

What are barriers?

Barriers are factors (issues) which prevent you from using a service at all or using it properly. These barriers mean that people cannot take control over their own life and may need to rely on others to allow them to take control.

Why are barriers so bad?

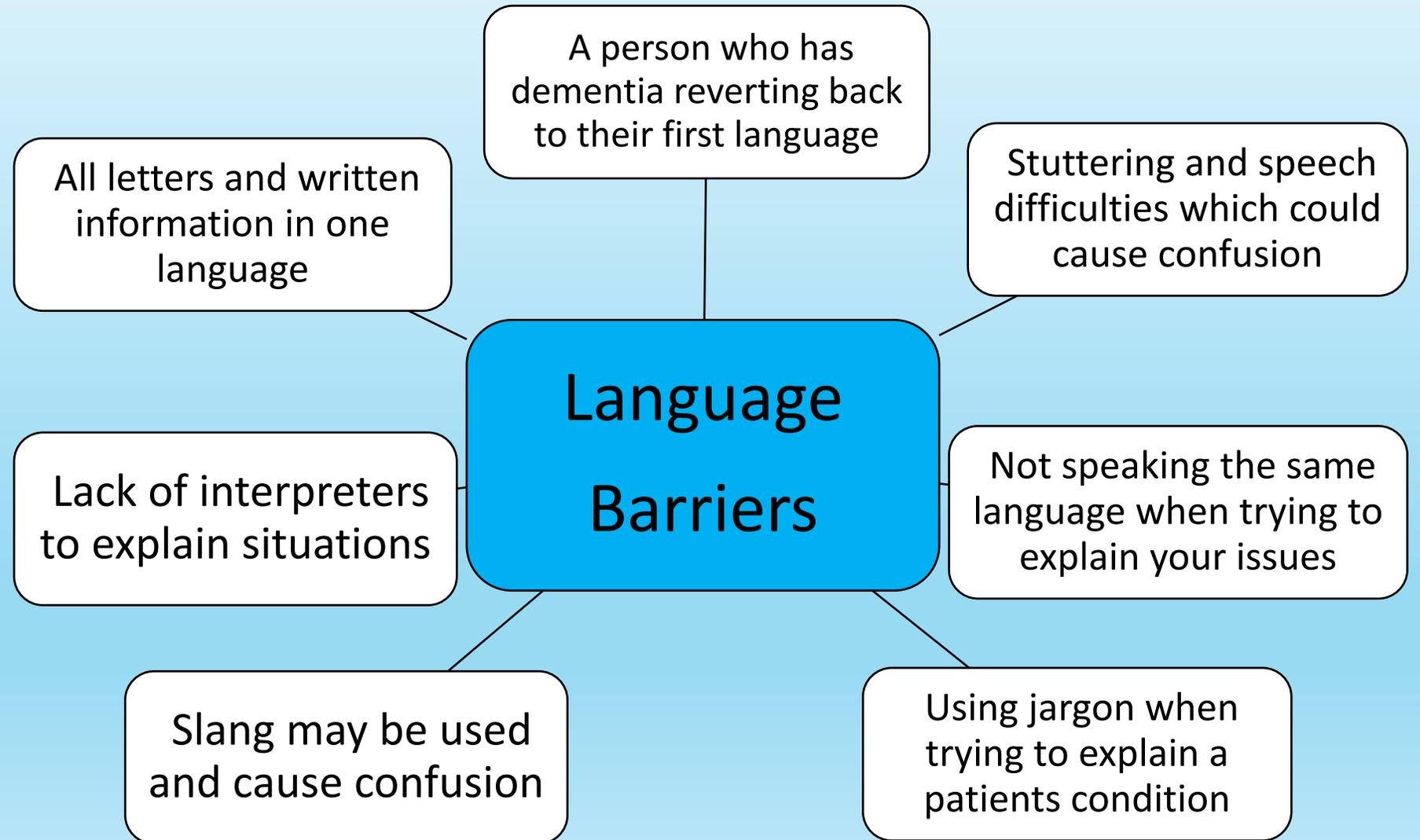
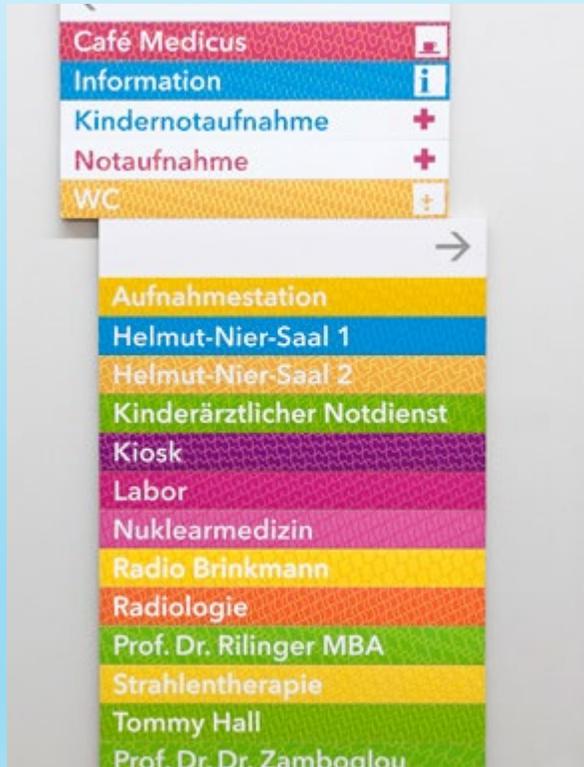
- Prevent people from getting any treatment or support
- Some people can't control the barriers

