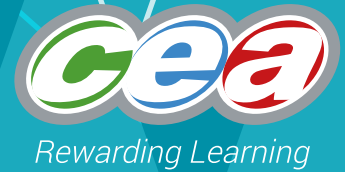


FACTFILE:

GCSE HEALTH AND SOCIAL CARE

UNIT 2: WORKING IN THE HEALTH, SOCIAL CARE AND EARLY YEARS SECTORS



Meeting the needs of older people

Learning Outcomes

Students should be able to:

- Identify the main service user groups in the health, social care and early years sectors:
 - children and families;
 - older people;
 - people with mental health difficulties;
 - people with learning disabilities;
 - people with physical disabilities;
 - people with chronic illnesses; and
 - people with dementia; and
- demonstrate knowledge and understanding of each service user groups' particular needs:
 - physical;
 - intellectual;
 - emotional; and
 - social.
- analyse how integrated health, social care and early years services meet service user groups' needs:
 - statutory sector
 - GP services;
 - hospitals;
 - social services;
 - day centres; and
 - nursery schools.
 - independent sector
 - care homes;
 - private day centres;
 - private practitioners;
 - crèches; and
 - voluntary organisations, for example, Action on Hearing Loss, Age NI, Marie Curie, Barnardo's, Mencap, Praxis, or RNIB; and
 - informal sector
 - partner;
 - family;
 - friends; and
 - neighbours; and
- evaluate the effectiveness of services in meeting the needs of service users.

Needs

All individuals have needs or essential requirements for their health and well-being. These can be classified as physical, intellectual, emotional and social needs.

Physical needs	Intellectual needs	Emotional needs	Social needs
Nutrition	Stimulation	Sense of belonging	Contact with other people
Hygiene	Knowledge	Sense of control over one's life/sense of autonomy	Social interaction outside the family
Exercise/movement/mobility	Opportunities to learn	Feeling valued and cared for	Relationships with family and friends
Shelter/warmth/housing		Positive self-concept/need for self confidence	

Some of these needs are common to all individuals but as they pass through the life stages and experience life changes these needs may change. Most adults are able to meet some of their needs but other individuals have more specific needs and may require support from health, social care and early years services to meet these needs.

This Fact File focuses on the particular needs of older people.

Identifying and meeting the needs of older people

According to the Northern Ireland Statistics and Research Agency, Northern Ireland has an increasingly ageing population, with almost a quarter of people projected to be over 65 years old by 2039 (NISRA, 2015). The very elderly population (people over 85) is projected to more than double by that time.

As people get older they are likely to become more vulnerable, their needs become more complex and they are more likely to require help and support to meet their needs. You will be considering the needs of a range of service user groups that overlap with older people, for example, older people are more likely than the population in general to have mental health difficulties, dementia, physical disabilities and chronic illnesses.

Individuals who are older vary greatly in their needs and in the level of support they require to meet them. Some older people live independent lives and only need to use the services any adult would use, for example, GP or hospital services when they become ill. Many older people, particularly the very elderly require at least some support to meet their needs, whilst others need a great deal of help and support. The level of support older people require depends on factors like the types of chronic illnesses they suffer from, the extent of physical disability they have, such as sensory disabilities and mobility problems, and whether they have mental health difficulties or dementia.

Activity

- Think of an older person you know well, perhaps a relative or neighbour. Make a few notes to answer the following questions:
 - Does this person have any physical problems, for example, mobility problems, problems with hearing or eyesight or any ongoing (chronic) illnesses?
 - How much contact with family and friends does this person have?
 - What are his/her hobbies?
 - Does he or she need help with everyday tasks? If so, with what and who provides this help?
- Pair and share- get together with another student in your class and compare the older person you have written about with one he/she has written about. What are the similarities and differences?
- This should help you to understand that older people are individuals with differing lives and differing needs.

The needs of older people

The tables below outline examples of the particular needs of older people and some of the challenges they face in meeting these needs.

Physical needs

Nutrition	Older people's ability to cook for themselves or to feed themselves may be affected by restricted mobility or frailty. Due to problems with chewing and swallowing and changes in the digestive system, older people may require softer foods that are not too spicy.
Mobility	The ability to walk and have the range of movements necessary to carry out everyday activities may be limited, for example, to dress or to get in and out of bed or the bath.
Medical care	Many older people need medical care to manage conditions associated with ageing, for example hypertension, heart disease, arthritis or type 2 diabetes. Many need medication to control the symptoms and manage pain.
Personal hygiene	The ability to wash, bath or shower may be limited due to poor mobility or frailty.
Exercise	Due to limited mobility, a weakened cardiovascular system or arthritis, taking part in most forms of exercise may be difficult.
Safety	Many older people are prone to slips, trips and falls within their home and local environment.

