

Health and Social Care

Student Name: Noreen Akhtar

Student ID Number; 2439740

Programme: Certificate of Higher Education Skills for the Workplace (Health & Social Care)

Module: Introduction to Health and Social Care

Module Code: LCHS4003

Lecturer: Azida Zainol

Submission Due Date:

COMMUNITY DISABLED SERVICES



What Are Community Disability Services?

- Community Disability Services represent a comprehensive network of support provisions designed specifically for individuals living with physical, learning, sensory, or cognitive disabilities within their local communities across the United Kingdom. These essential services have been developed to promote independence, foster social inclusion, and significantly improve the overall quality of life for disabled individuals through carefully tailored, personalised care and support packages that are delivered directly within home environments and community settings (Mencap, 2023).
- The range of services encompasses multiple provisions including dedicated day centres offering structured activities and social opportunities, supported living arrangements that enable individuals to maintain their own accommodation whilst receiving necessary assistance, comprehensive employment support programmes designed to facilitate workplace integration, advocacy services that ensure disabled people's voices are heard in decision-making processes, and vital respite care that provides temporary relief for family carers (Social Care Institute for Excellence, 2022). All these services share a fundamental objective: to enable disabled individuals to live as independently as possible within their communities whilst receiving appropriate, dignified assistance that respects their autonomy and personal choices (NHS, 2024).

Brief History of Community Disability Services

- The development and evolution of Community Disability Services in the United Kingdom represents a significant transformation in social care philosophy and practice that has occurred progressively since the mid-20th century. During the 1980s and 1990s, there was a substantial societal shift away from the traditional institutional model of care, which had previously seen many disabled people confined to large-scale, isolated residential institutions that separated them from mainstream society. This period witnessed the closure of these institutions and the emergence of community-based care guided by the progressive principle of 'normalisation', which advocated that disabled people should experience living conditions as close as possible to the regular circumstances of society (Department of Health and Social Care, 2023).
- The NHS and Community Care Act 1990 represented a watershed moment in disability services provision, formally establishing the legislative and operational framework for community-based support services and fundamentally reshaping how care was conceptualised and delivered (Leonard Cheshire, 2022). Subsequently, the Disability Discrimination Act 1995 and the more comprehensive Equality Act 2010 provided crucial legal protections and strengthened disabled people's rights to access community services, participation in society, and protection from discrimination (Scope, 2023). More recently, the Care Act 2014 brought about further significant reform by placing individual wellbeing at the absolute centre of care provision, emphasising the critical importance of personal choice, individual control, and meaningful community integration for disabled people (Department of Health and Social Care, 2023).

Current Functioning of Services

- Contemporary Community Disability Services operate through a sophisticated multi-agency collaborative approach that involves local authority social services departments, NHS trusts providing healthcare components, voluntary sector organisations contributing specialist expertise, and private sector providers delivering contracted services. Access to these services is facilitated through comprehensive social care needs assessments conducted by qualified local council social workers, who systematically evaluate individuals' support requirements, determine their eligibility against established criteria, and subsequently create detailed, personalised care plans that outline specific support provisions tailored to individual circumstances (NHS, 2024).
- Key service components delivered within this framework include supported living arrangements, where trained support workers assist individuals with daily living activities such as personal care, meal preparation, medication management, and household tasks, whilst the person maintains their own tenancy and independence. Day services provide structured programmes offering skills development opportunities, creative activities, social interaction, and community participation that combat isolation and promote wellbeing. Personal budgets represent an innovative approach whereby eligible individuals receive direct payments, empowering them to independently choose, purchase, and manage their own support services according to their preferences (Disability Rights UK, 2023). Community Learning Disability Teams comprise specialist healthcare professionals including learning disability nurses, psychologists, psychiatrists, and therapists who provide clinical assessment, treatment, and ongoing health support. Employment support schemes work collaboratively with disabled people and employers to facilitate meaningful work opportunities and workplace adaptations (Skills for Care, 2023).
- All services are delivered following person-centred planning approaches, which constitute a fundamental methodology ensuring that individual needs, personal preferences, life aspirations, and desired outcomes directly guide all aspects of support provision, rather than fitting people into predetermined service models (SCIE, 2022).

