**GCE AS Health and Social Care – Unit 1**

**Task Sheet 5: Barriers to treating people well**

Although carers are expected to treat clients well, this does not always happen. Difficulties are created by the barriers related to carers and also by barriers presented by clients.

**Exercise 1**

Barriers related to care workers might include the carer’s lack of skill and the carer’s attitude – including prejudices, stereotyping, a lack of motivation, conformity with workplace norms, a preoccupation with the carer’s own needs, ethical dilemmas and stress and physical strain.

A. Here are five examples of different barriers relating to carers. Match up the barrier (a - e) with the example.

(a) Prejudice

(b) Lack of motivation

(c) Conformity with inappropriate workplace norms

(d) Stereotyping

(e) Preoccupation with own needs or lack of skill

 Maureen knows that she ought to make conversation with the clients but she just can’t be bothered.

 Asif works on the night shift in a nursing home. Whenever a resident presses the alarm call button, he goes to find out what is wrong. He notices that the other staff switch the alarm off without checking on the resident. They tell Asif that ‘if it’s urgent, they’ll call again’. Within a few days, Asif begins to do the same.

 A nurse on a children’s ward dislikes one boy because she believes he is acting snobbishly by speaking in what she thinks is an upper-class accent.

 A GP decides not to explain the side-effects of a drug to a patient because she is a woman. The GP believes that women tend to panic when given information of this sort.

 Mandy knows she ought to be talking to patients about themselves but, instead, she keeps telling them about the trouble she has with her children.

B. Give an example of:

(a) An ethical dilemma: ...............................................................................................................

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(b) Stress and physical strain: ……………………...…………………………………………………

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**Exercise 2**

Client barriers are factors about clients or their circumstances that make it harder for carers to treat them well. These include lack of status and power, a tendency for them to conceal their real needs and concerns, a tendency to exaggerate their needs in order to get the care they feel they need, and hostile behaviour, physical impairment, communication barriers and poor access to services and resources.

A. Here are four examples of different client barriers. You will see that, in each example, the client’s behaviour increases the risk that they will not receive the treatment they actually need at the time, or perhaps in the future. Match up the client barrier with the example.

a. Lack of status b. Concealing problems

c. Attention seeking d. Hostile behaviour

 Penny is very abusive to the community psychiatric nurse who visits her. Penny accuses the nurse of spying on her for the police.

 George calls 999 in the middle of the night because he is worried about a feeling of tightness across his chest. He tells the switchboard operator that he is having a heart attack and needs a doctor.

 Vikram does not bother to complain about how he is neglected in his residential home, because he thinks he will not be listened to or believed.

 Monica complains to her GP about her back pain, hoping that the GP will encourage her to talk, and perhaps ask her about her relationship with her abusive partner.

B. Give examples of:

(a) Physical impairment: ……………………………………………………………………………….

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(b) Communication barriers: ………………………………………………….……………………….

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(c) Poor access to services and resources: ……….....................................................................

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