Intellectual needs

Stimulation	Due to physical problems like limited mobility or lack of co-ordination, or problems with eyesight or hearing some older people may find it difficult to engage in stimulating activities such as reading.
Knowledge of illness	The experience of short term memory loss may make it difficult for some older people to retain information about an illness or condition they have and how they should manage it, for example, the medication they need.
Opportunity to learn new activities	Older people may have to give up work or hobbies they enjoyed and some may feel they are too old to learn new skills; some older people however will regard retirement as an opportunity to try out new hobbies.

Emotional needs

Sense of autonomy	Physical problems may make it difficult for older people to carry everyday tasks without assistance; it is important to encourage older people to remain as independent as possible so they can retain a feeling of having control over their lives.
Sense of belonging	Older people may lose their sense of belonging in society especially if unable to continue in their jobs, go out with friends/family or attend social activities.
Feeling cared for	Older people often feel anxious and uncertain about what the future holds so they need someone to listen to their worries and concerns in order to feel cared for.

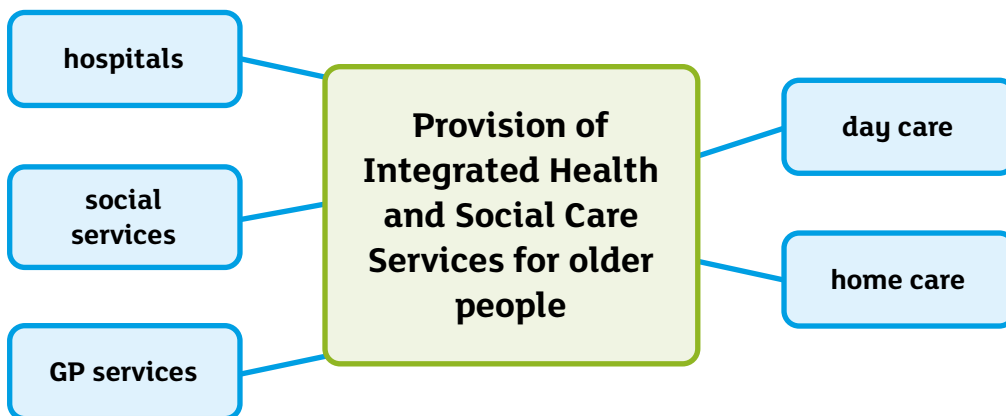
Social needs

Communication	Some conditions such as stroke can prevent older people communicating as they did previously, leading to them feeling frustrated, isolated and unable to voice their opinions.
Social interaction outside the family	Due to physical disability or mental health problems, an older person may miss out on opportunities to interact with others, for example, at work or maybe seldom get the chance to take part in social activities like going out to a restaurant.
Relationships with family and friends	It may be difficult for some older people to maintain existing or form new friendships as opportunities to meet others may be limited due to poor mobility or the sensory problems prevalent in older people; others may view retirement as a great opportunity to spend extra time with family and friends.

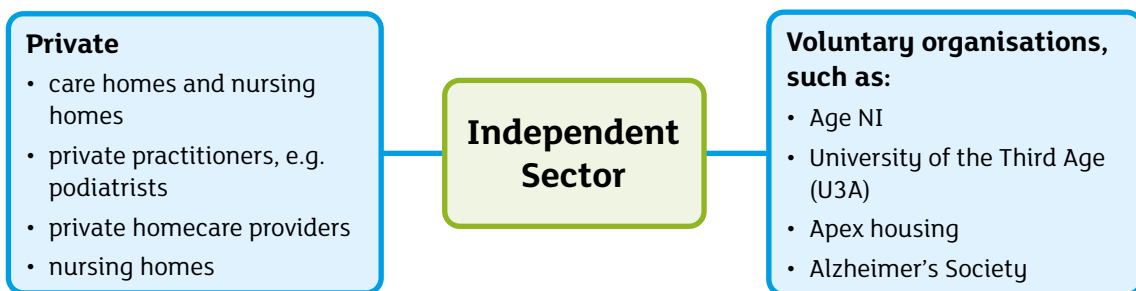
Provision of integrated health and social care services

A wide range of services are available to help meet the needs of older people. These services are provided by three main sectors.