Challenge 1: Funding Constraints and Service Reductions

- Local authority expenditure on adult social care for disabled people has experienced unprecedented financial pressures in recent years, with many councils compelled to implement stringent eligibility criteria that restrict access to services only for those with the most critical needs, thereby excluding many individuals with substantial support requirements. These budgetary constraints have resulted in considerably longer waiting times for assessments and service commencement, significant reductions in day service operating hours limiting opportunities for social participation, and increased dependence on unpaid family carers who often struggle without adequate support themselves. The financial sustainability of community disability services remains highly precarious, with the Association of Directors of Adult Social Services reporting an alarming £3.1 billion funding gap across adult social care nationally, threatening service viability and quality (ADASS, 2023; The King's Fund, 2023).

Challenge 2: Workforce Recruitment and Retention

- The disability care sector experiences chronic, persistent staffing shortages characterised by exceptionally high staff turnover rates and considerable difficulties in recruiting suitably qualified professionals to fill vacant positions. Multiple factors contribute to this workforce instability, including comparatively low wage levels that fail to reflect the skill and responsibility required, physically and emotionally demanding working conditions, limited opportunities for career progression and professional development, and insufficient recognition of the vital role these workers perform. This workforce crisis directly impacts service quality and continuity of care, with vulnerable service users frequently experiencing disruptive changes in their support workers, which proves particularly distressing for individuals with complex needs or autistic people who derive significant benefit from consistent, familiar relationships with trusted carers (National Autistic Society, 2022; Skills for Care, 2023).



TASK TWO: AMBULANCE SERVICES

The ambulance service is one of the most vital elements of the UK emergency health care system, and it is involved in the pre-hospital care, as well as urgent transit, of millions of citizens every year, which helps to save their lives. The History of the Service The earliest known civilian ambulance service was set up in 1887 by the Metropolitan Asthma, Dispensary and Sick Poor Association in London (Association of Ambulance Chief Executives, 2022). But ambulances were originally used as a tool of transport only, and little was done medically, en route. It started to become a clinical emergency service in 1945, as military medical progress in the post-war period gave an idea of the life-saving possibilities of emergency medical care at the scene of incidents, and the ambulance service was transferred to the newly established NHS in 1974, the new framework of emergency medical services was established (NHS England, 2023). A radical change was introduced in the 1980s when paramedic training was introduced to provide crews with high-level clinical skills such as drug administration, defibrillation, and advanced airway management (College of Paramedics, 2022). The NHS Plan 2000 later established standards of national response time, where the eight-minute target of life-threatening calls remains effectively defining the operation of contemporary services (NHS Confederation, 2021).

Modern UK ambulance services are complex, technologically advanced organisations with 10 regional NHS ambulance trusts in England, and with services in Wales, Scotland, and Northern Ireland. The main point of access to services is the 999 emergency telephone number, and the NHS Pathways system is used to triage the cases and group them according to their urgency (Association of Ambulance Chief Executives, 2023). The service has grown to much more than emergency response to include numerous care paths such as urgent care centres, telephone clinical assessment (NHS 111), and specialist transfer services, now allowing paramedics to provide advanced pre-hospital clinical treatment and make complicated clinical decisions such as non-hospital conveyance (College of Paramedics, 2022). Still, enhanced care paramedics get further training on such aspects as mental health, falls prevention, and end of life care, which allows holistic assessment of patients outside the traditional emergency paradigms (NHS England, 2024).

Nonetheless, the service is associated with significant challenges like demand management and response time performance. The number of emergency calls has grown more than 40 per cent within the last decade, which is a result of demographic shifts, the growth of expectations among the population and pressure on other areas of the healthcare system (NHS England, 2024).

