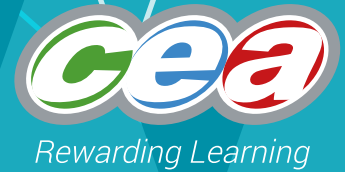


FACTFILE:

GCSE

HEALTH AND SOCIAL CARE

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



## Meeting the needs of people with mental health difficulties

### 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 people with mental health difficulties.**

## Identifying and meeting the needs of people with mental health difficulties

According to Mind, a voluntary organisation that focuses on mental health and mental illness, mental health difficulties affect around one in four people (Mind, 2017). Mental health difficulties range from common problems like depression and anxiety to less common ones like bipolar disorder, schizophrenia, eating disorders and personality disorders.

### Activity

Access Mind's website on the link below and make notes on how the mental health difficulties listed above affect individuals.

<http://www.mind.org.uk/information-support/types-of-mental-health-problems/>

Individuals with mental health difficulties vary greatly in their needs and in the level of support they require to meet them. Most people with mental health difficulties live independent lives, perhaps with some support from health and care services and family and friends, whilst some can become so ill on occasions that they need to be in hospital. The level of support they require depends on factors like the type of mental illness they have and the extent to which it is controlled, for example by drug therapies.

## The needs of people with mental health difficulties

The tables below outline examples of the particular needs of people with mental health difficulties and some of the challenges they face in meeting these needs.

### Physical needs

|                         |                                                                                                                                                                                                                                                              |
|-------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Nutrition</b>        | Having an eating disorder such as anorexia nervosa means that individuals will avoid eating and won't have adequate nutrition to sustain themselves. People with other mental health difficulties like depression may not bother to cook and eat properly.   |
| <b>Exercise</b>         | People with mental health difficulties like social anxiety disorder tend to lock themselves away in their own homes and so may not get enough exercise; similarly someone who is depressed will probably lack the energy and motivation needed for exercise. |
| <b>Medical care</b>     | An individual in an acute episode of schizophrenia is likely to neglect self-care so might, for example, not bother to access medical care when it is needed.                                                                                                |
| <b>Personal hygiene</b> | The motivation to wash, bath or shower may be lacking in an individual who is depressed or in an acute episode of schizophrenia.                                                                                                                             |
| <b>Safety</b>           | People with mental health difficulties are prone to self-medicating with drugs or alcohol which can in turn compromise their safety as they are at risk of accidents.                                                                                        |

### Intellectual needs

|                                        |                                                                                                                                                                                                                      |
|----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Stimulation</b>                     | People with depression may lack the motivation to engage in activities that stimulate them, for example, they may not want to bother with work or hobbies.                                                           |
| <b>Knowledge of illness</b>            | Some mental health difficulties can make people resistant to information about their illness, for example, people with schizophrenia or personality disorders may not accept that there is anything wrong with them. |
| <b>Opportunity to learn new skills</b> | People with mental health difficulties can find it very difficult to concentrate and may also lack the motivation to learn new skills.                                                                               |

### Emotional needs

|                           |                                                                                                                                                                                                                                                                                    |
|---------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Sense of autonomy</b>  | People with mental health difficulties often feel they have no control over what is happening to them, for example, people with bipolar disorder may feel they have no control over their moods, and people with schizophrenia may feel that voices in their heads are in control. |
| <b>Sense of belonging</b> | People with mental health difficulties may struggle to achieve a sense of belonging as they feel they are different to other people and that their condition is misunderstood.                                                                                                     |
| <b>Feeling cared for</b>  | People with mental health difficulties can feel very isolated and uncared for.                                                                                                                                                                                                     |

