

C3: BARRIERS AND OBSTACLES TO FOLLOWING RECOMMENDATIONS

Barrier: something unique to the health and social care system that prevents an individual accessing a service.

Obstacle: something personal to an individual that blocks a person moving forward or when action is prevented or made difficult.

Barrier	Who it may affect	Ways of overcoming the barriers
Physical Barriers e.g. steps, heavy doors, narrow corridors	<ul style="list-style-type: none"> • Individuals with mobility issues • Parents with prams and pushchairs • Mobility aid users • Individuals with reduced stamina and strength 	<ul style="list-style-type: none"> • Ramps • Wide doorways • Automatic doors • Accessible toilets • Lifts and stairlifts • Hoists • Over-chair tables
Sensory barriers e.g. loud environments, dark rooms	<ul style="list-style-type: none"> • Individuals with hearing impairments • Individuals with visual impairments • Individuals who have sensory issues 	<ul style="list-style-type: none"> • Hearing loops • British Sign Language (BSL) interpreters, • Large print and braille signs, leaflets, posters and letters • Staff collecting vulnerable service users from waiting areas • Makaton • Quiet clinics
Social and cultural barriers e.g. all male staff, discriminatory language	<ul style="list-style-type: none"> • Individuals with different cultural beliefs and traditions • Individuals who have experienced stigma and discrimination • Service users who fear losing their independence 	<ul style="list-style-type: none"> • Health education campaigns • Inclusive posters and leaflets • Choice of male or female service provider • Women and men only services • Collaboration with community and faith groups • Diversity and inclusion training for staff
Language barriers e.g. requiring appointments to be made or discussed on the telephone	<ul style="list-style-type: none"> • Individuals with English as an additional language • Individuals with speech and language impairments 	<ul style="list-style-type: none"> • Literature in other languages • Interpreters • Longer appointments • Use of advocates • Staff training and awareness of common speech and language difficulties

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Define these key terms

Barriers:

Obstacles:

Give examples of each type of barrier, then list who it may affect and ways of overcoming the barriers

Barrier	Who it may affect	Ways of overcoming the barriers
Physical Barriers		
Sensory Barriers		
Social and Cultural Barriers		
Language Barriers		

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Barrier	Who it may affect	Ways of overcoming the barriers
Geographical barriers e.g. no local service, lack of public transport	<ul style="list-style-type: none"> • Individuals who live in rural areas or far from the service provider • Individuals requiring complex/specialised care from tertiary providers • Service users living in areas with poor transport links • Individuals with mobility problems • Individuals with limited money 	<ul style="list-style-type: none"> • Community transport schemes • Home visits • Mobile clinics • Community clinics • Online services and telephone services
Resource barriers (for the service provider) e.g. staff shortages, waiting lists	<ul style="list-style-type: none"> • This could apply to anyone 	<ul style="list-style-type: none"> • Access self-help materials on the internet and leaflets • Join free peer support groups through charities and GP • Pay to access private service providers
Financial barriers e.g. payments for services or resources	<ul style="list-style-type: none"> • Service users with long term health conditions preventing them from working • Older adults in receipt of pension • Individuals in receipt of benefits • Service users regularly travelling to appointments • Single parents 	<ul style="list-style-type: none"> • Access self-help materials on the internet and leaflets • Join free peer support groups through charities and local authority initiatives • Access free classes (e.g. exercise or diet)
Obstacle	Ways of overcoming the obstacles	
Emotional/psychological e.g. fear, embarrassment, stigma	<ul style="list-style-type: none"> • Choose health improvement targets that will be enjoyable • Give a choice of options for health improvement • Use short-term and realistic targets • Use praise, encouragement and celebrate successes 	<ul style="list-style-type: none"> • Counselling and therapy to support positive thinking and resilience • Use of support system such as family, friends or professional advocates • Provide positive role models who have achieved success
Time constraints e.g. busy schedules, caring commitments	<ul style="list-style-type: none"> • Include colleagues, friends and family members in health improvement activities and goals • Fit improvements around lifestyle e.g. walk to the shop rather than drive • Get up earlier to prepare nutritional foods or exercise 	<ul style="list-style-type: none"> • Batch cook and freeze nutritional meals • Attend online meeting and classes • Use online delivery services e.g. from meal plan companies or pharmacy

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Give examples of each type of barrier, then list who it may affect and ways of overcoming the barriers

Barrier	Who it may affect	Ways of overcoming the barriers
Geographical barriers		
Resource barriers (for the service provider)		
Financial barriers		

Give examples of each type of obstacle, then list the ways of overcoming the obstacles

Obstacle	Ways of overcoming the obstacles
Emotional/psychological	
Time constraints	

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Obstacle	Ways of overcoming the obstacles	
Availability of resources e.g. no car, no local gym or swimming pool	<ul style="list-style-type: none"> • Join free peer support groups through charities and local authority initiatives • Access free classes (e.g. exercise or diet) • Access workouts online 	<ul style="list-style-type: none"> • Access free diet plans online • Use local authority gyms and swimming pools • Improve fitness by free activities in the community e.g. gardening, dog walking
Unachievable targets e.g. too difficult to achieve due to ability or timescales	<ul style="list-style-type: none"> • Realistic targets • Realistic time-scales for targets • Resources needed must be accessible 	<ul style="list-style-type: none"> • Needs, wishes and circumstances should be considered • Understand targets and goals
Lack of Support e.g. single parent, widow, new town/country	<ul style="list-style-type: none"> • Include colleagues, friends and family members in health improvement activities and goals • Join free peer support groups through charities and local authority initiatives 	<ul style="list-style-type: none"> • Ensure family and friends are aware of targets so they can support whenever possible

Claire is in a wheelchair and lives with her partner. She does not work and has few friends. Recently Claire has been suffering from anxiety and depression. Her support worker has suggested that she gets out more to the local community centre to improve her emotional health and wellbeing.

Apply it:

Explain *two barriers* that could prevent Claire from improving her health and wellbeing.

(4 marks)

One barrier she might face is a physical barrier. When attending the local community centre, she may find that accessibility is a problem. Even if they have a ramp and wide doors, she may struggle to access specific parts of the building and face issues such as getting her wheelchair under tables to get involved in activities.

Another barrier could be a geographical barrier. Claire may not be able to get to the community centre, as this would usually involve transport, especially if her partner is working during the week.

Apply it:

Explain *two obstacles* that could prevent Claire from improving her health and wellbeing.

(4 marks)

One obstacle she might face is a psychological obstacle. Claire already has problems with anxiety and depression, she may not have the confidence at the present time to go into an environment where she may not know anyone.

Another obstacle could be lack of support. Often people like to socialise in pairs as they feel supported knowing someone else is there. Claire might worry that she will feel left out if she attends the community centre by herself.

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Give examples of each type of obstacle, then list the ways of overcoming the obstacles

Obstacle	Ways of overcoming the obstacles
Availability of resources	
Unachievable targets	
Lack of Support	

Claire is in a wheelchair and lives with her partner. She does not work and has few friends. Recently Claire has been suffering from anxiety and depression. Her support worker has suggested that she gets out more to the local community centre to improve her emotional health and wellbeing.

Apply it:

Explain *two barriers* that could prevent Claire from improving her health and wellbeing (4 marks)

Apply it:

Explain *two obstacles* that could prevent Claire from improving her health and wellbeing (4 marks)