically as the services will hopefully improve her muscles ability overtime, meaning Verna could have more strength and confidence when walking in the future. A weakness shown during this service is that the service doesn’t meet the aims of improving all of Verna’s physical factors such as her asthma and diabetes, meaning only one of the physical factors will be improved. Whereas, the other physical factors remaining all have an impact on her mobility meaning it won’t be overcome by accessing this service.

Verna can also access a physiotherapist from the NHS, which she is able to get for free. Verna will be able to access the physiotherapist from her local hospital (Maidstone hospital) and her GP which is seen as primary care. This will ensure that Verna can get the help she needs for her mobility without worrying about her financial state and how she will be able to afford appointments at “Total Physiotherapist”. From looking on the NHS website I can see that the physiotherapists offer education and advice, in which Verna can talk with her GP to understand how Verna is affecting her mobility and how she can overcome it. This means they will give Verna information such as ways to improve Verna’s wellbeing, by taking regular exercise and everyday activities to reduce risk of injury. They also provide movement and exercise, this suggests that the Verna’s mobility will be improved, and the physiotherapist will target at the specific body parts that need to be strengthened, gradually benefiting Verna’s mobility overtime. This will meet Verna’s aims by giving her techniques to follow and avoiding pain and injury’s that may occur is she doesn’t do what she is told by her GP. This will have an impact on Verna physically as her muscles and joints will become more flexible, leading them to become stronger when moving around. Overtime this will improve the individual physically by her mobility being improved, meaning she will be able to get around more and interact with people more socially. A weakness shown during this service is that even though, Verna may feel more relaxed when doing physiotherapy, it will not get rid of her mobility condition completely. This suggests that Verna would still feel the pain from her joints and muscles when moving around, leading her PIES to still be impacted. For example her emotional state will be affected as he will be feeling stressed that she can’t get rid of her mobility condition, leading her to become drained and upset over the service.

The second individual I will be looking into is Sam Williams (Verna’s husband). From Sam’s case study I can how Sam lives and the situation he is in. I can see that Sam is 52 years old and has recently left his job at the supermarket because he had an argument with his manager. This means that Sam and Verna are now living on a reduced income. It then goes onto Sam’s medical conditions in which he has a hearing impairment using hearing aids; he also has learning disabilities and a speech impairment meaning he has difficulty when communicating. This leads Sam to become frustrated when he is asked to repeat himself by someone.

 I will now be looking at the PIES that affect Sam throughout his case study and how it will affect him. A physical factor that affects Sam during his case study is that he is has recently left his job meaning he hasn’t got a daily routine of going to work during the week anymore. This can affect Sam physically as now he hasn’t got a job, meaning he could become lazy and not motivated to do anything, which could lead him to becoming depressed. This suggests that Sam will be unhappy with his lifestyle now and not have anything to wake up to scheduling his day differently, such as his sleeping pattern will be changed from not having a job to go to. This will physically drain Sam making leading him to become lazier and have a different mindset and outlook of his life. Another factor which will affect Sam physically is his hearing impairment. This affects Sam as he will not be able to hear well during having a conversation with someone else in which he may find it hard to communicate with others. This also leads us to other physical factors affecting Sam such as his speech and learning disabilities. This also affects Sam physically as he may feel like no one can understand him when socializing, meaning he will become frustrated when asked to repeat himself when in a conversation, lacking confidence with his speech.

The next factor PIES factor which will affect Sam is the intellectual factor. This will affect Sam because he has left his job at the supermarket, so he will not be earning money, leaving him and Verna to be living on low income. This will lead to Sam become stressed about how he will pay for his living necessities such as bills and food for him and Verna to live a healthy and financially stable lifestyle. This suggests that Sam will be affected intellectually as he may regret his choice of leaving his job, from the situation he has now put himself and Verna through. Also, Sam will lose any skills he gained from his previous job, because he won’t be doing that job every day, so he won’t be learning any new skills.

Another PIES factor which affects Sam is the emotional factor. For example, during the case study it displays that Sam had an argument with his manager and that is why he left his job. This could lead him to feel embarrassed from having an argument with his manager, causing him to feel isolated as now he is in the position of not working. This has an emotional impact on Sam’s lifestyle as he will be annoyed at himself for leaving on bad terms with his manager, which could have been his work friend, resulting in him missing his company. This also suggests that Sam is emotionally hurt by the fact he is working anymore as he may have enjoyed where he worked and the environment of it. This argument could of taken place from Sam become fed up and frustrated that his Manger can’t understand him, linking to his speech impairment and learning disabilities. This suggests that Sam could be left being irritated and upset that his speech impairments leads him to become so angry, as it stops him from accessing services.

