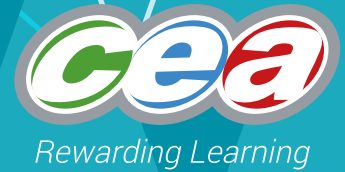


FACTFILE:

GCSE

HEALTH AND SOCIAL CARE

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



## Meeting the needs of service users with physical disabilities

### 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 service users with physical disabilities.**

## Identifying and meeting the needs of service users with physical disabilities

In the UK there are over 6.9 million disabled people of working age (Disability Living Foundation 2016). A physical disability is any type of physical condition that affects an individual's ability to carry out normal everyday living activities. It is substantial and long term and may affect mobility, hearing or sight. Individuals may be physically disabled for a number of reasons, for example as a result of an accident, disease or a condition. Other causes may be a genetic condition, for example, Huntington's chorea or a congenital abnormality.



There is a misconception that most people with physical disabilities are wheelchair users. In fact less than 8% of people with a physical disability require the use of a wheelchair (Disability Sport 2014).

### Activity

Watch the following You Tube Clips 'Ten Superheroes with Physical Disabilities' on [https://www.youtube.com/watch?v=Nu\\_fliHjIxs](https://www.youtube.com/watch?v=Nu_fliHjIxs) and: 'What is Physical Disability' on <http://study.com/academy/lesson/what-is-a-physical-disability-definition-types-quiz.html> and make short notes on the various causes and types of physical disability.

Watch a day 'Through a Deaf Person's Eyes' available at <https://www.youtube.com/watch?v=ecmCHXZkTGI> to increase your understanding of how a disability can affect an individual's everyday life.

People with physical disabilities may have more specific needs and they may require support to meet these needs. This varies amongst individuals as having a physical disability affects each individual differently. The main influencing factor is the type and extent of physical disability. In some cases, it may be loss of sight, lack of co-ordination, loss of an arm or leg or all four limbs or it may be loss of movement on one side of the body as a result of a stroke. With the appropriate support, many people with physical disabilities are able to lead independent lives. It is important to see the person and not just the disability.

### Activity

Watch the You Tube video 'Highlights from the Rio 2016 Paralympic Games' on [https://www.youtube.com/watch?v=E6Cp\\_MCes1I](https://www.youtube.com/watch?v=E6Cp_MCes1I), which shows how athletes overcame their disabilities.

## The needs of people with physical disabilities

The tables below outline examples of the needs of people with physical disabilities and why it may be difficult to meet these needs.

### Physical needs

<b>Nutrition</b>	Individuals' ability to cook for themselves or to feed themselves may be affected, for example by loss of upper body limbs or restricted mobility due to a stroke, they may be unable to eat a normal diet as they may have difficulty swallowing or they may have to follow specific dietary advice.
<b>Mobility</b>	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.
<b>Medical care</b>	A range of medication and treatments, for example, physiotherapy or speech and language therapy may be necessary to ease and control the symptoms, reduce pain and manage the disability.
<b>Personal hygiene</b>	The ability to wash, bath or shower may be limited due to, for example, poor mobility, and loss of limbs, poor co-ordination or weakness.
<b>Exercise</b>	Due to limited mobility, poor co-ordination, deafness, blindness or pain, taking part in leisure activities such as walking, cycling or golf may not be possible.
<b>Safety</b>	The effects of the physical disability such as poor mobility or blindness means individuals may be more prone to slips, trips and other hazards within their home and local environment.

### Intellectual needs

<b>Stimulation</b>	Due to limited mobility, pain, side effects of treatment, blindness, deafness or lack of co-ordination individuals may find it difficult to find suitable employment, or hobbies, travel or take up new interests.
<b>Knowledge of illness</b>	Information about the physical disability such as the short and long-term effects, the treatment options available and the effects of the treatment enable the individual to feel informed and more in control.
<b>Opportunity to learn new activities</b>	The effects of the physical disability may mean an individual may have to give up work or hobbies they enjoyed. This may mean the opportunity to learn new skills, which will keep the mind active and help prevent boredom may be limited.

### Emotional needs

<b>Sense of autonomy</b>	Whilst the physical disability may mean an individual is unable to carry out many everyday tasks without assistance it is important individuals remain as independent as possible to retain their dignity and feel they still have control over their lives.
<b>Sense of belonging</b>	As a result of the physical disability, an individual may lose their sense of belonging especially if unable to continue in their job, go out with friends/family or attend social activities.
<b>Feeling cared for</b>	Someone to listen to worries and concerns about the effects of the physical disability is essential, as the individual may feel angry, frightened, anxious and uncertain about what the future holds.