Why are barriers hard to control or prevent?

- Out of the service users control
- Previous negative experience
- Difficult or complex to overcome eg financial or language

Language and intellectual barriers

Examples of Language Barriers



Overcoming Language Barriers

For each of case studies below make a note of their language barrier and how they can be overcome.

1. *French patient waiting in A&E with a broken leg*

Barrier -

Overcome by -

2. *Bulgarian patient waiting in a doctors surgery and given leaflets to read about infections*

Barrier -

Overcome by -

3. *Dementia patient who has reverted back to their first language*

Barrier -

Overcome by -

4. *Surgeon with an Irish accent explaining a procedure to an elderly person*

Barrier -

Overcome by -

Overcoming Language Barriers

- Leaflets or fact sheets translated into Service users native language.
- Professional translators and interpreters made available.
- Family members could help to translate but this needs to be considered carefully. This could *breach confidentiality* or the family member may not want others to hear sensitive or embarrassing information.
- Use of electronic translation devices or software. These are not always accurate so should be used with caution especially for specific important medical details.

Intellectual Barriers

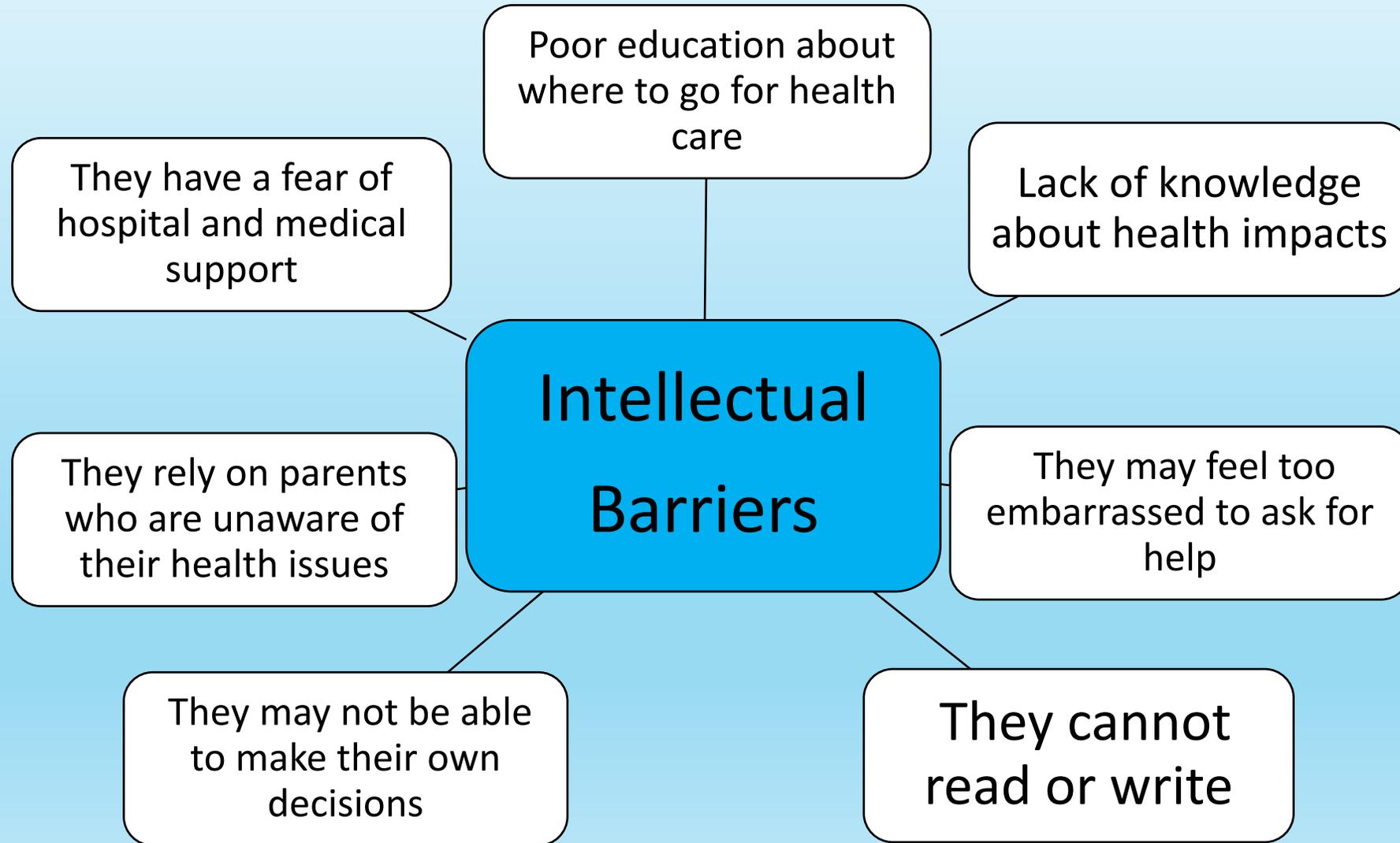
Some people find learning and problem solving difficult. This intellectual disability could lead to physical and mental difficulties to access health and social care services.