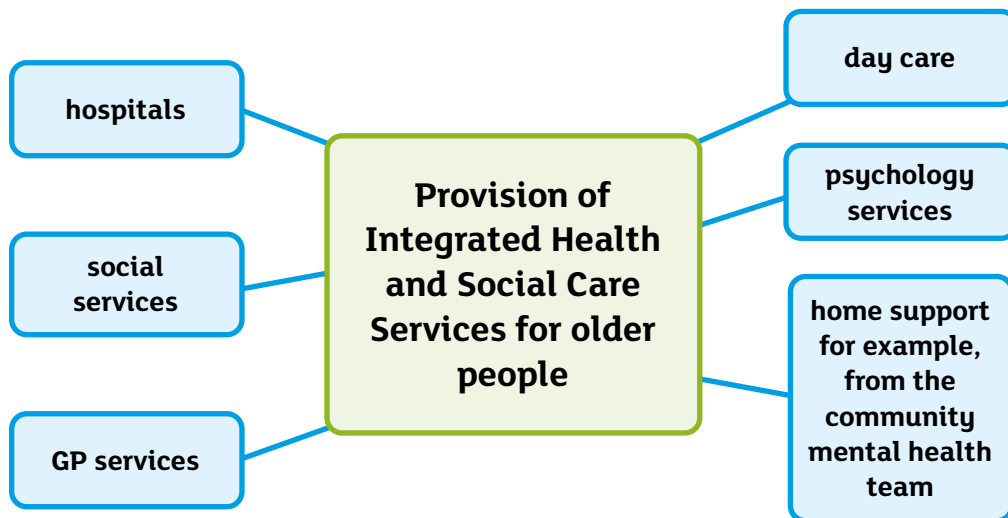
### Social needs

|                                              |                                                                                                                                                                                                                                                                                              |
|----------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Communication</b>                         | Some mental health difficulties such as anxiety disorders and schizophrenia can make it difficult for individuals to communicate with others.                                                                                                                                                |
| <b>Social interaction outside the family</b> | People with mental health difficulties such as depression and anxiety may avoid opportunities to interact with others outside of the family circle.                                                                                                                                          |
| <b>Relationships with family and friends</b> | It may be difficult for some people with mental health difficulties to maintain existing or form new relationships as they may not want to be around other people and some friends and family members may struggle to cope with some of their behaviours caused by their poor mental health. |

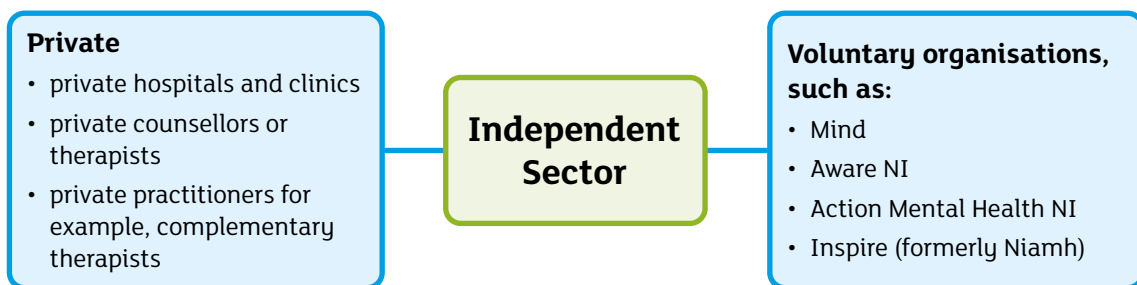
### Provision of integrated health and social care services

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

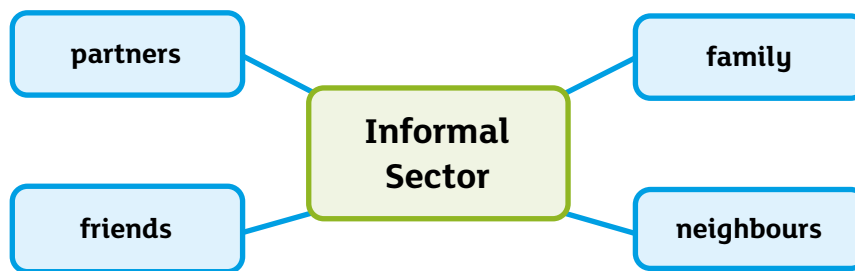
#### Statutory Sector



#### 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 'adult mental health 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, although the Trusts may pay for individual service users in some situations. Examples of such services include private counsellors, private health care practitioners, for example psychiatrists or psychologists 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 support for people mental health difficulties. What services do they offer? Who pays for these services?

**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 people with mental health difficulties. Share your findings with the class group.

<http://www.mind.org.uk>

<https://www.aware-ni.org>

<http://www.amh.org.uk>

<https://www.inspirewellbeing.org>

- **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, helping with daily tasks, accompanying individuals to appointments, engaging in social activities with them, keeping them company if they are feeling lonely and listening to their worries.

### Activity

Log on to <https://www.time-to-change.org.uk/asktwice> to find out about the Ask Twice campaign.

## How integrated health and social care services meet the needs of people with mental health difficulties

A variety of support and care is available to help meet the needs of people with mental health difficulties, though it is often argued that there are not enough services as outlined for example in the article below <http://www.bbc.co.uk/news/uk-northern-ireland-36556226>



Some examples of how the needs of people with mental health difficulties can be met are outlined in the

tables below and you can add other examples.

### Physical needs

|                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Nutrition</b>        | <ul style="list-style-type: none"> <li>• day centres for people with mental health difficulties usually provide a healthy lunch.</li> <li>• a support worker in supported living accommodation could help an individual with schizophrenia to plan shopping and meals.</li> <li>• a psychologist might use rewards to encourage an individual with anorexia nervosa to eat small amounts of food.</li> <li>• assistance from the informal sector – friends, family members and neighbours may help to shop for food, prepare meals or invite the individual with mental health difficulties to share meals with them.</li> </ul> |
| <b>Exercise</b>         | <ul style="list-style-type: none"> <li>• provision of activities like aerobics in day centres for people with mental health difficulties in the statutory and voluntary sectors.</li> <li>• family and friends going out for a walk with or going to a local leisure centre with someone with a mental health difficulty.</li> </ul>                                                                                                                                                                                                                                                                                             |
| <b>Medical care</b>     | <ul style="list-style-type: none"> <li>• provision of medication to treat and manage mental health conditions in hospital.</li> <li>• provision of medical care at home, for example, by community psychiatric nurses (CPNs).</li> <li>• provision of medication and therapy by a psychiatrist in a private clinic.</li> </ul>                                                                                                                                                                                                                                                                                                   |
| <b>Personal hygiene</b> | <ul style="list-style-type: none"> <li>• a support worker encouraging regular bathing or showering in supported living accommodation.</li> <li>• assistance with washing, bathing or showering provided in hospital.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Safety</b>           | <ul style="list-style-type: none"> <li>• provision of 24 hour care in a hospital to prevent self-harm including suicide.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |

