

# Empowering users of health and social care

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**ASSIGN  
BUSTER**

Explains factors that may contribute to loss of independence, non-participation and social exclusion for vulnerable users of services in health and social care? Loss of independence is something which is happened by chance which makes a person dependent on others it may be caused due to any reasons and there are some factors that lead to loss of independence and make a person dependent on others these are as follows - Physical and Mental Losses

It may be occurred due to any physical or mental problem, it is in form of not remembering things or feeling tiredness in case of long walking distance. Other problems which may cause to lose of independence are as follows:

- Vision problems
- Less control over emotions
- Less physical energy
- Less flexibility
- Hearing problems
- Less ability to move easily
- Memory problems
- Less stamina

#### Social Loss

Physical losses can gradually limit the ability to participate in social activities – sports, cultural outings, parties, and even dining out. For example:

- A person with a significant hearing loss, even with a hearing aid, might begin to avoid social situations for fear of missing conversation or having to ask others to repeat themselves.
- A person with heart disease suffering from shortness of breath may be unable to continue daily walks with buddies. Over time, less contact with others may lead to fading friendships (Geyer, 1999)

Emotional Loss Loss of independence can create tremendous frustration, feelings of uselessness, and sadness, due to a sense of loss of control in one's life. Now other things discussed here is the factors that lead to non participation of vulnerable adults in social and health care, as we all know that vulnerable adults refers to those individuals who are not able to do his work himself he needs the services of a nursing home or health care in order to protect himself from any type of harm or abuse because it is not possible for him to protect himself from any type of violations (Jordan, 1997).

So due to their inability and dependency on providers are the main factors that are related with their non participating behaviour. In this social exclusion refers to a situation when all the persons are not giving equal rights in taking education, housing facility as well as health and social care services. The main factor behind social exclusion is poverty. The person who is social exclude, he/she does not have the right to participate in the activities that normal residents have (Gillies, 1997)

Social isolation The no of people who are living alone are increasing day by day so the chances of social isolation also increasing. For this basically four factors are responsible first one is attractiveness, health behavior, stress as

well as repair and maintenance. Social isolation becomes the factor for loss of independence.

Analyze how organizational systems and processes are managed to promote participation and independence of users of health and social care services In order to promote participation and independences of users of health and social care services, various things which needs to be considered here are as follows:- First one is there is a need to increase the patients interest so that they now able to participate (Kawachi, 1997). In order to promote independence and participation of users of health and social care it is important to provide them education which is termed as patient education which is also considered to be an important thing in order to enhance the safety as well as the satisfaction. It is very helpful in order to produce better outcomes and also improve the quality of care.

Patient education enables patients to assume better responsibility for their own health care, improving patients' ability to manage acute and chronic disorders. Patient education provides opportunities to choose healthier lifestyles and practice preventive medicine. Patient education attracts patients to the provider and increases patient's satisfaction with their care, while at the same time decreasing the provider's risk of liability. Patient education promotes patient-centred care and as a result, patients' active involvement in their plan of care. Patient education increases adherence to medication and treatment regimens, leading to a more efficient and cost-effective health care delivery system. Patient education ensures continuity of care and reduces the complications related to illness and incidence of disorder/disease.

Patient education maximizes the individual's independence with home exercise programs and activities that promote independence in activities of daily living as well as continuity of care. The major purpose of patient teaching and learning is to increase the patient's competence to manage his or her own health requirements. The goals of patient education are to enhance the patient's self-dependence and the continuity of care in his or her own environment.

It also helps to promote independence and participation among the users of health and social care. In addition to this in order to promote participation and independence, various things which need to be kept in mind are as follows:- Open minded; - For the purpose of promoting participation and independence, it is essential to look on everything openly. Try new things in order to bring confidence and it also very helpful in increasing participation and independence. For the purpose of promoting participation and independence, it is very essential to keep in touch with your loving friends as well as family.

Analyze the tensions that arise when balancing the rights of the individual to independence and choice against the care provider's duty to protect users of services in health and social care. When an individual loses his/her right of independence then it causes various losses to that person now it is essential to protect that user, it creates tension in the mind of the provider, in order to encourage his/her right of independence following things which are essential are as follows:- In order to overcome from this situation you should have some patience and providers play an important role in order to

motivate the users so that they do not lose their patience. Do not consider closing of independence as your personal failure.

