

Learner work

Equality and Diversity

Equality means protecting everyone and anyone from discrimination or unfair judgement. It is preventing people being treated differently or unfairly by others on any basis such as gender age or beliefs.

Diversity means that all differences are respected. Individual rights and self-identification is encouraged by not making any culture or any personal differences superior. It covers over everyone differences in everyone and helps them to be protected from any prejudice. Discrimination is when someone is treated differently either negatively or positively because of factors like social class, gender, sexual orientation or age.

It is important to prevent discrimination happening to anyone. This is because it helps protects their rights and wellbeing since everyone deserves to access the same rights and have the same opportunities in life. It helps people feel empowered and confident when they don't have anyone trying to stop them from doing anything.

Also another reason of importance is to help our environment evolve into a multicultural and widely spread place to help our world to become a safer place for upcoming guaranties no matter what way you behave or look like.

When preventing discrimination, it can have many helpful outcomes, for example it can stop many conflicts or disagreements as everyone has equal chances and everyone can express themselves without being scared. Giving people an equal chance can be something simple like having a lip reader or signer for a deaf person. This can make someone feel glad they can go for opportunities in life being on the same level as the other people that may have applied.

Initiatives that help prevent discrimination are things like advocacy services that help people that aren't good at speaking or can't talk for themselves or for people that can't understand certain intellectual levels of speaking. Another one could be home care this is because it helps for example the elderly gets the same chances to go out and meet people and also have the chance to get a hot meal and a bath every day and gives them as good a standard of living as others.

Health and Social Care services are not always successful in preventing discrimination, even when they use the right initiatives. For example, if someone like Nusrat Patel's mother acted as her advocate, she could put her own views forward instead of Nusrat's because she believed Nusrat did not know what she needed. This would mean that Nusrat was not represented. Using signs and symbols in Makaton, could help Nusrat to communicate her own feelings, but she will need an advocate who will speak for her and so this should be someone who is not a relative.

A.P1, A, M1 and A.D1 achieved here

Martin Smithers

The skills and personal attributes needed to develop a relationship with Martin aged 45 could be quite difficult because he has been working for years and has now become redundant and this has led him to become in debt and stressed.

This has made his skin condition worsen and is now affecting his ability. Before meeting Martin, you need to communicate with services, professional and colleagues that work and look after Martin and actively question and respond to any difficult information or situations you don't quite understand. So if you observe those times then you will understand and respond in the right way.

When meeting Martin, you need to approach with empathy and patience because he is a person that is stressed and has low self-esteem and will need humour and compassion to help him understand that he will still be able to progress in life, and you are there to care and are committed to help at any time. Martin was a very independent man before he lost his job, but with this he finds it hard and have the courage to ask for help or advice you will need to show you are compassionate and trustworthy and that you care. Make sure you show you're not going to judge him just help him to solve any problems.

To start with you need to sort out his housing by communicating with the land lord that wants to evict him and will start to help him being less stressed and help him with his skin condition this will help with his mobility then this his job problem.

A.P2 achieved here for Martin Smithers

Nusrat Patel

To gain the skills and personal attributes for developing a secure relationship with Nusrat Patel requires immense compassion and showing trust, understanding, patience and empathy.

You always have to be aware of her social, emotional and intellectual wellbeing. You need to be an actively good listener and be able to communicate confidently then observe and monitor any changes within her and observe her mum (as she is her main carer) and their family life together for any changes. This will help you gain knowledge about Nusrat's abilities and not just her disabilities. Also it is important to have the ability to get along with others and work as part of a team because others skills and expertise can help you significantly.

You would need to show compassion, caring for Nusrat in a committed way, which means even when you don't feel like it, or you are finding her difficult because of her special needs. You will also need courage to speak up if you feel that Nusrat is not getting all the care she needs. Even if you are a volunteer, you are at the community centre to support individuals, so you should be supporting Nusrat. You should do each task with competence, which means doing things as well as they can be done. It is important that Nusrat doesn't receive poor care, because this could do her harm rather than good.