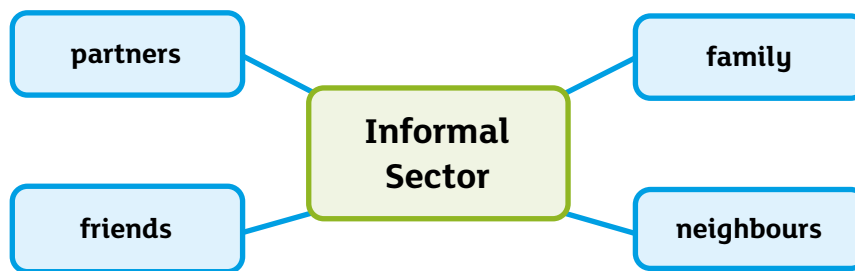
Statutory Sector



Independent Sector



Informal Sector



- **The statutory sector** – these are services offered by government organisations like the Health and Social Care Trusts, including both health and social services. These services are mainly free at the point of delivery but paid for indirectly through taxes and national insurance contributions. There are five main health and social care trusts in Northern Ireland which offer a range of services.

Activity

Find out which trust area you live in, select the relevant website from the list below, click on 'Our services', drop down to 'Older people's services' and read about the wide range of services offered.

<http://www.belfasttrust.hscni.net/>

<http://www.northerntrust.hscni.net/>

<http://www.setrust.hscni.net/>

<http://www.southerntrust.hscni.net/>

<http://www.westerntrust.hscni.net/>

- **The independent sector** includes both private and voluntary services.
Private services are usually run as a business by an individual or an organisation. They charge for their services and aim to make a profit, though the Trusts may pay for individual service users. Examples of such services include private care homes, private homecare providers and private health care practitioners, for example podiatrists, Occupational Therapists (OTs) and doctors who work in private practices and charge for their services. Other examples include private practitioners who offer complementary therapies such as reflexology, massage or aromatherapy.

Activity

- Find a private business in your area that offers homecare. What services do they offer? Who pays for these services?
- Access the website of a private residential home in your area- what services do they offer to an older person who goes to live there?

Voluntary organisations are run on a non-profit making basis and many depend on donations and other fund raising events to cover their costs. Whilst they usually have some paid staff many depend on volunteers to deliver their services.

Activity

Divide into groups, access one of the websites below and make notes on how the organisation supports older people. Share your findings with the class group.

<http://u3ani.info/>

<http://www.ageuk.org.uk/northern-ireland/>

<http://www.apex.org.uk/types-of-accommodation/housing-with-care-for-older-people/>

<http://www.redcross.org.uk/get-help>

<http://dementiani.org/index.php/about-dementia-ni/what-we-do>

- **The informal sector** is support and care given by family members, partners, friends and neighbours. They provide care and support in a range of ways, for example, cooking meals, doing household chores, helping with washing and dressing, taking individuals to appointments or social activities, keeping them company if they lonely or listening to their worries.

Activity

Do you know anyone who provides care and support for an older person who is a family member or neighbour? What do they do?

How integrated health and social care services meet the needs of older people

A wide range of support and care is provided to help meet the needs of older people. Some examples are outlined in the tables on page 7 and you may add other examples.



Physical needs

Nutrition	<ul style="list-style-type: none"> • provision of home care workers provided by social services, voluntary sector or the private sector who prepare simple meals or heat pre-prepared meals. • assistance with feeding provided in care homes, supported living accommodation and by home care workers. • provision of aids by occupational therapists (OTs) to enable older people to prepare and eat meals. • provision of healthy regular meals in care homes, day centres and supported living accommodation. • assistance from the informal sector-friends, family members and neighbours may shop for food or prepare meals.
Mobility	<ul style="list-style-type: none"> • provision of adaptations such as handrails or grab rails by OTs. • provision of aids such as walking sticks or rollator frames by physiotherapists and OTs in hospitals and in the community. • provision of exercise programmes to improve mobility by physiotherapists in hospitals, the community and in private practices.
Medical care	<ul style="list-style-type: none"> • provision of a range of medication and medical interventions to treat and manage conditions associated with ageing by GPs and hospitals. • provision of medical care at home, for example, by community nurses. • provision of end of life care, for example, by a hospice.
Personal hygiene	<ul style="list-style-type: none"> • assistance with washing, bathing or showering provided by home care workers through social services or by the private or voluntary sectors. • provision of adaptations such as replacing a bath with a walk in shower and shower seat by OTs. • assistance with washing, bathing or showering provided in care homes or by family members.
Exercise	<ul style="list-style-type: none"> • provision of a range of exercise and leisure opportunities provided by the voluntary sector, for example, U3A walking club. • provision of activities like dancercise in day centres in the statutory and voluntary sectors. • by family and friends going out for a walk with older person.
Safety	<ul style="list-style-type: none"> • provision of 24 hour care in residential homes and supported housing by the statutory and voluntary sectors. • provision of aids and adaptations in the service user's home by OTs to reduce the risk of accidents. • assistance from family members who may check that the living environment is safe or stay overnight.