The last PIES factor that affects Sam is the social factor. This relates to Sam from his case study as we can see that he has left his job in bad terms of having an argument with his manager. This means that Sam wasn’t aiming to leave his job, suggesting he has other friends he worked with which he has left behind without being able to say goodbye or talk to them. Therefore, Sam would now have a lack of communication with his work friends as he may feel too embarrassed to go back to the supermarket after the argument took place. This would result in Sam distancing himself from his old friends resulting in them viewing his as rude, this would lead Sam to lose a lot of friends and distance himself socially for a while. This could mean that Sam would stay in his flat for a while not going out isolating himself from others, so they would just move on without him. From the case study we can infer that Sam lives with his wife Verna. This would have a positive impact on Sam emotionally as he will be supported by the company of his wife Verna, giving him time to spend with her so he is not going through this situation alone and can get advice that he needs form her.

I will now be exploring the services Sam can access in order to overcome the weaknesses displayed during his case study. A tertiary service which could help Sam’s situation would be for him to go to a job center, which is seen as a formal service. A job center will provide Sam to find him a new job. A job center Sam can go to in Maidstone is “Jobcentre plus”, the aims for this service is help people find work through services of jobs. They also provide financial support to eligible job hunters, in order for Sam to go to interviews to find a job he will also be getting money in return to give him help financially until he finds a new job. This service will improve Sam’s situation and meet the needs of providing him with a new job, giving him income to provide for him and Verna again. This links Sam to accessing government benefits income support which allows Sam to get a basic payment such as a personal allowance. This will benefit Sam as he would be receiving £114.95 for him and Verna a week, in order to supply them with what they need, whilst living on low income. This is effective for Sam as it will get him back into his routine of working, and make him a lot more relaxed from earning money and having a change in job, meaning he will have a much healthier lifestyle. The government benefits income support is also an effective service for Sam making him feel more in control as he will be given financial support, in order for him to worry less about money and won’t have to find a job immediately after leaving his job at the supermarket.

This service also links to Sam’s learning disability in which he will need to find a job suitable for him. For example, when going to the job center Sam needs to ensure that he lets the person helping him, know his medical problems and his recent job. This will influence that Sam can be provided with a relevant job, which suits his needs such as a job at an office or another supermarket job. This will ensure that Sam will have independence when accessing these jobs, meaning he won’t have to face much public communication as he will be only working with his work friends who will be made aware of his learning disabilities. This service is effective for Sam as he will be provided with a job suited for him as an individual, meaning he won’t feel any pressure to talk to loads of strangers at his new job. This will impact Sam’s intellectual PIES in which he will be back into a daily routine of working, meaning he will receive an income again, beings seen as a strength. However, a weakness of this service is that Sam will not be helped physically, such as his speech and hearing impairment will not be improved. This could affect the service as it will not benefits Sam’s physical health only the job will be suited to his learning disabilities, suggesting his hearing may not be suited. Therefore, Sam won’t be suited for this service from his physical factors.

In Sam’s case study I can also see that Sam suffers with speech impairment, meaning he finds it hard communicating with people and finds it frustrating if he is asked to repeat what he has said. This would affect Sam physically as he would have a lack in confidence when communicating with others, as he may feel like they can’t understand what he is saying, meaning socially he will feel insecure. This will have an emotional impact on Sam as he may feel like he won’t want to socialise with friends, because of his speech impairment leading him to feel uncomfortable when talking. A health care service which will help Sam overcome his speech impairment and learning disability is to speak to his GP about his condition, which is seen as primary care. Sam’s GP will then be able to provide him with help from speech and language therapy from an allied health professional. At Sevenoaks Hospital the NHS have therapists who specialize in treating communication difficulties using one to one therapy or group therapy. Their aims will be to understand what the individual is going through and help them overcome it using a training programme to improve Sam’s communication. This service will meet Sam’s needs by improving his speech, meaning in himself he will feel more confident and comfortable when socialising in the future. This will also provide Sam with the help he needs to overcome his speech impairment as he is getting the care, he needs in order of helping him learn how to improve his speech/communication skills. This may also improve his chances of getting a job because he is able to communicate more effectively, suggesting his intellectual factor of PIES will also be impacted as well as his physical factor of speech impairment. A weakness of PIES that is displayed during this service is the emotional factor. This is seen as weakness during this service as Sam may still be feeling frustrated if asked to repeat himself, leading him to lack motivation of accessing this service, giving up with using speech and language therapy.