What are intellectual difficulties?

An intellectual disability is caused by an interference with the brain development, before, during or after birth.



Examples of Intellectual Barriers



Overcoming Intellectual Barriers

This is James, he has autism and has stopped eating. James Carer Mary knows there is something wrong and he has started to lose a lot of weight.



1. What intellectual barriers does James face?

He cannot explain his emotions, he does not like to talk to strangers about his health problems , he does not like going to new places as they scare him.

2. How can we overcome these intellectual challenges?

Prepare James for his hospital visit, avoid noisy areas, speak clearly and do not shout, involve his family with him, be prepared to explain all of the processes about to be taken, read leaflets to him if needed.

Overcoming Intellectual Barriers

- Avoid noisy areas
- Speak slowly and allow time to exchange information
- Speak clearly but do not shout
- Involve family or a carer if needed but direct conversation to the Service user
- Avoid jargon, keep explanations simple
- Use an appropriate level of language Use visual aids and gestures
- Be aware that some service users may have good understanding but be much less able to express their responses.
- Be aware that a service user may appear to understand but may not. Rephrase the question and repeat to check if necessary.
- Consider support for literacy skills e.g offering to complete a form for a service user.

Social, cultural and psychological

Psychological Barriers

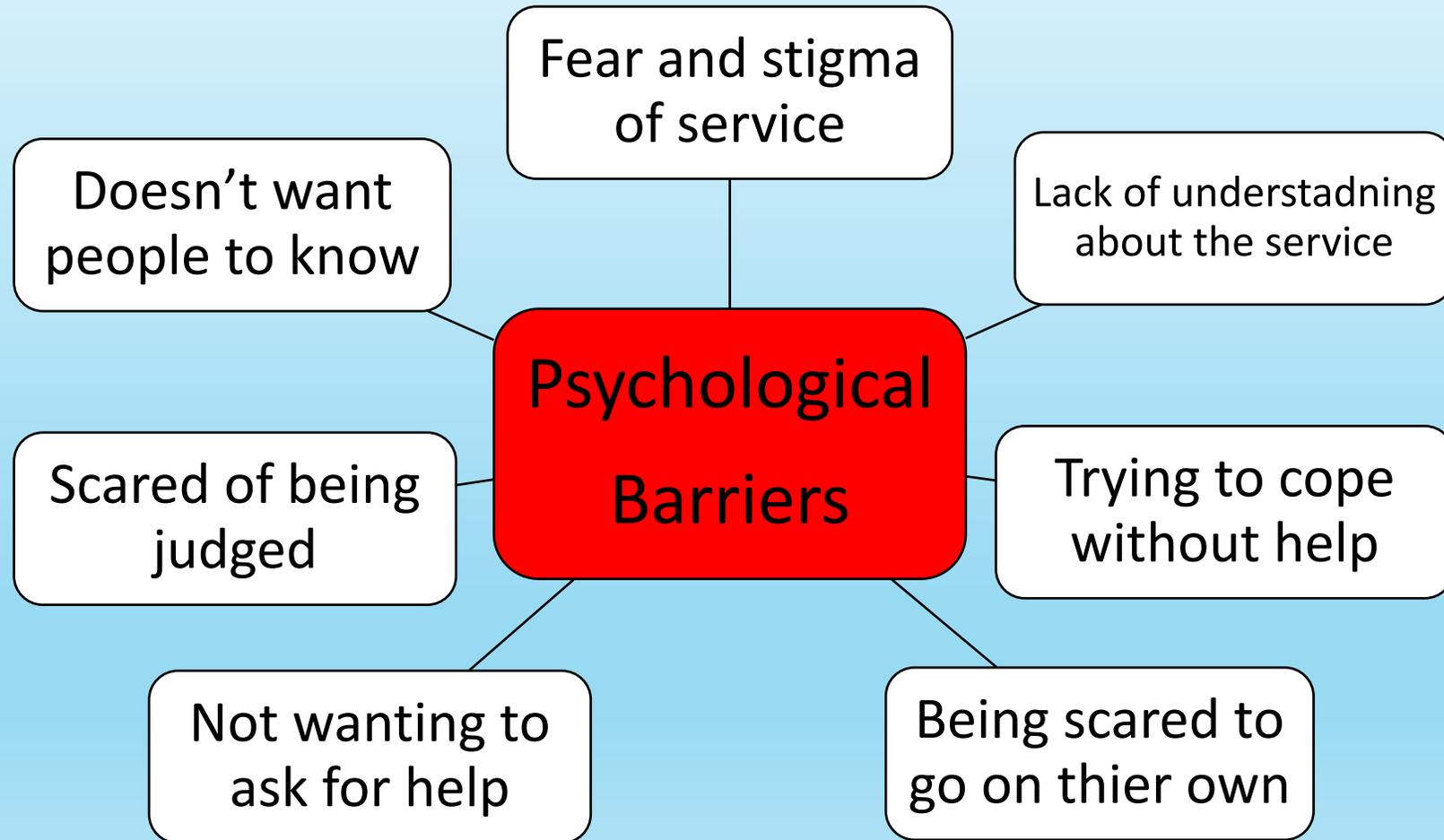
Psychological barriers are not physical, but are caused when people are too scared or worried to use a service.

Why might people not want to use services?

- Too proud to ask for help
- Scared of getting more ill (superbug)
- People might judge them