There are some important personal responsibilities that may be very difficult for you to handle. You have to have the ability to observe, respond and perform the right way to a varied amount of tasks with Nusrat. Some of these might be routine or complex, like if she has an epileptic fit seizure and to be able to deal with that situation with or without guidance or help and still stay calm and help her regain her dignity. For example making sure you stay like you would in a normal situation keeping your voice and tone to a relax level so you don't scare her.

You can never be judgmental and always need to respect what makes Nusrat a unique as a

person. You need to be a flexible and have a sense of humour at times and naturally caring knowing that you are trying your best to help Nusrat.

With Nusrat age, special needs and safeguarding concerns you have to be honest and have good observations skills so you can spot and tell someone when you have seen changes in Nusrat's behaviour towards you maybe she trusts you more and now she can rely on you.

A.P2 achieved here for Nusrat Patel

Alice Fernandez

You will need many skills and personal attributes to look after and develop a relationship with 74 years old Alice Fernandez as she has struggled in the past to trust, build a relationship and have people that understand her and her needs.

Alice has become very lonely person since her husband died of liver cancer this led her to increase her intake of alcohol.

Prior to a meeting at Alice's home I would meet and communicate with services and other colleagues dealing with her case so as to gain important information what will help you. You must actively listen, take notes and respond when you are not sure about anything.

If you need extra advice with certain situations ask questions speak confidently and clarify which part, you are not sure of as Alice's case isn't straight forward. Compassion, care, competence and sometimes courage will be needed because It will be hard to see and care for an older lady that has been drinking for hours and not eaten healthy food or washed herself for a couple of days but you have to get through tricky times and use your patience, problem solving and people skills to help Alice. She needs someone that she can trust and truly is committed and empathise with her.

Someday, if Alice has taken her anti-depressants and not drank so much, she would probably only need you to have a chat but other times she will think she is being judged by you, so you need to observe these changes and negotiate with her but always be honest and trustworthy. Then she will build a strong relationship with you and this will help her and hopefully Alice will trust others and understand that moving into sheltered accommodation with people like you to help will be the best outcome for her.

A.P2 achieved here for Alice Fernandez

Theories

The attachment and emotional resilience theory describes attachment in four ways:

1. Secure attachment
2. Ambivalent attachment
3. Avoidant attachment
4. Disorganised attachment

Developing an emotional relationship will support the development of all three users of the service. While it is important that the three individuals form secure attachments, it is also important that staff and volunteers do not become so attached to them that they take over their lives and spend more time with Nusrat, Alice and Martin, than other service users

become jealous. It is really important, that they become resilient, in other words stand on their own two feet and cope with problems.

Nusrat's additional needs mean that she will always need some support, but she will also need to learn how to manage herself as a young adult, Alice is dependent on alcohol, but even though she is an older lady, she is still able to work out problems with support. People don't become resilient if everything is worked out for them. The staff and volunteers are not an alternative to the alcohol.

Rogers, (1966), said that people need honesty and so Nusrat must be told when she is relying

too much on her carers for things she could do for herself. Giving people choices helps to develop resilience, as they have to think for themselves about what they want to do.

The empathy theory has been studied by many and all have said that there are different ways in which empathy can be presented as empathy is interpreted in many ways because everyone experiences how to understand a person in different ways. Rogers would say that all three people need staff and volunteers to see the world as they see it, with its difficulties and obstacles. For example, Nusrat has additional needs and epilepsy, both of which mean that she will always need some support. The staff and volunteers must understand that this can be frustrating and understand how it all makes Nusrat feel.

Martin may be embarrassed by his skin condition and sit in corners instead of joining in. He isn't being difficult, he just is afraid of what people may think. An empathic volunteer would understand this and try to see how to support Martin to join in with activities.

Alice really misses her husband, she isn't used to doing things on her own. Her husband might have decided everything for her and now he isn't there anymore. And so the staff need to see that she isn't lazy, she just doesn't know how to do some things. The alcohol probably helps Alice to forget her troubles and even though it is bad for her, Rogers would say that we shouldn't judge her, but be honest about the damage it is doing to her body, so that she can get better by stopping.