When attempting to access health and social care services Verna and Sam are likely to face barriers and will need to overcome them. There is a total of 8 barriers. A barrier is factors that can prevent as individual from gaining access to a service recommended.

 The first barrier I will be looking into is the physical barriers. The physical barrier is a barrier in which the individual may not be able to access the health and social care service. An example of this barrier may include the individual may not make it to the service as they can’t access the transport because they miss the bus or can’t afford to get there.

The next barrier is the sensory barrier, this is when the individual suffers with a sensory impairment such as hearing, sight, smell or touch is no longer normal. For example, a blind person or deaf person would face this barrier.

Another health and social care barrier are the language barriers. The language barriers are when an individual suffers with difficulties in communication, with people experiencing speaking different languages or a dialect. An example of this barrier is if a person speaks a form of language specific to their region or social group.

The next barrier is the Geographical barrier, which is the distance of service providers. For example, these are obstacles that people may face, preventing them from gaining access to the service. This may be that a person can’t get a train as there isn’t a local train station near to where they live.

Another barrier is the resource barrier for a service provider. This barrier is when an individual is prevented from accessing a health and social care service. For example, the individual may not be aware of the service that is available to them, resulting in them not being able to access the service, or the service having a lack of funding, equipment or staff to actually treat someone accordingly.

The next health and social care barrier are social, cultural and psychological barrier which all link into one barrier. These are barriers as the individual may have lack of awareness when accessing services. For example, the individual may have a fear of the hospital meaning they won’t want to access that services, but have to because it will make their health better. It might also have a stigma attached to it for them, which causes them great stress.

The final barrier is the financial barrier, which is the standard of living depending on the amount of money someone can spend. For example, people are charged for services such as cost of transport meaning a loss of income would occur when accessing these services. This may also mean that the individual may not be able to afford their treatment or prescriptions if they are on a lower income.

The case study I will be looking into to explore the range of barriers is Sam Williams. Sam faces many barriers during his Case study, such as physical, geographical, language and many more.

The first barrier that affects Sam is the financial barrier. This is a barrier for Sam as he has recently left his job at the supermarket, after having an argument with his manager. This means Sam is now living with low income as he has not got a job, in order to earn money. This affects Sam as an individual because he will not be able to pay for living necessities such as; bills, food, medical care, transport and more. A way Sam can overcome this is for him to access a job center in order for him to get a job interview. This will benefit Sam as he may be able to receive a new job, which he will be earning money again to be able to pay for bills, with also having a new routine/lifestyle. However, this may not meet Sam’s needs to overcome this barrier as Sam may not be able to access the services of going to a job Centre from the cost of the transport in order to get to the interview. Another way Sam can overcome this barrier is to get in touch with social services/local services to get benefits for the situation he is in. This will benefit Sam as he will be able to make a claim and reasons in which he will be given benefits, this will give both Sam and Verna income support, from them not having a job. Sam will be able to access benefits as he will be seen as job seeker allowance and housing benefits, meaning he will be able to apply for this factor. Although, this point can overcome Sam’s barrier it may also be an issue, as Sam could be left feeling a loss of independence from not working and not earning his own money. This could lead him to become isolated from not having a social life, where other people his age will be working.