In this the duty of provider of health and social care is to enhance the morale of users. In such situation it is essential not to feel down instead work with patience and try to convince yourself that all things are getting well after sometime. Trust your family and friends as they might offer suggestions about things you could try to make your life easier. Think about and discuss these options rather than closing your mind to the possibilities. Make new friends, enhance your interests and do whatever you want to do. Keep in touch with everyone it also helps to enhance your confidence level. Try to spend time with others and if they need your help then help such persons it creates a feeling in your mind that you are having worth for someone and it also provides new social networks to you. In case if you need help then seek help as well as support from others it helps you a lot.

While taking help from others maintain balance between accepting help and live independently. You should have one positive thinking in your mind that others feel good while giving help to you. Sometimes it is a situation that due to their self respect they are not ready to take help in free form. Then provider should charge from such such in order to increase their confidence. In this way the rights of the individual to independence and choice against the care provider's duty to protect users of services in health and social care and tension of provider get balanced (Reupert, 2007). For this there is a need to make comparison between two terms first one is concept of independence and second is rights. Right means every human being is having the right of living his life in an independent manner as well as it is the

right of those who are so called providers of services to protect the rights of users of both health as well as social care.

Use a case study above on MR Philip to identify the extent to which individuals are at risk of harm in health and social care. Generally health and social care provider play an essential role in order to protect the rights of vulnerable adults. But sometimes they faced a situation of harm which may be in any form or by anyone may be by friends, family and sometime in health and social care setting at anyplace an individual considered to be a safe place but actually it is not a safe place. In order to answer this question it is important to read the case of MR. Phillip who was a victim of domestic violence by his two sons due to his small mistake that he used the towel of his son. It is a form of abuse. He was injured badly and need immediate treatment. He got admit in a nursing home and now the case came in front of senior counselor who investigated the whole issue. It depends upon the degree of dependability of the individual on the provider of health and social care, if the levels of dependency of users are more on providers they are in a situation of risk of harm in social and health care, as sometimes they take the advantage of this situation.

In this case study MR. Philip did not want to go home as he thinks if he will go home then again this situation repeat in future time and so he insist that instead of living at home he prefer to live in nursing home. So from above various important points which came into consideration are as follows:- MR. Phillip who was a victim of domestic violence by his two sons due to his small mistake that he used the towel of his son; it is a form of abuse. He was injured badly and need immediate treatment. He got admit in a nursing

home and now the case came in front of senior counselor who investigated the whole issue. Various steps which is taken in that situation includes When the person who suffered from abuse, what will the cause of that abuse may be he is mentally sick and not possible for him to take his decision so any other individual take his consent as that adult is not himself cleared the subject matter for which he gives his consent.

Critically analyze the effectiveness of policies, procedures and managerial approach within a health or social care setting for promoting the management of risks? In order to manage the risk at social and health care, it is important to look at the policies, procedures and managerial approaches which are followed in order to provide protection to users against this risk;- When approaching the identification, assessment and management of risk, a knowledge of key legal principles and legislation will help practitioners to make informed decisions that promote both the involvement and interests of adults with a disability and older people, and their families. It will also support and promote best practice for professional staff involved in supporting positive risk management. An understanding of the following legislation and legal principles is important. However, where there is doubt about legal issues, expert advice should always be sought by services from the Council's Legal Services.

In addition to this there is a need to look at the procedure which is used in order to manage risk at health and social care which are as follows: first is to identify the risk and the assess the level of difficulty involved with that risk and then take action in order to manage risk.



Leadership Style In order to set up the direction of an organization, leadership is essential in addition to this it is very helpful in developing the culture as well as to ensure and maintain effective governance. Concept of good leadership is key to the effective system of health and social care.

Review current legislation, codes of practice and policy that apply to the handling of medication and evaluate the effectiveness of policies and procedures within a health and social care setting for administering medication? Medication is either prescribed or non prescribed, prescribed medication refers to that medication which is authorized by the providers of health services and which is not authorized by the providers of health services is termed as non prescribed. A policy related to medication includes various things:- Safe principles and practices to administer medication;