To demonstrate empathy, we need to use attentive listening, showing interest and responding to Nusrat, Martin and Alice by using the right body language which is not defensive, nodding and making eye contact. Our facial expressions must reflect what we are hearing, for example looking serious if Alice is upset, but smiling if Nusrat is telling us about her drama group and looking happy.

Richard Lopez, (2010), talks about simulation theory, which is when we listen to someone telling us about how we feel, we simulate this in our minds so that we are feeling the same emotion. This fits in with Carl Rogers, who says that we need to feel the other person's emotions, so that we can understand. In the case of Martin, the Housing Officer needs to understand how Martin feels being afraid of losing his home, so that he can convince the landlord to let him stay. If the Housing Officer cannot feel they Martin does, he will not be able to convince the landlord of how serious the situation is.

The Triangle of Care.

The triangle of care is a model of care that is used to support people with mental health problems. The idea of the model is to support carers of individuals who have mental ill health and there are six elements which are:

1. Carers of people with mental health problems are recognised as important
2. Staff, in this case at the community centre, are trained to work with carers and involve

them

3. Policies and protocols for keeping confidentiality and when to share information are in place. This would be important at a large community centre, where lots of people come and go
4. There should be a named person who keeps the carer informed of any essential information.
5. Carers are given all of the information about treatment and care plans, for example the manager of the sheltered housing project should be informed of how the community centre are working with Alice
6. Support of the carer, in this case the manager, must be available.

This triangle of care should mean that everyone caring for Alice is included and received the right information. It should be remembered that Alice is also part of the team. It is really easy to forget this and not give Alice her right to choice and disagree with support.

Ethical issues and approaches

When working with individuals, it is important that balance risks with supporting independence, for example if Nusrat wants to go shopping in the town on her own, this could be difficult as she could have a seizure. Also, because she is so friendly, she could go off with someone and be harmed. One way of dealing with this, would be for a volunteer to take her shopping but stand back, following at slight distance, so that Nusrat can look at what she wants without feeling that she is being treated like a child.

With Martin, even though he needs support with managing this money because he is in debt, the debt advisor must still allow him to choose how he spends this, and not. If not, Martin could become disempowered and refuse further support.

The theory of consequentialism states that a person should choose actions that maximizes good. (BBC Ethics, accessed 03/04/2016). This means that when we are supporting the three individuals, we should take the actions that will support them. For example giving choices, treating them with respect and using age appropriate language, even though Nusrat has additional needs and Alice has mental health problems, they are both adults and should be spoken to this way. However, we must also balance rights of the individuals with the rights of the rest of the service users. So for example, even if Nusrat doesn't like being escorted to the toilet, if she has a seizure, this could frighten other service users who wouldn't know what to do. They have a right to be protected as well.

Another theory is utilitarianism, BBC Ethics, accessed 03/04/2016. This theory states that the right action is the one that gives the most happiness to the most people, but in Martin's case, if most people are uncomfortable about his skin condition, he cannot be excluded from the reading group to please everyone else, as this would be discrimination and against his human rights. Therefore, to misquote Star trek, 'the needs of the one outweigh the needs of the many'. The right action would be to explain to everyone, that the skin condition is not catching and then to show this by a volunteer sitting next to Martin and sharing a book with him.

B.P3, B.M3 achieved here

Challenges faced by users of Health and Social Care Services

Motivational challenges: are or can be caused by fear of failure in trying to gain a goal or lack of clarity.

Communication challenges: this could be someone who has speech impairments or has hearing problems or even just people who can't/ don't want to talk to people.
Practical challenges: this could be down to not being fully physically able to part take in the activities or could be that they are you shy to get involved within the activities.
Acceptance and belief: this can be a challenge because some people struggle with acceptance

and beliefs because they may feel what they believe in is right and that other people are wrong.

Everyone should have equality and everyone is allowed their own beliefs which is hard to accept. Getting bad news like death of a loved one can be hard to accept too.