The second barrier that affects Sam is the Language barrier. This is a barrier for Sam as he struggles with a speech impairment, which reflects on how he communicates and becomes frustrated when he has to repeat what he has said. This means that he may have lack of confidence when talking to others, meaning he may become stressed and anxious when having a conversation with people. A way Sam can overcome this barrier is to practice speaking slowly and clearly. This will improve Sam’s speech as he will have a clear understanding of the words he is saying and pronouncing them in the way he will learn, in order for him to communicate correctly. This suggestion will also not be a financial problem for Sam, in which he will be able to use his independence to learn/teach himself. This may not be a realistic suggestion for Sam as he may not be capable to teach himself how to talk clearly and may make him become more frustrated not being able to do so. Another way the language barrier affects Sam is if an interviewer or stranger is communicating with him, they may portray Sam as inconsiderate or rude from him becoming irritated if people can’t understand or ask him to repeat himself. A way Sam can overcome this is to bring someone he trusts with him when getting interviewed, as this will ensure that the person is aware of Sam’s impairment, and Sam’s helper will also be able to help him with his speech when communicating. This is realistic and would benefit Sam as he wouldn’t have to repeat himself and is in the company of a member that he can trust, giving him more confidence when talking to strangers and may gradually improve his speech. However, it may not work as his friends or family members may be busy on a day Sam needs assisting such as an interview, meaning he wouldn’t be able to use them in order to help him overcome the barrier. Sam may also feel a loss of independence when using this suggestion because he is getting other people to help him rather than doing it himself.

The next barrier is the geographical barrier, in which we know Sam lives half a mile from the nearest bus stop, and we are not informed that Sam has a car. This means that Sam will have to access public transport, meaning he will have to pay to access it which may be too expensive for him as he has not got a job. This will affect Sam when trying to access the recommended services as he may have to get many different buses in order to get to the location, having to pay more to get to the destination. A way Sam can overcome this barrier is to apply for a free bus pass for a disabled citizen, from Sam having a learning disability. Sam will need to apply for a free bus pass with proof, by having a letter from his doctor confirming the disability in his learning skills, in which he can apply online with his details/ information needed. This would benefit Sam as having a bus pass will enable him to access the bus when he schedules to do so without paying and being able to reach his services. However, it may not be realistic as still has to walk half a mile to the bus stop which he may find it is a long distance so may need closer transport to access instead of getting the bus. Another way, Sam can overcome the geographical barrier is to ask a friend/ family member who can drive if they would be able to take him into interviews or services. This would benefit Sam as he will be able to get picked up at his house and taken to the services without having to assess public transport. This may not be a realistic suggestion as his friend/ family may not have time to do this for Sam and also need money for petrol as they may not be able to pay for the lifts they are giving Sam, and he will also not be able to afford to pay for the fuel from not having a job.

The last barrier Sam faces during his case study is the sensory barrier. This affects Sam as he has a hearing impairment in which he uses hearing aids, in order to hear people more clearly when he is communicating. This is a barrier for Sam as even though hearing aids will make Sam’s hearing much clearer, it will also make noises not clear as they don’t block out background sounds and speech, meaning Sam may get confused as the sounds he will be hearing are not separated. This means that Sam may become frustrated, from not being able to work out what someone has said to him, as he gets annoyed when he has to repeat himself. Sam can overcome this barrier by asking the person to repeat themselves, making them aware of his hearing impairment in which they will understand and will hopefully be made aware to talk more clearer and slower, leading Sam to lip read what they are saying. This will improve Sam’s confidence when talking to others. However, this may not be a realistic suggestion for Sam to overcome his barrier as Sam may feel embarrassed to tell people about his hearing impairment, suggesting that Sam may be feeling isolated when talking to others, becoming left out during a conversation. Another way Sam can overcome the sensory barrier is to speak to his GP about another hearing treatment. For example, a treatment which could benefit Sam’s hearing is cochlear implants which are designed to make sounds clearer, understand speech and improve quality of life. Sam can access these implants from the NHS, which will help him overcome his barrier by being able to communicate with people being able to understand them and not asking them to repeat themselves as much during a conversation. This may not be a realistic suggesting as to get a cochlear implant Sam’s hearing impairment has to be serious, but Sam’s hearing aids don’t seem to be a problem during his case study, meaning his doctor (GP) may not advise him to get the implant as his impairment may not be that much of an issue.

One service which Sam can access from all the barriers above is the service of speech and language therapy which Sam can access at Maidstone hospital. The first barrier I looked at is the financial barrier in which this barrier may stop Sam from overcoming his service from his financial struggle. This will impact Sam as we are told that he has just left his job at the supermarket, meaning he is living on low income. This suggests that Sam will not be able to afford money for transport to get to the service. A way Sam can overcome this barrier is to ask a friend or family member, who has access to a car if they would be able to take him to the therapy sessions. This would overcome Sam’s barrier as he will be able to get to the therapy sessions, in order for him to have the opportunity to improve his speech and language impairments. This would impact Sam positively, as he will be learning how to improve his social skills, making him more confident in future conversations he will be having with people.

