

# 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

# Resource and sensory barriers



# Resource Barriers

Resource barriers can arise when there are shortages in staff, beds, medication, facilities or long waiting lists.

## What are the other barriers linked to resources?

- Lack of information
- Opening times
- Specialist staff
- Costs of medication
- Not a lot of specialist equipment

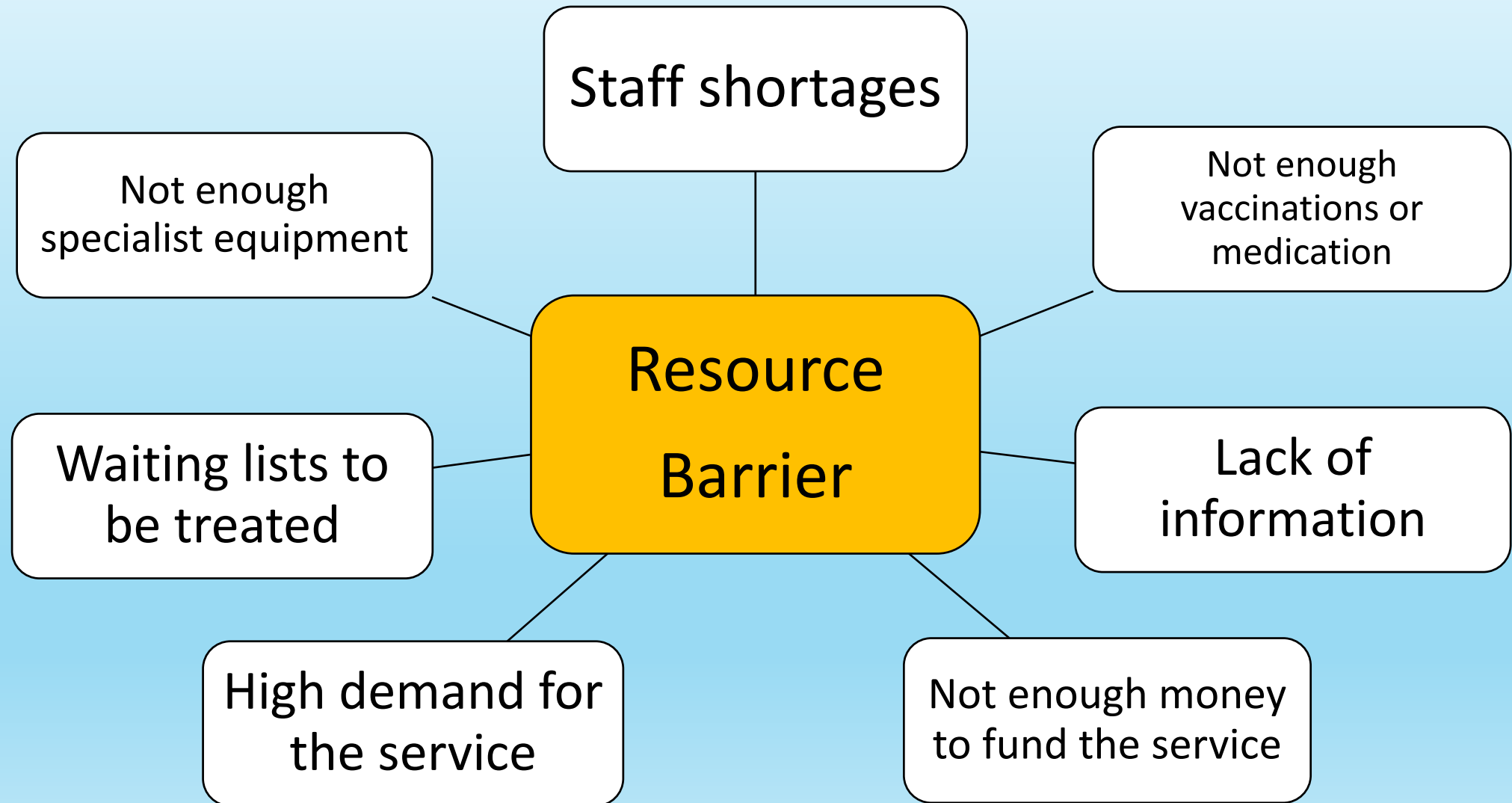
Day	Times
Monday	8 AM – 6 PM
Tuesday	8 AM – 6 PM
Wednesday	8 AM – 1PM (Specialist Homeless Clinic in afternoon)
Thursday	8 AM – 6 PM
Friday	8 AM – 6 PM
Saturday and Sunday	CLOSED



# Examples of Resource Barriers

## Bed-blocking:

the long-term occupation of hospital beds, mainly by elderly people, due to a shortage of suitable care elsewhere.



# Overcoming Resource Barriers

How can services make the most of their resources?