### Social needs

<b>Communication</b>	The physical disability may affect an individual's ability to communicate in their normal way, for example the ability to speak, see or hear. If unable to communicate with others, the individual may feel frustrated, isolated, angry and unable to voice their opinion.
<b>Social interaction outside the family</b>	Due to the effects of the physical disability an individual may miss out on opportunities to interact with others, for example at work, or may be unable to continue hobbies and leisure activities or take part in social activities.
<b>Relationships with family and friends</b>	It may be difficult to maintain existing or form new friendships as opportunities to meet others may be limited due to poor mobility, blindness, deafness or pain.

## Provision of integrated health, social care and of early years services

A wide range of services are available to help meet the needs of service users with physical disabilities. These services are provided by three main sectors.

Provision of integrated health and social care services for service users with physical disabilities		
Statutory sector	Informal sector	Independent sector
<ul style="list-style-type: none"> <li>• GP services</li> <li>• hospitals</li> <li>• social services</li> <li>• day centres</li> </ul>	<ul style="list-style-type: none"> <li>• partner</li> <li>• family</li> <li>• friends</li> <li>• neighbours</li> </ul>	<p><b>Private</b></p> <ul style="list-style-type: none"> <li>• care homes</li> <li>• day centres</li> <li>• practitioners</li> </ul> <p><b>Voluntary organisations such as:</b></p> <ul style="list-style-type: none"> <li>• Cedar</li> <li>• Disability Action</li> <li>• RNIB</li> <li>• Action on Hearing Loss</li> <li>• Disability Sport NI</li> <li>• The Dystonia Society</li> </ul>



- **The statutory sector** – these are services offered by the Health and Social Care Trusts and include both health and social services. They are provided through the government and 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 'Disability services', click and open 'Physical disability 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. Examples of such services include private care homes, private day centres and private health care practitioners, for example physiotherapists, podiatrists, dentists and doctors who work in private practices and charge for their services. Other examples include private practitioners who offer complementary therapies such as reflexology, acupuncture or aromatherapy.

### Activity

- Find out what services are offered by the private sector for service users with physical disabilities in your local area.
- Access the website of a private residential home or day centre, which provides support for service users with physical disabilities, and list the services they offer. Try to find out the weekly cost for residents 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. Voluntary organisations usually focus on providing services and support for one particular illness or condition, for example, the Cystic Fibrosis Trust focuses on support for service users with cystic fibrosis.

### Activity

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

<http://www.cedar-foundation.org>

<http://www.disabilityaction.org>

<https://www.dystonia.org.uk>

<https://mid.org.uk>

- **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 are lonely or listening to their worries.

- Do you know anyone who provides care and support to a family member or neighbour who has a physical disability? What do they do?

## How integrated health, social care and early years services meet the needs of service users with physical disabilities

A wide range of care and support is provided to help meet the needs of this service user group some examples are outlined in the tables below and you can add other examples.

### Physical needs

<b>Nutrition</b>	<ul style="list-style-type: none"> <li>• provision of home care workers by social services, voluntary sector or the private sector who prepare simple meals or heat pre-prepared meals</li> <li>• assistance with feeding provided in care homes, supported living accommodation and by home care workers</li> <li>• provision of aids to enable service users to prepare and eat meals by the occupational therapists (OTs) in hospitals, rehabilitation centres and the community</li> <li>• provision of meals in care homes, day centres and supported living accommodation</li> <li>• assistance from the informal sector-friends, family members and neighbours who may shop for food or prepare meals</li> </ul>
<b>Mobility</b>	<ul style="list-style-type: none"> <li>• provision of adaptations such as handrails or grab rails by OTs in hospitals and in the community</li> <li>• provision of aids such as prosthetic limbs, wheelchairs, walking sticks or rollator frames by physiotherapists and OTs in hospitals and in the community</li> <li>• provision of exercise programmes to improve mobility by physiotherapists in hospitals, the community, and in private practices</li> </ul>
<b>Medical care</b>	<ul style="list-style-type: none"> <li>• provision of a range of medication to treat and manage the disability mainly through GPs and hospitals but also by some private practitioners</li> <li>• provision of support where necessary from other practitioners, for example, speech and language therapists, physiotherapists and OTs in hospital and the community</li> </ul>
<b>Personal hygiene</b>	<ul style="list-style-type: none"> <li>• assistance with washing, bathing or showering provided by home care workers through social services or by the private or voluntary sectors</li> <li>• provision of adaptations such as replacing a bath with a walk in shower and shower seat by OTs in hospitals and in the community</li> <li>• assistance with washing, bathing or showering provided in care homes and by family members</li> </ul>
<b>Exercise</b>	<ul style="list-style-type: none"> <li>• provision of a range of alternative exercise and leisure opportunities provided by the voluntary sector, for example by Disability Sports NI or the Royal National Institute for the Blind (RNIB)</li> <li>• provision of activities in day centres in the statutory and voluntary sectors</li> <li>• by family and friends enabling service users to take to leisure activities</li> </ul>
<b>Safety</b>	<ul style="list-style-type: none"> <li>• provision of 24 hour care in residential homes and supported housing by the statutory and voluntary sectors</li> <li>• provision of aids and adaptations in the service user's home by OTs to reduce the risk of accidents</li> <li>• assistance from family members who may check that the living environment is safe or stay overnight</li> </ul>