The next barrier that stops Sam from accessing the service of speech and language therapy at Maidstone hospital is the Language barrier. This is a barrier as we know from Sam’s case study that he becomes frustrated when asked to repeat what he has said. This means at the beginning of Sam’s speech and language therapy he may find it hard to communicate with the specialists, and become irritated from them not understanding. This may stop Sam from accessing the service as he may lack motivation when going to therapy as he hasn’t got the speech skills to communicate with people, in order to them how he feels. This barrier can be overcome as if Sam has patience and determination to improve his speech and language he will be able to succeed, this means Sam will have to go to these therapy sessions regularly in order to gradually improve his skills. The GPs helping Sam are specialized to help him with his speech meaning they will be trained to understand what Sam means when he is communicating. This will impact him by making him feel more comfortable when working with the specialists, as they will be able to teach him and give Sam the support he needs while going through this service.

Another barrier that stops Sam from accessing the service of speech and language therapy is the geographical barrier. This is a barrier for Sam as he lives far away from this service, meaning he may not be able to access the transport in order from him to get to the service. A way Sam can overcome this barrier is for Sam to apply for a free bus pass for a disabled citizen. This would help Sam overcome his barrier as he will be able to get on the bus for free meaning he can get to the speech and language therapy service by accessing transport to get him there. This would impact Sam positively as he will be able to go to the therapy sessions when he wants to as he won’t have to worry about his financial income to pay for transport .This also portrays that Sam would be getting the help he needs from the service, gradually improving his speech and language from him getting regular sessions.

The last barrier that Sam faces which stops him from accessing the service of speech and language barrier is the sensory barrier. This is a barrier as a sensory barrier involves hearing impairments which Sam has but doesn’t link to speech and language therapy service. This means that the service will have to provide Sam with a hearing loop so they are able to communicate with Sam during the therapy sessions, but if they don’t have access to that then Sam will not be able to attend these sessions. This barrier can be overcome by the service buying a hearing loop in order to communicate with Sam or them accessing a specialized such as a sign language interpreter. This will impact Sam as he will be able to understand what the specialists are asking him to do, improving his speech and language whilst also being able to hear what they are saying.

During the cases study of Verna Williams, I took into consideration how she can access services, which can provide her with help that can moderately improve Verna’s health and social care. In my opinion the most effective service recommended to Verna is the help from GPs (primary care) in which she will be given a mobility scooter from her medical problem, affecting her mobility. From Verna being given this suggestion, it will meet her needs and aims as an individual by allowing her to remain independent whilst also reducing pressure and strain on her muscles when traveling on the mobility scooter, rather than her using a walking stick to get around.

 A strength from the service of a mobility scooter will provide, Verna with speed meaning she will be able to get to the bus stop which is half a mile away from her flats at a quicker rate. This also leads us to another strength as we are told that Verna has asthma, which has recently got much worse this means that with Verna accessing a mobility scooter she will be able to use less energy when getting to places, not using as much strength/effort of walking to the bus stop. From both these strengths this will also have an impact on Verna’s social life becoming a strength of Verna going out more often, as she will now be able to get to places more frequently meeting new people overtime.

However, this service also has weaknesses presented as Verna may not be able to get a mobility scooter from the NHS meaning she will have to buy one herself. This is a weakness as we are not told that Verna has a job and we know from her husband Sam’s case study he has just left his job. This will become a delicacy to Verna’s service as she may not be financially stable to buy her own scooter, suggesting she will not have access to be able to use one at all. Another weakness seen during this service is if Verna is to go out a lot more when using her mobility scooter she will be limited to her plans, by the weather having an impact on it .For example Mobility scooters can only get up to a certain point of rain in which the scooter will not be able to handle it at some point. This means that Verna’s plans will have to revolved around the weather if she wants to make plans.

 The last weakness displayed during this service is Verna may feel like she doesn’t need a mobility scooter, and feel embarrassed when using it in public. This can lead her to feel like she doesn’t want to go out, meaning she will have less of a social life and not communicate with new people. Even though, this service has barriers they’re not an issue and can be overcome, in order for Verna to meet her needs.

From the first weakness you can see that Verna may have to pay for a mobility scooter, but is more likely to receive one from the NHS, as she has many medical conditions, such as; mobility problem, asthma and diabetes, which will allow her to access one for free. This suggests that Verna can overcome this barrier and not worry about her financial state for her to be able to own a mobility scooter.

