



# A3 Barriers to accessing services

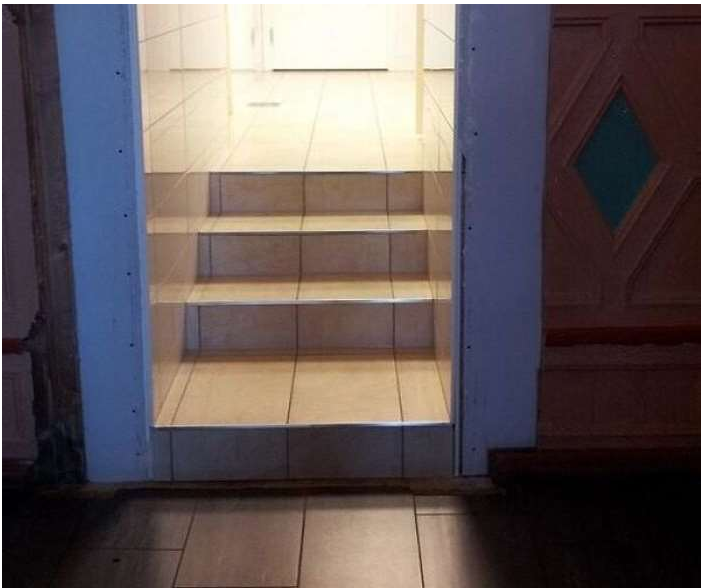
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- Types of barrier and how they can be overcome by the service provider or users:
- physical barriers :
- barriers to people with sensory disability
- barriers to people with different social and cultural backgrounds
- barriers to people that speak English as an additional language or those who have language or speech impairments:
- geographical barriers
- barriers for people with learning disabilities:
- financial barriers

# What is a physical barrier?

Something that prevents a person from entering a building or service. For example if you are in a wheelchair and there are steps but no ramp. This is a physical barrier.





Complete the following table. Decide on how someone could overcome the issues faced.

<b>Physical Barriers</b>	<b>How can the barrier be overcome?</b>
A person in a wheelchair can is trying to get into a building but they are faced with stairs.	
A person in a wheelchair can not reach the automatic door opening button as it is out of reach	
The toilet door is too narrow for the wheelchair to pass through	
A person in a wheelchair is in a hotel and is struggling to reach equipment in the bathroom	
A blind person is having difficulty to understand written information	



Look at the picture below. (or think of your own bathroom if it's easier) Answer these two questions: (based on a wheelchair user)

1. What types of things are they going to find difficult to use and why?
2. How could the room be suitably adapted so that everything can be reached easily?



Above is an adapted bathroom. Compare your answers to the things you can see in the picture.

- Watch the video and answer the questions

- [Visual impairment](#)

1. Why is Yvonne an hour early for everything?
2. What gadgets does she use to help her?
3. What does Access-a-ride do?
4. How many grates is it between the restaurant and visions centre?
5. How did Brian get on at the aerobics lesson?
6. Why did the rattles help him?
7. What other senses did Alex have to use to cross the road?

Thursday, May 23, 2024



# Task 2






## Hearing impairment

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- Watch the video and answer the questions.
  - [Hearing impairment](#)
1. What gadgets does the young lady use in the home?
  2. How does she order her coffee?
  3. What was the problem with the homework?
  4. How did they gossip at the pool?
  5. What did the hearing person do in the group task?
  6. Do you think the policeman would have really let her off?
  7. What was the problem during the meal at the end of the video?

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	Sense effected	How is it effected	How could you remove the barrier	Any other points
Medical forms 	Visual Would effect full range of people, from wearing glasses to blindness	May not be able to read the form. Noy understand information being given	Have leaflets in braille or large print. Could have forms online with audio explanation on.	
Doctor meeting (1-1) 				
Meeting a in room with d 				
Using a mobile phone 				
Meeting with a large group of people 				
Unfamiliar environment				

# Cultural Barriers

What do we mean by cultural barriers?

Certain cultures will only speak to the same sex medical staff. For example, in certain cultures women have to see female doctors. If there is no female doctor available then the person may not get the help that they need and their health could get worse.



# Case Study

- Modesty is very important in Islam and some Muslim patients may not wish to have physical contact with or expose their bodies to the opposite sex.
- Aishah is 50 years old and has been asked to attend a breast screening. Aishah speaks very little English and so goes along to the appointment with her daughter, who has learnt English at school. However, the only radiographer available is male and Aishah would prefer to see a female. The unit is very short staffed at the moment and the next available appointment for Aishah to see a female radiographer is in six weeks time.
- Aishah, has recently found a lump in her left breast.




## Social Barriers

Social Stigma - don't want to get help for mental health condition

Loss of independence – don't want to admit need help - consequences

Soms hebben mensen moeite om iets te begrijpen als het niet in hun eigen taal is geschreven of gesproken. Veel diensten produceren informatie over zichzelf die we moeten lezen. Soms kan de hoeveelheid informatie of het soort informatie verwarrend zijn om te begrijpen.

Sometimes people struggle to understand something if it is not written or spoken in their own language. Many services produce information about themselves that we have to read. Sometimes the amount of information or the type of information can be confusing to understand.



# How would you overcome a language barrier

Think of all the times in health and social  
care you use language

# Geographical Barriers

What do we mean by geographical barriers?

Some people may live in a **rural area** where there are little services. They may have to travel to get to any health care or early years services. This can be a problem if they do not drive or there are few means of public transport in the area. If it costs too much money to use petrol in a car or to use public transport then they may not go to the doctors or use other services.



## Things you should do

	Eat well
	Sleep well
	Take your tablets at the right time

	Keep appointments with your Doctor or Nurse
	Keep taking your medication until your Doctor tells you to stop
	Tell your Doctor or Nurse if you often feel sad