Skills challenges: this is where people struggle with not being equipped with the right skills. This could be for something basic like how to cook or for a job.

Awareness and knowledge: this is a challenge because it's hard for some people to be aware of others feelings and how to deal with certain situations.

Methods to identify challenges could be a focus group and this is where you talk to a group of people about why you feel it's a challenge. However if you're not comfortable about talking in a group you can have one to one with and individual and talk about the same ideas and thoughts as you would in a focus group. On the other hand you could fill out a questionnaire if you don't feel comfortable talking to someone at all and it can be unnamed so it isn't embarrassing you. Carl Rogers introduced something called an encounter group, where people sit and say how they feel. Alice might find this helpful, to talk in a group at an Alcoholics Anonymous group, sharing how she feels with others who have the same problems.

To overcome challenges they can use computer aided advice services, this can help by people seeking advice on how to overcome challenges and ease of access is a key term for this way of overcoming challenges.

Another way is to go on training courses to show and talk about what challenges you could face and how to get over them or help other overcome them.

You could also do it through things like clinical audits, educational information materials for example there could be a teacher leading a presentation on overcoming challenges. And also option leaders helping you take the best option for you and your challenge.

This is what the NHS use to help minimise challenges that could occurs to patience's. This happens in eight stages.

NHS patient experience framework

1. Respect of patient-centred values, preferences, and expressed needs.
2. Coordination and integration of care.
3. Information, communication, and education on helping themselves through health plans and health care.
4. Physical comfort helping people do day to day jobs like cooking and cleaning themselves.
5. Emotional support for anyone with anxiety of any emotional needs.

6. Welcoming the participation of family and friends, with any patient's or people who are using the services provided.
7. Transition and continuity as regards information that will help patients care for themselves away from a clinical setting, and coordination, planning, and support to ease transitions
8. Access to care with attention for example moving a service user onto a ward that better suits their needs.

Health action plan

A health action plan is a personal plan about how an individual stays healthy and they help minimize challenges because they reduce medical issues such as obesity and this reduces things like depression or any emotional challenges. This can be used in an ethical way to empower an individual, for example, Martin, so that he changes his diet and follows the treatment for his skin condition. This will help to raise his self-esteem and feel that he can make changes, instead of just relying on others to make the changes for him.

Adult social care outcomes framework

This framework is designed to help the councils to improve the care that is provided for the services users. And also supports the services that they will be offered to everyone that needs it. This overcomes challenges because it always looks at how it can improve and change to become better in the future. This would be important for Alice in the sheltered housing complex. As she is an older lady, arranging services to come to her, rather than having to travel, for example to visit the chiropodist or the dentist, would improve her quality of life.

Common assessment framework

It is a shared assessment and planning framework for use across all services provided for children. It tries to help children with their needs and try to find out what and if the child needs more care than others. They also decide how to meet the needs of the children and this is how they overcome the challenges the children may have.

The impact of not letting people overcome challenges

The impact of not letting people overcome challenges could include; lack of confidence, stress, depression and disempowerment. For example, making someone be stuck with a challenge in life it can cause someone to feel depressed as they're not improving in life and they can't do something themselves. This can cause something called learned helplessness, (Seligman, 1965). He said that if people think that

they cannot help themselves, then they begin to believe this and become helpless and depressed. If out of three individuals have everything done for them and are not supported to become resilient by overcoming challenges, they could give up and sink into depression.

Personalisation

I think having a personalised plan would be good for all three people spoken about in the three case studies because everyone has their own personal needs and goals.

For example Nusrat would have a goal to get a job or take a lead role at the youth centre and work towards talking and understanding people more. This could be done by teaching speech classes and counselling for her lack of confidence and low self-esteem.

Alice on the other hand might have the goal to cut down alcohol and meet people that she can talk to in the aerobics classes she wants to be able to take part in again. Alice could go to an alcohol group and then also go to counselling so she can talk about her feelings and how she is coping with her husband death.

Martin should have a learning and care plan to help him gain his confidence again in a job/interview environment. Hopefully this would lower his stress level which can be put towards why his skin conditioning is worsening.