- Not having someone to go with them
- Feel like a burden
- May have had a previous bad experience



Psychological Barriers



Cultural Barriers

People from different cultural backgrounds might find accessing services difficult. They could be worried that their cultural needs won't be met within services or others may judge them.

What cultural barriers are you aware that prevent access to services?

- Not having professionals who are of the same sex, for example, women doctors/consultants for women
- Some treatments being considered unacceptable to certain cultures.
- Preferences about food or dress may not be understood properly.



Examples of Cultural Barriers

‘My name is Ellie. I am Jewish. I would prefer another female to support me with hygiene but would accept a male if necessary. If I were an Orthodox Jew like my mother, I would most definitely wish to have another female’

‘My name is Devinder. I am a Sikh. I do not cut my hair, so I like to use conditioner to keep my hair and beard smooth and glossy. I wear my turban at all times’

‘My name is Raakin. I am Muslim. We all consider cleanliness desirable but Islam insists on it. I cleanse my teeth and nostrils regularly. I trim my nails and remove armpit and pubic hair where dirt might collect. I do not leave excess hair untrimmed for more than 40 nights’

For each cultural requirement produce a table explaining the following:

1. The cultural requirement
2. The barrier to using H&SC services effectively
3. Potential ways to overcome

Social Barriers

There can be many social reasons why someone feels unable to access a service

- Working during standard daytime hours so unable to access the service.
- Feeling a stigma surrounding that health condition (eg sexual health).
- Fear of being judged by the practitioner (eg drugs and alcohol related issues).

