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PROBLEM SOLVING AND DECISION MAKING

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DECISION MAKING AND PROBLEM SOLVING

HEALTH AND SOCIAL CARE

INTRODUCTION

What is Problem Solving and Decision Making?

-It is the process of solving problem and to gather relevant solution. Decision -Making is important skills that can help the necessary solution even the problem is simple or difficult to deal with. In our daily life, it happens always how we need always to prove our mental ability. In this report is about the problem of the dissatisfied employees that in every part of UK is always occurred. Analysing the problem, the causes of the problem, and how to apply the Pestle Analysis. In which can be useful technique to the Health and Social Care. To apply the SWOT Analysis and the Fishbone Analysis. To create the solution and be applied. Helpful tools in which is relevant to the health and Social Care jobs. In the situation of the manager and employee, there always occurred a problem like the employee being undervalued. Like when they asked for day off, and the manager cannot allow the employee because of short of staff, because of personal problems, stressed that can cause lack of sleep. It can also improve the strategies to be successful in Teamwork. Monitoring and review technique to apply in problem solving and decision making, will give a great solution.

Why do we need decision –making process? To simplify and get the right solutions in every problem every day that we encountered. We find ways to overview and analyse the cause of chaos that we encountered. The process is not to define, but how we should think. They are the results of an active thought process. In an uncomplicated way define the problem analyse, think, rethink again how you can solve to

action to solved it. Approach can describe the overall way of working. Theory supplies way of understanding to a solution. And using the model of problem solving and decision- making will make the Health and Social worker life easier and serving other's life people better.



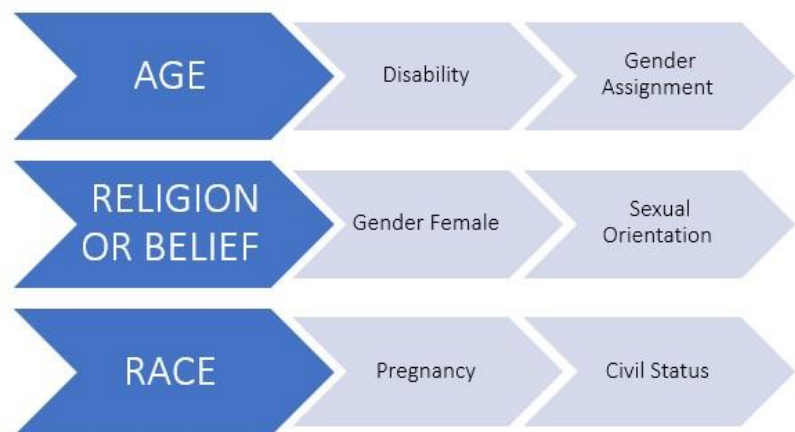
This is the simple Fish Bone analysis and problems solution in a company like a care home in UK. In which can be applied to have a better service with the employees that are dissatisfied in their workplace. One of the staff is having problem in lack of sleep, because of long hours, is not right because there is already a policy that one person should not do more than 12 hours a day. Example should be 37.5 in NHS the full time in a week, every employee should be done, solution for this

problem is to reduce the hours but still have the one-day proper payment that should be claimed. And about the problem from lack of sleep, it forms the mental disturb and cannot cope the stress of the daily tasks. The employees should be felt comfortable and valued. In workplace every employee stays longer than in their own home. They stay more hours when their awake in their workplace very less at home. So, if you stay longer in your workplace, your manager could become liked your parents that can give you advice. Manager should be approachable and should let the employee to feel comfortable and help to gain confidence to the capability of the worker. Good manager also needs to practice in Teamwork the good open communication. Like example having hand over situation from nightshift to morning shift. In that way it will be quite easy and smooth that anything problem will be occurred after. Of course, if employee stay longer at their workplace, it builds friendship with colleague. It also a way an employee inspired to come to work because of having good relationship with who build the good terms with others. Also helps to improve to make the Teamwork successful to their purpose or goal. If employee works 10 hours and needs normal adult person 5-6 hours to sleeps. Mostly 5 hours going to work and going home was consumed for travelling and you do not have any more leisure hours to-do sports, or self-care time. It makes you dissatisfied employee like, when you are communicating your problem to the manager that not giving you attention, or not having time to listen. In which this problem that you keep to yourself is possible be that lead to mental disturb, stress

which you cannot work properly. Every manager should listen when the employee asks for their support in their working time sheets, in their problems about the weekly roster. Sometimes happens that inevitable circumstances that you need the day off, or holidays because of your family or you have children to attend to schools. Sometimes staff still studying in University and can be hard for them to concentrate in their duties. Manager should be aware and approachable for being the team leader. Employees should be happy to come to work, they do not need perfect manager or supervisor. They need happy, comprehensive manager that make them excited to come to work. Conflict occurs also when the manager and the employees not in good terms and without effective communication affects the situation in the workplace. Example, In SureCare Wandsworth the manager always ensure that he can give the best quality care services to clients living in their own home. He follows the regulations of Care Quality Commission (CQC). He always supplies proper training, a good knowledge to have qualified carers for his client. He doing his best having safe and comfortable environment for his clients and his care workers. His goals are making the team as a unit is to deliver the best care in sector that needed for both care workers and especially to their clients. As a manager, he feels immensely proud of being part of an amazing team which makes a positive difference to the lives of clients and their love ones. The organizations also give the opportunities from care workers to the management career, lookout and consider brilliant people who want to make a difference to others'

lives. This also as monitoring review technique by seeing, talking, and listening to staff. Monitoring the work performances. Giving like wellness kits give away, staff discount card or employee of the month award. Monitoring the scheduled of absentee staff, handover, employee survey. Having staff rest room, kitchen and dine room proper changing room, and team communication board to express what everyone thinks or ideas to be in better place to work.