Communication

There are different approaches to put across communication such as humanistic, behavioural, cognitive, psychoanalytical and social.

Communication is an interaction between two or more people transferring information verbally or physically. One of the types of communication is one to one communication which is where two people share information either verbally or physically. For example, a patient talking to their doctor which is a formal one to one way of communicating or you could have two colleagues within a hospital on their breaks talking and this is an informal conversation but still one to one. Another type of communication is, in a group which means three or more being in a conversation. Again there are two types of group communication which are informal and formal. An example for a formal group is where a group of doctors talking about the best solution for a patient is. And an informal group discussion is something like a nurse in the day room of a long-stay ward in a hospital, discussing the favourite television programmes of the service users.

Most people can express information through physical activity, body language can express attitudes and feelings for example putting your hands near your face or constant movement with them could express nervousness this could be a patient waiting for the doctor to tell them the verdict of their illness. Movements could also a way of expressing without actually saying them like waving and using your fingers to count is a way of communicating to people throughout many cultures. Also, using small movements like facial expressions can help someone express a feeling like pensive (in deep thought) which is hard to express though your body.

A way of interaction between people is when someone could use body language or movement to express sadness and then someone could return sympathy by using haptics which could be something as simple as placing a hand on the other persons shoulder to show support and that you are there for them.

Even more simply changing you pitch or the volume of your voice can show your feelings or the importance of the information you are sharing. This is one of the things that come under paralinguistic the tone and volume of your voice change express feeling and importance too.

Proximity the meaning of when people need their personal space for example when you are talking to strangers you are more likely to stand further away then as close as you would when you are next to family or friends.

Moving on verbal communication is when you are face to face with the person talking to them. Dialogue is one way of verbal communication this is where two people take it in turns to speak and then listen to

each other, this comes under speech. There are a few more things that come under speech such as jargon, slang and first language.

Slang means to use shorten words or made up words to mean a whole sentence for example YOLO meaning (you only live once). Jargon means special words used in a professional setting for example a doctor talking to his patient about a disease or illness.

Needs and preferences

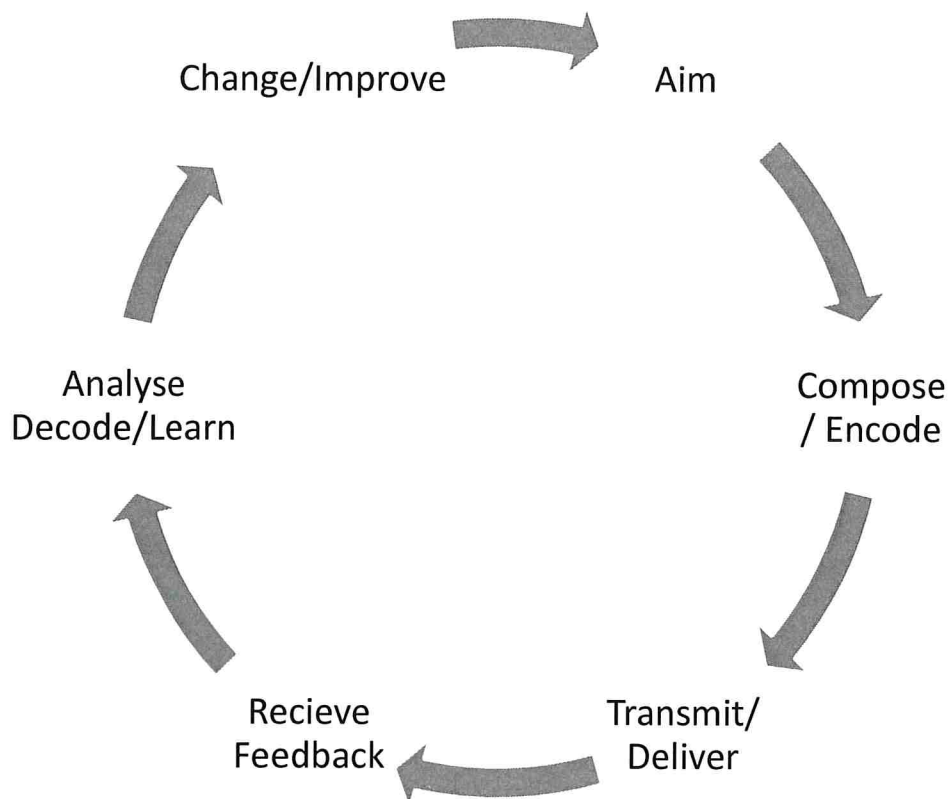
Sign language and finger spelling – this is a type of communication that is used for people that are deaf that need sign language and finger to help communication.

