**Pearson BTEC Level 1/Level 2 Tech Award in Health and Social Care**

**Component 2 Health and Social Care Services and Values**

**Learning aim A:** Understand the different types of health and social care services and barriers to accessing them

**Case study 1: Verna and Sam Williams**

**Verna Williams** is forty-eight years old and lives with her husband Sam, and their two cats. They live on the second floor of a block of flats. The lift is often broken. This means that access to the street is down two flights of stairs. The block of flats is on a new estate half a mile from the nearest bus stop.

Verna has a medical condition which affects her mobility. Verna uses a walking stick to get around most of the time, but some days she needs to use a wheelchair.

Verna also has asthma which has recently got much worse. She has type two diabetes. She takes medication and has a diet plan to cope with the diabetes.

**Sam Williams** is fifty-two years old He has recently left his job at a local supermarket because he had an argument with the manager. Sam and Verna are now living on a reduced income.

Sam has a hearing impairment for which he uses a hearing aid. Sam also has a learning disability and a speech impairment. This means that he has difficulty communicating with people and he becomes frustrated when asked to repeat what he has said.

**Case study 2: Myra McDermott and Elizabeth McDermott**

**Myra McDermott** is forty-two years old and lives with her daughter Elizabeth in a rural village. The village has very few services. People have to travel into the nearest town for healthcare and shopping.

Myra has a skin condition which means that her skin is itchy and flakes regularly. She needs to use creams provided by the G.P, and cannot sleep when her skin becomes really uncomfortable.

Myra also has gum disease and is now experiencing bleeding when she brushes her teeth. Myra is afraid that she will need to have all of her teeth removed if she goes to the dentist and so has not made an appointment.

**Elizabeth McDermott** is twelve years old and attends the academy which is within walking distance from home.

Elizabeth is autistic and has behavioural difficulties. The head teacher at the academy has told Myra that Elizabeth is becoming too difficult for the staff to manage. She has said that the school will be discussing what to do with the Local Authority. This could mean that Elizabeth is transferred to a school for children with additional needs.

This means that Elizabeth would need to travel by school bus to her new school. She will have to leave her friends and travel, with other children she doesn’t know, to the new school which is five miles away. Elizabeth’s family needs advice.

**Case study 3: Amiya and Rajiv Dutta**

**Amiya Dutta** is eighty-four years old and lives, with her husband Rajiv, in the centre of a large city.

Amiya has dementia and needs ‘round the clock care’ as she is vulnerable. Amiya likes to go shopping but tends to wander away from her husband and become lost. She has twice been brought home by the local police, very upset and confused.

Amiya has now become incontinent which means that she has no control over her bladder and needs to have her clothes changed several times a day. Amiya also wakes up in the night and wanders around the house.

**Rajiv Dutta** is eighty two years old and has severe headaches, which mean that he sometimes cannot keep to his daily routine because of the pain. Rajiv also has high blood pressure and needs medication. Because Rajiv has to provide personal care for Amiya, he finds it difficult to visit the G.P. for a prescription. He does not always take his medication regularly.