The next weakness shown was the weather which could prevent Verna from going out on her scooter. A way this can be overcome is for Verna to look into buying a rain cover for protection from the weather, which she can look into buying a cheap one from eBay for £15, in order to keep Verna and the scooter safe from the rain. This means that Verna will be able to go out during the rain, so she will not have to cancel her plans or let the weather prevent her from going out.

 The last weakness which Verna can overcome is being confident when in public as she may be feeling embarrassed, when using her mobility scooter. Verna will need to think about how the mobility scooter will benefit her and make her lifestyle a lot easier when getting around to places, she will need to think independently and only care about how she feels when using the scooter.

 Overall, the service will improve Verna’s health and wellbeing from giving her a range of new lifestyle choices, whilst also giving her body chance to rest rather than her being on her feet when getting around. Overtime, the mobility scooter may gradually improve Verna’s medical condition affecting her mobility, as she will not be using her joints and muscles as much giving them time to heal. If this service wasn’t available for Verna to use, she would still be using a walking stick to get around meaning it would have more of an impact on her mobility and asthma making it worse until she is in serious need of help. She would also find it more difficult to get around to places, missing out on seeing new places and people as she would just be stuck in her flat for most of the time.

The least effective suggestion given to Verna was to see a physiotherapist, which is seen as an allied health care professional. This service did not meet Verna’s needs as a physiotherapist is a person qualified to treat injury’s or give treatments such as massages or heat treatments in order to loosen muscles. Even though this service could have been seen as a strength of reducing tightness in Verna’s movement and relaxed her muscles it wouldn’t have prevented her medical condition, of mobility.

 A weakness highlighted during this service is that Verna would have to pay £50 for her first session, then paying £40 for the rest of the time she is having sessions. This would affect Verna financially as she may not be able to afford to pay £40 each time she goes to her physiotherapist, and she would also need regular check ups of once a week because her mobility is a serious condition. This means that Verna would have to pay a total of £160 a month when assessing this service, which we know she will not be able to afford from not being told that she has a job, so she will not be able to use this service.

Another weakness shown in this service is that physiotherapists are more likely to reduce pain of an injury such as; sprains, back pain or strains. This will not benefit Verna’s as her mobility condition is seen as more of a permanent issue for her, meaning the treatments will not overcome it but may just reduce the stiffness of her joints.

 The last weakness presented during the service is how Verna will access the physiotherapist from the bus stop being half a mile away from her flats. This affects Verna as she will have to travel to the service weekly if she would want to improve her muscle strength, leading her to spend more money on travel and make her mobility become worse from walking to the bus stop more regularly.

The main barriers of this service are the financial barrier, as Verna will not be able to reach this service without having the money in order to pay from the treatments and travel to them. These impacts the individual’s needs as Verna will not be able to reach this service meaning it will not improve her mobility conditions. This service could be improved to meet Verna’s needs, by her looking into being able to access getting a free bus pass from the NHS, this will give Verna the opportunity to be able to see a physiotherapist to reduce strain on her muscles, and may gradually improve movement in her back.

I will now be looking into the case study of Sam Williams, and review which service was more effective to meet Sam’s needs. In my opinion I believe that the most effective service was help from GPs, which is seen as primary care. I believe this is the most suitable service recommended to Sam as the GPs will provide Sam with speech and language therapy to help him overcome his speech impairment and learning disability. This will meet Sam’s needs by improving his speech meaning his confidence when communicating will also increase and overtime he will gradually be able to feel relaxed and comfortable, when talking to others after having the therapy.

Many strengths are presented during this service, one of which being improving Sam’s public speaking skills. This is a strength as the therapy will improve his ability of communication, so he will be able to have conversation without being asked to repeat himself as often leading him to become calmer and less frustrated when having a conversation with someone.

 This then links to the next strength of the service which will have an impact on Sam’s social life, meaning he will be introduced with meeting new people. For example, Speech therapy offers the services of working in groups meaning, Sam will not feel like he is the only one suffering with his speech so he can relate to others within the group. This will allow Sam to have practice talking to other people, but will not feel as much pressure because they both will be in the same position of communication. This will also give Sam the benefit of socialising with others and making new friends when accessing this service. The last strength displayed when using this service is that Sam’s confidence will increase when speaking to others. This is a strength as it will impact Sam’s lifestyle, such as if he gets a job interview, he will appear to make a strong impression by being able to speak correctly and also having courage at the same time, suggesting that in the future he will be able to get a job.