Braille- this is a system that is needed for people with limited sight and is used to communicate through writing

Signs and symbols- all of these communicate information to people whether its gestures made by hands or arms or diagrams and written symbols.

Argyle theory of communication

This is two way process where each person tries to understand the other person's point of view this is what is involved in effective communication. This is a cycle because the people who are communicating need to know that their ideas have been understood. This could be when a doctor is telling someone their diagnosis.



An idea occurs

This is when you have an idea you would like to communicate.

Message coded

This is when you go through how you are going to say your idea you either put this into language or into another form of communication , for example body language.

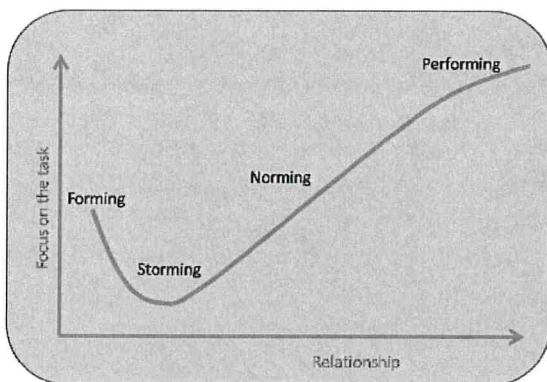
Message sent

This is when you send out the idea, through verbal or nonverbal communication.

Message received

This is when the other person sense your message through hearing, seeing, touching, smelling and tasting.

The communication cycle is an important factor to remember when speaking with the three individuals. We need to clarify our understanding of what they may be saying, by using a technique called paraphrasing. This is summarising what someone has said, so that we can be sure that we have understood. We should also take time to listen and look at faces to see if they are listening and have understood what we are saying. Otherwise we can cause offence.

Tuckman's stages of group interaction

Ref: <http://ccleadership.weebly.com/my-evaluation.html>

Forming:

forming is the first stage before everyone has got a chance to get comfortable with each other. Usually people size other up and see what place they have in the group.

Storming:

people start to see them bonding as a group. However each person might challenge for part of team leader so they are able to make the decision. This may result in some loss of focus on the task, as the diagram illustrates.

Norming:

this is when the team comes together and starts working together and how they can achieve

the best they can as a team. This means they are trying to work together and get somewhere.

Performing:

This is the final stage where focus is increased and the team is working at its best.

We will probably go through all of the stages with the three individuals, and they will go through them with other people at the centre. In order to perform, we need to establish trust with people and so with our individuals, we need to recognise the stages and support each one to develop trusting relationships so that honest communication can take place.

Berne theory of communication

This is where he explains how that both children and adult change the way they talk to people depending on age. For example, an adult changes the difficulty of words when talking to the young children as they might not understand or the way an adult word sentence might confuse children. However, children find it easier to talk to other children.

Berne argued that we need to create a positive environment for interacting with other people, giving positive feedback either by smiling and verbal praise or the appropriate use of touch. If we apply this to the three individuals, we can see that a positive environment will enable more honest communication, particularly with Alice, about her drinking problem. We want her to be honest if she slips back and starts drinking again or if she stops taking her medication. We would need to be careful about touch, as some people with mental health problems would feel threatened by this. Also it would not be right for a male member of staff to go giving Nusrat a hug, as this could compromise her religious beliefs.

C.P4. C.P5. C.M4. BC...D2 achieved here