### Intellectual needs

<b>Stimulation</b>	<ul style="list-style-type: none"> <li>• provision of a range of books in a suitable format, for example the RNIB provide Talking books, Connect Radio and Connect Magazine for blind and partially sighted service users</li> <li>• provision of a range of suitable activities in day centres</li> <li>• provision of daily newspapers by family and friends</li> <li>• provision of board games etc. in day centres, care home and individual's home</li> </ul>
<b>Knowledge of condition</b>	<ul style="list-style-type: none"> <li>• provision of information about the condition and entitlement to benefits by voluntary organisations in leaflet form, on the organisation's website or through support workers</li> <li>• provision of information in leaflets and booklets available in GPs and hospitals</li> <li>• discussion with the practitioners involved in caring for the service user focusing on the treatments and care options etc.</li> </ul>
<b>Opportunity to learn new skills</b>	<ul style="list-style-type: none"> <li>• provision of opportunities to learn new skills provided mainly by the voluntary sector, for example, Disability Action provide driving lessons</li> <li>• provision of a range of suitable activities</li> <li>• family, friends and neighbours providing transport or accompanying individuals to night classes</li> <li>• , for example art or ICT</li> <li>• provision of programmes to enable service users to gain qualifications and skills to get a job mainly by the voluntary sector, for example Cedar</li> </ul>



## Emotional needs

<b>Sense of autonomy</b>	<ul style="list-style-type: none"> <li>• 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</li> <li>• support from family, friends and neighbours to enable service users to undertake everyday activities in their own home</li> <li>• provision of aids and adaptations by OTs to enable the service user to undertake everyday activities and retain independence</li> <li>• provision of supported living accommodation by the voluntary sector, for example by Action on Hearing Loss and Cedar to enable service users to live as independently as possible</li> <li>• provision of advocates mainly by the voluntary sector</li> <li>• carers and practitioners 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 mainly by the voluntary sector, for example, Cedar</li> </ul>
<b>Sense of belonging</b>	<ul style="list-style-type: none"> <li>• provision of support groups mainly by the voluntary sector</li> <li>• provision of programmes to enable service users to gain qualifications and skills to get a job mainly by the voluntary sector, for example Cedar</li> <li>• family members making the individual feel valued and involving them in family celebrations, for example birthdays and weddings</li> <li>• provision of supported living accommodation by the statutory, private and voluntary sectors</li> </ul>
<b>Feeling cared for</b>	<ul style="list-style-type: none"> <li>• provision of support groups, helplines and counselling mainly by voluntary organisations</li> <li>• provision of a befriending service on a one-to-one or group basis mainly by the voluntary sector</li> <li>• provision of programme of group activities, mainly by the voluntary sector</li> <li>• provision of specialist medical practitioners in hospitals</li> <li>• support from family, friends and neighbours who may have more time to listen to an individual's worries and concerns</li> </ul>

## Social needs

<b>Communication</b>	<ul style="list-style-type: none"> <li>• provision of communication aids, for example hearing aids, by the speech and language department in hospitals</li> <li>• through the use of advocates who will speak on behalf of the individual</li> <li>• provision of sign language interpreters</li> <li>• by family, friends and practitioners learning basic sign language</li> </ul>
<b>Social interaction outside the family</b>	<ul style="list-style-type: none"> <li>• provision of support groups 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>• by 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>• provision of a range of group activities for physically disabled service users and their family and friends organised mainly by the voluntary sector</li> <li>• through open visiting in care homes and visiting hours in hospitals</li> <li>• provision of support groups and activities, for example lunch clubs by voluntary organisations</li> <li>• by family members and partners encouraging service users 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</li> </ul>

## Activity

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

'Living for the Physically Disabled' on <https://www.youtube.com/watch?v=yB5RrWk4I2U>

'Wheelchair Accessible Home' on <https://www.youtube.com/watch?v=YhYQ57s8Myk>

'Adaptive Nicole' on <https://www.youtube.com/watch?v=5agAdjsC9x0>

'How I use technology as a blind person!-Molly' on <https://www.youtube.com/watch?v=TiP7aantvE>

## 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 service users with physical disabilities.

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:

Lucy, aged 23, was involved in a serious road traffic accident and as a result is no longer able to walk. She has moved back in with her parents but Lucy resents being in a wheelchair and feels angry as she has lost so much of her independence.

- Which of Lucy's needs can her friends contribute to meeting?
- Evaluate how effective Lucy's friends might be in meeting her needs.

### References

Disability Living Foundation: Key Facts/People with Disabilities available at <http://www.dlf.org.uk/content/key-facts>

Disability Sport: Facts and Figures about Disabled People in UK available at <http://www.disabilitysport.org.uk/facts-and-figures-about-disabled-people-in-the-uk.html>

