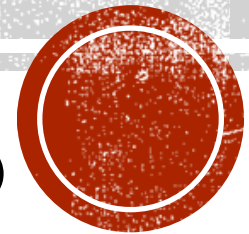


PROBLEM SOLVING IN HEALTH AND SOCIAL CARE

Module: Professional Development in Health and Social Care (LCHS4009)

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WHAT IS PROBLEM SOLVING?

Problem-solving skills involve the capacity to recognize an issue, explore its origins and make a well-informed decision on what action to take. It assists practitioners in decision making and enhancing the outcomes for service users. Problem solving is a key aspect of safe and quality health and social care provision.

PROBLEM SOLVING IN HEALTH AND SOCIAL CARE

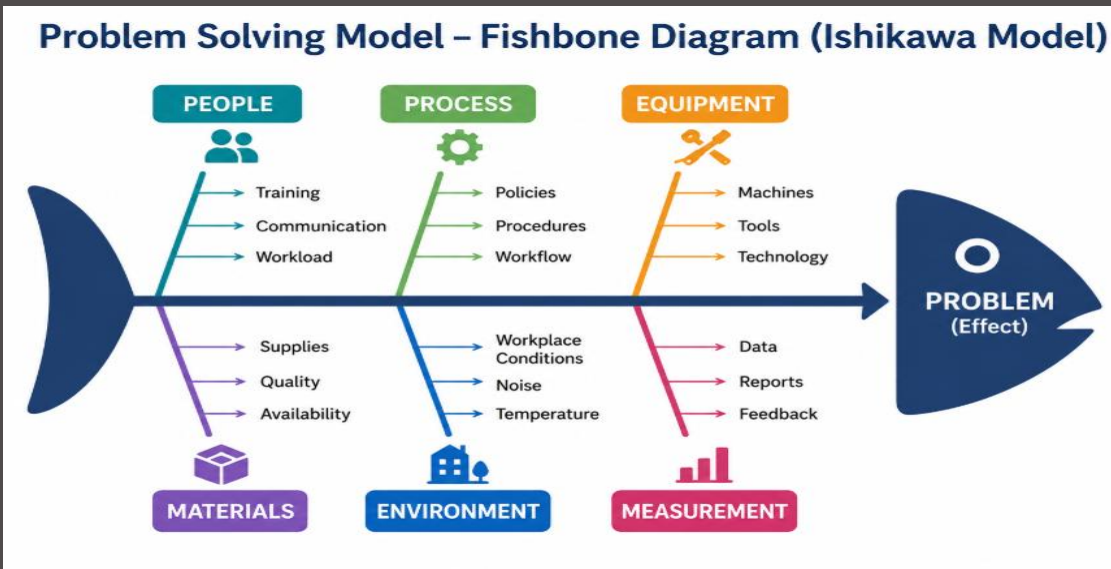
Using skills, knowledge and teamwork to find the best solution and improve care and outcomes.

-  Think critically
-  Work together
-  Make better decisions
-  Improve care quality



PROBLEM SOLVING MODEL – FISHBONE DIAGRAM (ISHIKAWA MODEL)

The Fishbone Diagram (Ishikawa Model) is designed to handle problems where the cause is not known. The Fishbone Diagram is a tool that can be used to identify the underlying causes of a problem by considering multiple factors, including people, processes, equipment, environment and communication.



WHY IS PROBLEM SOLVING IMPORTANT IN HEALTH AND SOCIAL CARE?

Why is Problem Solving Important in Health and Social Care?

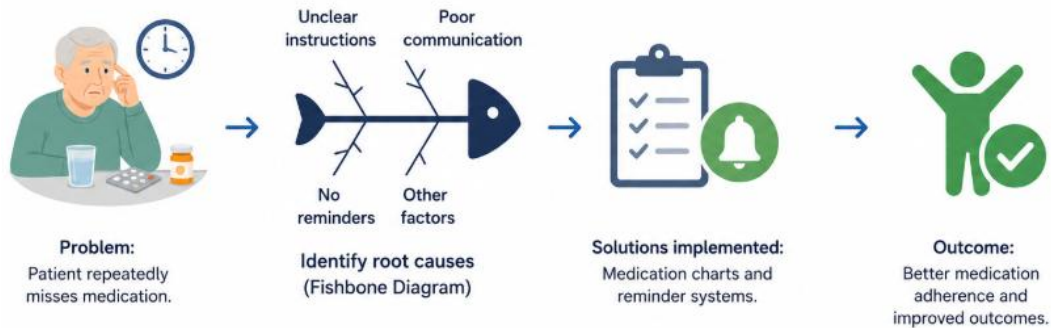


- Enhances patient safety and the quality of care.
- Supports professionals in ways that meet challenges.
- Works well in a group and makes decisions.
- Minimise and avoids risks and problems escalating.



PRACTICAL EXAMPLE

Repeatedly, a patient fails to take their medication on time in a care home. Staff use problem solving skills and a Fishbone Diagram to determine the root causes: unclear instructions, poor communication, lack of reminders etc. They implement medication charts and reminder systems, leading to better medication adherence and outcomes.



Conclusion

It is important for health and social care workers to have problem-solving skills. It assists in recognizing difficulties, better decision making and safe and efficient care. Tools like the Fishbone Diagram can assist professionals in identifying the cause of a problem and coming up with effective solutions.

References

1. Mind Tools (2024) *Fishbone Diagram*.
2. NHS England (2024) *Patient Safety and Quality Improvement*.