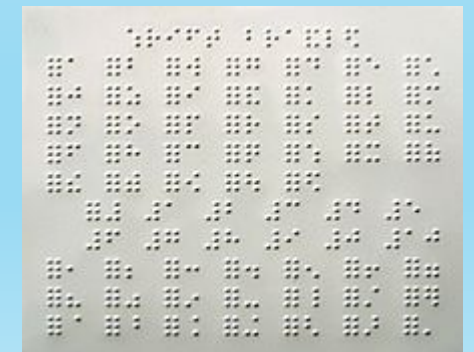
- Organising the skills and time of staff to make the most of them.
- Developing and using digital technology to make working more efficient.
- Ensuring patients arrive on time for appointments and have all the correct information needed.
- Training staff to work more efficiently and know how to do their jobs properly.
- Promoting good health and early treatment to avoid long complicated expensive treatment.
- Reducing waste.
- Refresh and assess how the service could improve and run more efficiently regularly.

# Sensory Barriers

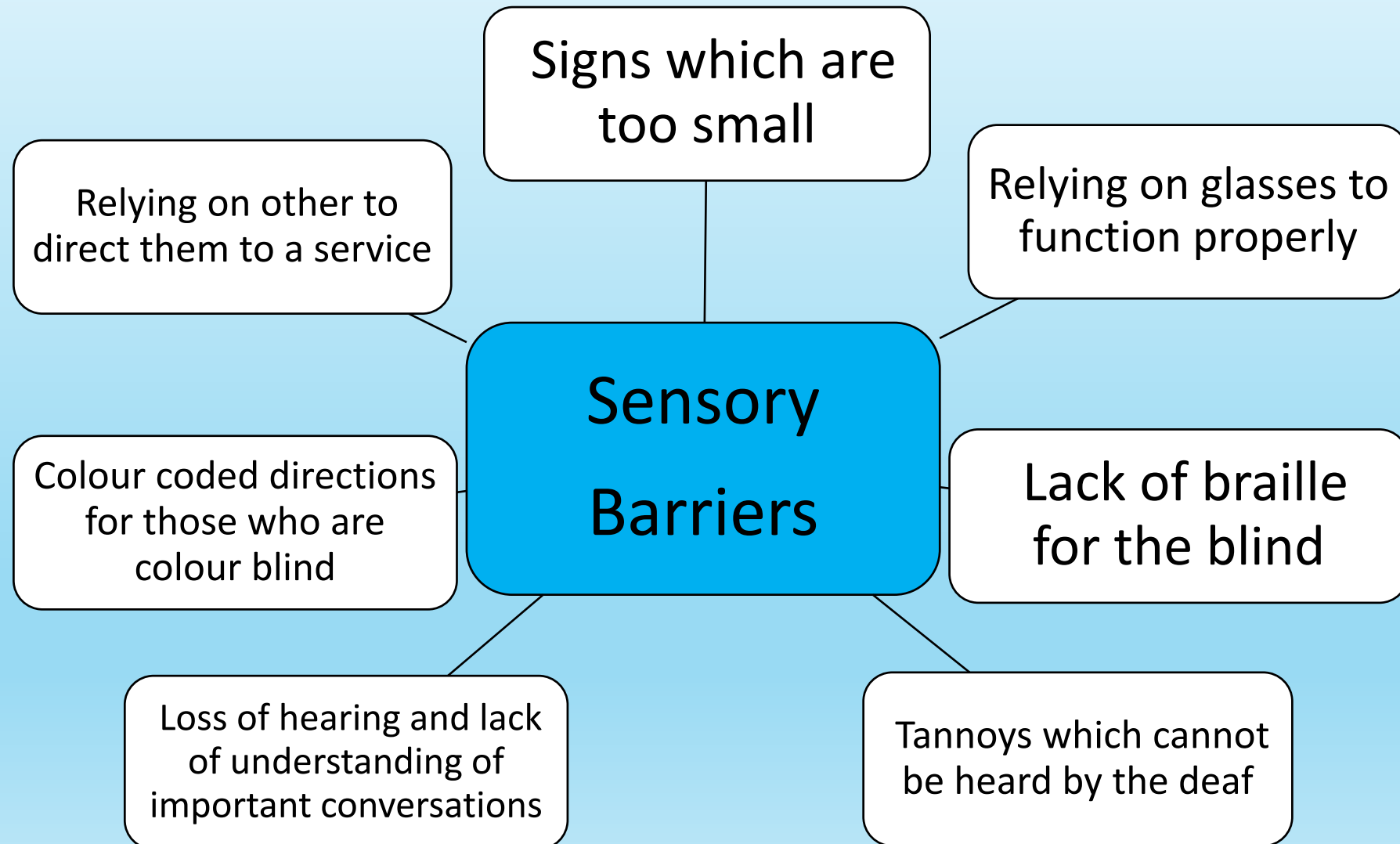
Senses are important because they allow us to see, hear, taste, touch and smell. However sometimes we can have difficulties with one or more of our senses.

Old age where they naturally start to deteriorate, being born with an impairment or an illness/accident.

**How do these images show sensory barriers when accessing a service:**



# Examples of Sensory Barriers





# Overcoming Sensory Barriers

- Provide information/signage in large print/braille (sight impaired)
- Use effective communication skills to help hearing impaired
- Communicate in a quiet area away from external noise
- Speak clearly but do not raise your voice
- Have clear signage
- Give clear simple instructions to the service user
- Explain medical issues in clear simple terms