### Intellectual needs

|                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Stimulation</b>                     | <ul style="list-style-type: none"> <li>• provision of a range of books and magazines in a mental hospital.</li> <li>• provision of a range of activities in day centres, for example, table quizzes, pottery or art classes.</li> <li>• provision of a daily newspaper by a family member or friend.</li> <li>• provision of board games in day centres and hospitals.</li> </ul>                                                                      |
| <b>Knowledge of condition</b>          | <ul style="list-style-type: none"> <li>• provision of information about mental health difficulties by a voluntary organisation.</li> <li>• provision of information about mental health difficulties in leaflets and booklets available in GPs and hospitals, for example, on depression.</li> <li>• discussion with the practitioners like psychologists and psychiatrists involved in caring focusing on the treatments and care options.</li> </ul> |
| <b>Opportunity to learn new skills</b> | <ul style="list-style-type: none"> <li>• provision of opportunities to learn new skills provided by the voluntary sector, for example, photography, IT.</li> <li>• provision of training for work by a mental health Occupational Therapist (OT).</li> </ul>                                                                                                                                                                                           |

### Emotional needs



|                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|---------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Sense of autonomy</b>  | <ul style="list-style-type: none"> <li>• provision of support workers by social services to enable service users with mental health difficulties to remain in their own homes rather than go into hospital.</li> <li>• support from family, friends and neighbours to enable service users to undertake everyday activities in their own home.</li> <li>• provision of counselling or therapy to help the individual manage their condition.</li> <li>• provision of supported living accommodation by the voluntary sector, for example by Inspire, to enable service users to live as independently as possible.</li> <li>• by professionals listening and taking into account the service users' wishes and involving them in decisions about their care.</li> <li>• provision of programmes to enable service users to gain suitable employment and become more independent by OT.</li> </ul> |
| <b>Sense of belonging</b> | <ul style="list-style-type: none"> <li>• provision of group therapy where service users can support each other by the community psychiatric team.</li> <li>• by family members making people with mental health difficulties feel valued and wanted, for example involving them in family celebrations like birthdays and weddings.</li> <li>• provision of supported living accommodation where support workers encourage service users to get to know each other.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Feeling cared for</b>  | <ul style="list-style-type: none"> <li>• provision of helplines such as Lifeline by statutory sector.</li> <li>• provision of a befriending service by a voluntary organisation such as Aware NI.</li> <li>• provision of group therapy for mutual support.</li> <li>• support from family, friends and neighbours who take time to listen to an individual's worries and concerns.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |



## Social needs

|                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|----------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Communication</b>                         | <ul style="list-style-type: none"> <li>• by family and friends taking time to talk and listen to the individual with a mental health difficulty.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Social interaction outside the family</b> | <ul style="list-style-type: none"> <li>• provision of group activities by voluntary organisations.</li> <li>• provision of a range of activities in day centres and supported living accommodation.</li> <li>• provision of sport and leisure activities such as swimming, walking, yoga and crafts mainly by the voluntary sector.</li> <li>• family, friends and neighbours accompanying or providing transport to community events.</li> <li>• opportunities to interact with others in supported living accommodation.</li> </ul> |
| <b>Relationships with family and friends</b> | <ul style="list-style-type: none"> <li>• through open visiting hours in a mental hospital</li> <li>• provision of support groups and activities, for example, lunch clubs by voluntary organisations</li> <li>• family members and partners encouraging people with mental health difficulties to keep in touch with friends by providing transport, accompanying them on visits or to social activities.</li> </ul>                                                                                                                  |

## Activity

Watch the following You Tube clip and take part in a group discussion on how the needs of people with mental health difficulties are being met.

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

## 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 people with mental health difficulties.

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 |
|---------------------|-------|------------------------------------------|
| <b>Physical</b>     |       |                                          |
| <b>Intellectual</b> |       |                                          |
| <b>Emotional</b>    |       |                                          |
| <b>Social</b>       |       |                                          |

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:

Jenny's neighbour Claire has post-natal depression. She feels she is a bad mother and cries a lot when Jenny visits her. Sometimes she spends the whole day in her pyjamas and doesn't eat much at all. Jenny tries to call with Claire every day that Claire's husband Chris is at work.

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

### References

Mind, 2017, available at <http://www.mind.org.uk>