Intellectual needs



Stimulation	<ul style="list-style-type: none"> • provision of a range of books in larger print or talking books by local library services. • provision of a range of activities in day centres, for example, table quizzes. • provision of daily newspapers by family and friends. • provision of board games etc. in day centres, care home and individual's home.
Knowledge of condition	<ul style="list-style-type: none"> • provision of information about any condition the older person might have by a voluntary organisation. • provision of information in leaflets and booklets available in GPs and hospitals, for example, on managing type 2 diabetes. • discussion with the practitioners involved in caring focusing on the treatments and care options etc.
Opportunity to learn new skills	<ul style="list-style-type: none"> • provision of opportunities to learn new skills provided mainly by the voluntary sector, for example, U3A art classes. • family, friends and neighbours showing an older person how to use social media. • provision of classes aimed at all age groups by local further and higher education college.

Emotional needs

Sense of autonomy	<ul style="list-style-type: none"> • provision of home care workers, support workers provided by social services and the voluntary sector to provide support enabling the service user to remain in own home. • support from family, friends and neighbours to enable service users to undertake everyday activities in their own home. • provision of aids and adaptations by OTs to enable the service user to undertake everyday activities and retain independence. • provision of supported living accommodation by the voluntary sector, for example, by Action on Hearing Loss to enable service users to live as independently as possible. • provision of advocates mainly by the voluntary sector. • by carers and practitioners listening and taking into account the service users' wishes and involving them in decisions about their care. • provision of programmes to enable service users to gain suitable employment and become more independent mainly by the voluntary sector.
Sense of belonging	<ul style="list-style-type: none"> • provision of group activities for like-minded older people by the voluntary sector, for example, local history group in U3A. • by family members making older people feel valued and wanted, for example involving them in family celebrations like birthdays and weddings. • provision of supported living accommodation by the statutory, private and voluntary sectors where older people are visited regularly.
Feeling cared for	<ul style="list-style-type: none"> • provision of helplines by voluntary organisations like Silverline. • provision of a befriending service by a voluntary organisation. • provision of programme of group activities by the voluntary sector, for example, tea dance, lunch club run by a local church or community group. • support from family, friends and neighbours who take time to listen to an individual's worries and concerns.

Social needs

Communication	<ul style="list-style-type: none"> • provision of communication aids, for example hearing aids at local hospital or by a private provider. • through the use of advocates who will speak on behalf of the individual. • by family, friends and practitioners taking time to talk and listen.
Social interaction outside the family	<ul style="list-style-type: none"> • provision of group activities by voluntary organisations. • provision of a range of activities in day centres and supported living accommodation. • provision of sport and leisure activities such as swimming, walking, yoga and crafts mainly by the voluntary sector. • by family, friends and neighbours accompanying or providing transport to community events. • opportunities to interact with others in supported living accommodation.
Relationships with family and friends	<ul style="list-style-type: none"> • through open visiting in care homes and visiting hours in hospitals. • provision of support groups and activities, for example lunch clubs by voluntary organisations. • by family members and partners encouraging older people to keep in touch with friends by providing transport, accompanying them on visits or to social activities and using, for example Skype or Face Time.

Activity

Watch the following You Tube clips and take part in a group discussion on how the older people's needs are being met.

<https://www.youtube.com/watch?v=5SiSnoY6MFg>

https://www.youtube.com/watch?v=fg2mI5H_89w

<https://www.youtube.com/watch?v=Qff-u5YQF6c>

Evaluate the effectiveness of services in meeting the needs of service users

Activity

- (a) Choose any service from the statutory or independent sector that helps meet the needs of older people.

Complete the table below to identify the needs this service helps to meet and explain how it does this. Note: the service may not meet all four types of need.

Name of service

Type of need	Needs	How this service helps to meet this need
Physical		
Intellectual		
Emotional		
Social		

Your table shows you how the service helps to meet needs, but you now need to evaluate how effective the service is in doing so. To evaluate means to weigh up how well the service meets the needs.

Things you may consider:

- Which needs do you think this service meets particularly well and why?
- Are there any needs the service could do more to meet or that it does not meet at all?
- What are the barriers to the service meeting needs effectively? You could consider some of the barriers to accessing services listed in the next part of the unit specification, for example, lack of resources.

- (b) Evaluate the effectiveness of the informal sector by considering the following case study:

Tony, aged 85, is becoming quite frail and needs help with many tasks. His daughter Gina works in a bank but has promised to call every night on her way home from work. She has said she will try to find out if her father is entitled to a home carer and that she will do as much as she can too.

- Which of Tony's needs can Gina contribute to meeting?
- Evaluate how effective Gina might be in meeting Tony's needs.

References

Northern Ireland Statistics and Research Agency, 2015, A Profile of Older People in Northern Ireland-Annual Update (2015), OFMDFM.

