**Activity 4: Barriers to accessing services answers**

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| **What are geographical barriers?** |
| A geographical barrier refers to a person’s location, e.g. living in a rural location, which may make travel a challenge for some, compared to living in a built-up area with easy access to GPs and social services. |
| **Overcoming geographical barriers** |
| * Volunteer drivers' scheme * Charity minibus collection * Home visits * Transport by family or friends |
| **What are physical barriers?** |
| These physically cause difficulties which may cause problems with making or attending an appointment or being able to understand what happens at a social care meeting, e.g. lack of adaptions in a building. |
| **Overcoming physical barriers** |
| * Building adaptations, e.g. wider doors, ramps, electric opening doors, disabled toilets, lower reception desk * Specialist equipment, e.g. service dog-friendly spaces, waiting room bariatric chair * Staff to assist, e.g. additional staff to ensure patients are supported * Support by family or friends |
| **What are psychological barriers?** |
| A psychological barrier affects the mind and emotions. These may prevent an individual from making independent decisions or interacting with professionals in a rational manner. |
| **Managing and overcoming psychological barriers** |
| * Support from a family member, friend or advocate * Home visits * Support through prescribed medicine and specialist talking therapies * Accurate information in a non-verbal form regarding scenarios which correct anxiety or denial |
| **What are language and communication barriers?** |
| Language and communication barriers affect the ability to understand or make oneself understood. These include:   * Language differences * Lack of interpreters or translation services * Difficulties with understanding complex information, e.g. learning difficulties |

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| **Overcoming language and communication barriers** |
| * Support from a family member, friend, advocate or translator * Using simplified vocabulary, speaking at an appropriate speed, allowing pauses for delayed cognitive processing, or using a specialist advocate such as Mencap * Professionals can use and accessible language with no jargon, and allow time for questions, to ensure a clear message is understood |
| **What are socio-economic barriers?** |
| These refer to a person’s circumstances and their social situation, e.g. their education level, relationships, job status and financial position (e.g. income). These are interlinked and can form a combined barrier, e.g. the cost of taking time off work to attend an appointment, together with paying for transport or childcare costs. In comparison, other families may have the means to pay for private home care or specialist counsellors or choose their working hours. |
| **Managing and overcoming socio-economic barriers** |
| * Government benefits, grants or charity support * Free social prescribing * Children’s centres * Home visits * Appointments that suit the need of the individual * Practical or financial support from family or friends |
| **What are cultural barriers?** |
| A person's culture refers to their personal beliefs, values, customs, traditions and language, what they see as unacceptable behaviours and their morals – their ideas about right and wrong. These may relate to a religion or ethnicity but can also encompass less formal beliefs such as ethical veganism, or any other group in society where people have shared beliefs. |
| **Overcoming cultural barriers** |
| * Represent a diverse range of identities in information, e.g. images in a leaflet about domiciliary care, social work support or counselling * Use inclusive language, e.g. correct current terminologies or pronouns * Encourage the sharing of beliefs using a non-judgemental person-centred approach, and ensure the use of active listening, e.g. prevent actions or the use of terms which may offend * Involve community leaders or representatives from a group of people to become educated about norms and values and engage individuals who need social care support * Support from family or friends |