 Even though this service meets many of Sam’s needs it also highlights weaknesses throughout, such as Sam may give up and not want to continue with the therapy. I have shared this as a weakness because in Sam’s case study it says he gets very frustrated when he is asked to repeat himself, this could have an impact on Sam’s attitude towards the therapy as he may also become frustrated when trying to be taught how to speak clearer, leading him to give up and not care anymore.

Another weakness of the service offered is the factor of how Sam will get to the hospital in order to receive the treatment of therapy, in which it may be far distance from him to access meaning if he needs to get a therapy session often, he may not be able to get there. The last weakness shown during this session is Sam may feel intimidated when working in group therapy, making him feel embarrassed and uncomfortable when speaking aloud to strangers resulting in his confidence and anxiety to become worse. This suggests that Sam may not overcome as much in group therapy from feeling awkward and not want to communicate with others. However, these barriers will not be seen as an issue for Sam and can be overcome, meaning he can continue with accessing this service.

From the first weakness I can see that Sam may become frustrated and not want to do the therapy. This barrier can be resolved by Sam believing in himself and being determined when in the therapy sessions. He can also get support from his wife Verna so that his mindset will be set on his aims of having better speech and communication skills.

 The next weakness shown was the barrier of how Sam will get to the location of the hospital, this can be overcome by Sam getting the bus to the sessions for a few weeks seeing if he will enjoy it. This will then lead Sam to meeting new people in which they may live in a close area to Sam suggesting that he can explain his situation to them, being offered a lift to the therapy sessions together.

 The last weakness stated was that Sam may feel uncomfortable whilst having group therapy sessions. This barrier can be overcome as the hospital also provides one on one therapy meaning they will focus on Sam as an individual, which could influence his speech skills quicker from him feeling more comfortable in the presents on one person. Once Sam has improved his communication skills more confidently, he may feel that he wants to try out group therapy which he is welcomed to do from having more comfortability of talking to others.

 Overall, Sam’s health and wellbeing will improve with the service of speech therapy making him more confident and better when communicating. If this service was not available for Sam to use his speech impairment would not be improved and may get worse as he gets older, suggesting that he would never be comfortable when talking to others and lose out on a lot of social time.

The least effective service recommended to meet Sam’s needs was for him to find a job at a job center, seen as a formal service. In my opinion this is the least effective out of the two as Sam has only just left his previous job at the supermarket meaning he may want a break from work for a while. The recommendation didn’t meet Sam’s needs very well as he has trouble communicating with people meaning when he is in a job interview, they may not understand what he is saying clearly.

Even though, this service is the least effective it does portray strengths, such as Sam will receive an income again if he has a job meaning him and his wife Verna will not have to worry about their financial state as much. A Job center also provides job hunters with money whilst trying to find a new job, giving them a more stable lifestyle.

 However, weaknesses are displayed as Sam’s attitude may change when going to the job center, as he may feel forced into finding a new job. This means that Sam may be put in the position of not enjoying his new job and only does it for the money, which will lead him to become depressed and unhappy with his lifestyle.

 Another weakness found in this service is that Sam can find an easy alternative when finding a job such as online websites; indeed, and advertisements in the local papers. This suggests that Sam will not have to worry about how he will access job centers, for example transport will also become an issue of how he gets there and he cost it will add up to each way.

The final weakness we are presented with during this service is when Sam is using the service of a job center, he may become frustrated with the workers that are trying to help him, as they need to communicate with Sam getting to know him, This could lead them to asking Sam to repeat himself because of his impairments, making him become fed up and irritated when talking to others.

 The main barrier to access during this service was the language barrier and financial barrier. The language barrier is shown as Sam’s communicanication skills reflect on him as a person during an interview, suggesting they may view Sam as an angry person from his impatience when speaking. And the financial barrier is demonstrated as Sam and Verna are still living on low income from not having jobs. This service could be improved to meet Sam’s needs more significantly by looking into what job he would be interested in first and then going to a job center in order to be happy with his future job and the income he will receive with it.

In conclusion, I can now review how all these services will have an impact on both Sam and Verna’s lifestyles, and the barriers they are due to face, when wanting to meet their needs and aims.