The ambulance services are invaluable in enhancing the quality of life of service users by ensuring that access to emergency medical services is fast in periods of health crises. In cardiac arrest (patient), survival is lost in about 10 minutes of delay, and timely paramedic emergency intervention is the key to a successful result (Resuscitation Council UK, 2021). On the same note, ambulance services also play a major role in enhance the quality of life in the long term due to time critical response to stroke, trauma and sepsis. The falls response services identify environmental hazards and organize the support of the community, decreasing the emergency calls in the future, and maintaining independence of elderly patients (Age UK, 2022).

Mental health crisis teams within ambulance services offer sensitive and expert care in the case of psychiatric crisis to patients and eliminate patients attending emergency departments with inappropriate conditions to the relevant mental health facilities (Mind, 2023). Even though some recent issues such as demand and capacity pressures have been unprecedented in ambulance services, the services continue to play a vital part in offering life-saving interventions, benefitting vulnerable groups, and facilitating positive health outcomes, which essentially increase the quality of life of service users nationwide.

References

Association of Directors of Adult Social Services (ADASS) (2023) ADASS Budget Survey 2023. Available at: <https://www.adass.org.uk/adass-budget-survey-2023>

Department of Health and Social Care (2023) Adult Social Care Reform. Available at: <https://www.gov.uk/government/collections/adult-social-care-reform>

Disability Rights UK (2023) Personal Budgets and Direct Payments. Available at: <https://www.disabilityrightsuk.org/personal-budgets-and-direct-payments>

Leonard Cheshire (2022) Disability and Social Care Research. Available at: <https://www.leonardcheshire.org/what-we-do/changing-policy-and-society/research>

Mencap (2023) Community Support Services. Available at: <https://www.mencap.org.uk/advice-and-support/services-and-support>

National Autistic Society (2022) Social Care for Autistic Adults. Available at: <https://www.autism.org.uk/advice-and-guidance/topics/social-care>

NHS (2024) Social Care and Support Guide. Available at: <https://www.nhs.uk/conditions/social-care-and-support-guide/>

Scope (2023) Disabled People and Social Care. Available at: <https://www.scope.org.uk/campaigns/social-care/>

Skills for Care (2023) The State of the Adult Social Care Sector and Workforce in England. Available at: <https://www.skillsforcare.org.uk/adult-social-care-workforce-data>

Social Care Institute for Excellence (SCIE) (2022) Person-Centred Care. Available at: <https://www.scie.org.uk/person-centred-care>

The King's Fund (2023) Social Care Funding. Available at: <https://www.kingsfund.org.uk/insight-and-analysis/long-reads/social-care-funding>

Age UK (2022) *Falls Prevention*. Available at: <https://www.ageuk.org.uk/information-advice/health-wellbeing/conditions-illnesses/falls-prevention/>

Association of Ambulance Chief Executives (AACE) (2022) *The History and Development of UK Ambulance Services*. Available at: <https://aace.org.uk/uk-ambulance-service/>

Association of Ambulance Chief Executives (AACE) (2023) *Ambulance Service Performance*. Available at: <https://aace.org.uk/ambulance-performance>

College of Paramedics (2022) *Paramedic Career Framework*. Available at: https://www.collegeofparamedics.co.uk/COP/Professional_Development/Career_Framework.aspx

Mind (2023) *Mental Health Crisis Services*. Available at: <https://www.mind.org.uk/information-support/guides-to-support-and-services/crisis-services/>

NHS Confederation (2021) *Ambulance Services: At the Heart of Urgent and Emergency Care*. Available at: <https://www.nhsconfed.org/publications/ambulance-services>

NHS England (2023) *Urgent and Emergency Care*. Available at: <https://www.england.nhs.uk/urgent-emergency-care/>

NHS England (2024) *Ambulance Quality Indicators*. Available at: <https://www.england.nhs.uk/statistics/statistical-work-areas/ambulance-quality-indicators/>

Resuscitation Council UK (2021) *Adult Basic Life Support Guidelines*. Available at: <https://www.resus.org.uk/library/2021-resuscitation-guidelines>

The King's Fund (2023) *Ambulance Services Under Pressure*. Available at: <https://www.kingsfund.org.uk/insight-and-analysis/long-reads/ambulance-services>