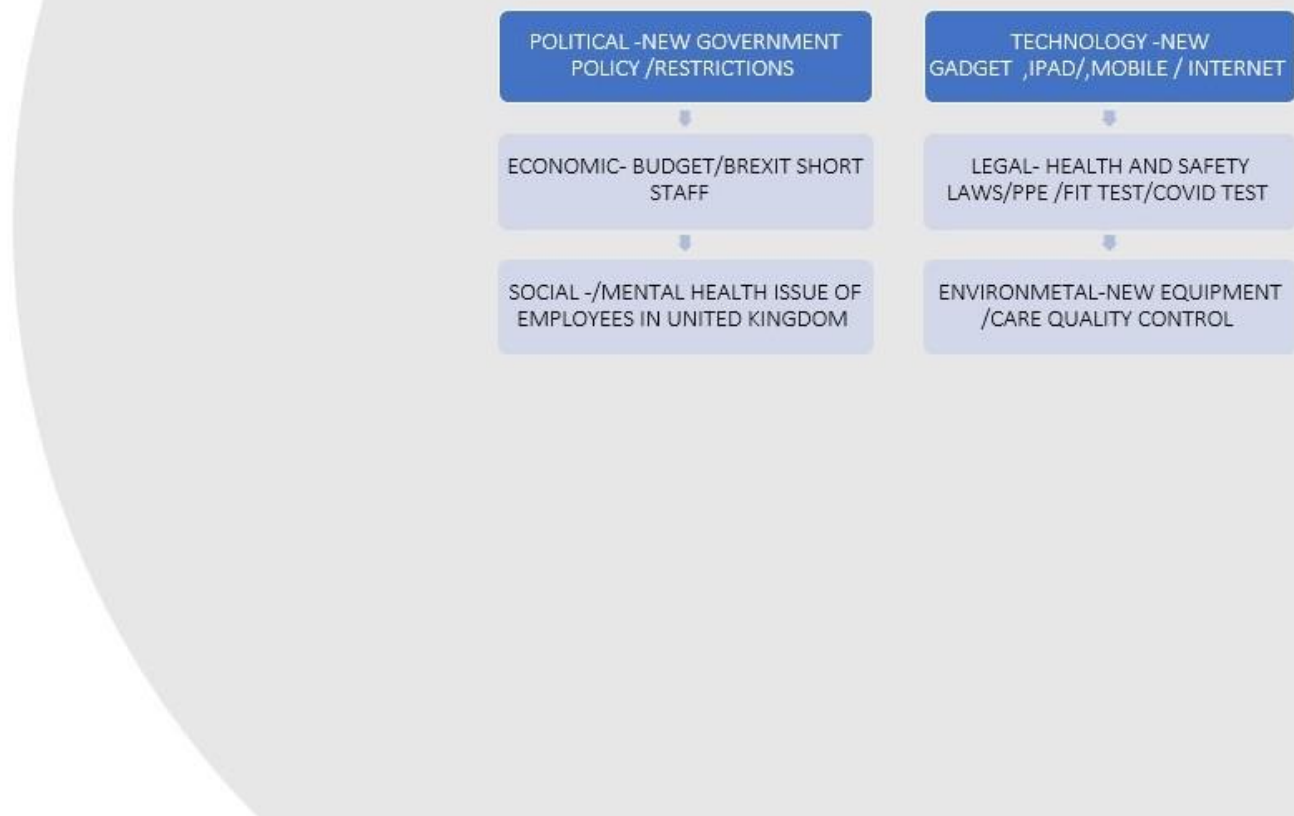
EQUALITY ACT 2010



This are the Human Equality Rights Act 2010 that can be used and followed the rules and regulation that can be applied to protect everybody. No matter what your age is, gender, or female gender, religion or belief, race, civil status or even you

have disability should not be interference to have a good decent job. If you are working in one place you should feel protected and feel not fear that somebody superior to you will going to sexually abused, you. And that feeling that(fear) will become mental disturbed through the time is passing. When a person is stress and fear that will going to lose the job is not a mental wellbeing to anybody. Especially this time of the year Christmas Session. A lot of big company are doing redundancy because of the outcome budget are higher than done the income. So, mostly the solution of the managers is cutting the number of employees and the remaining employees should shoulder all the tasks to be done. Even the worked is overload still needs to carry on. It could be a give damages physically and psychological effect to the remaining staff.

PESTLE ANALYSIS OF MORALES SURE CARE HOME



These is example of PESTLE Analysis which to be applied to solve problems that always occur in SURE CARE HOME. The government new policy for the restrictions affects the income and outcome of the budget annually. In HEALTHCARE Sector if the local Council does not sustain and help other private company, mostly get bankrupt and closed operantly. The 1 billion budgets announced in 2019 by the government, it is for both adult care and children's care in which should be only for adult care. In care home alone, reported that 18,000 people have died which the council added 6.6billion in cost in just 6 months this year. Caroline Abrahams Charity Director at Age UK and co-chair of the CSA (Care and Support Alliance)

said that local authorities are asked to do the impossible for the insufficient money and that the local authorities assigned to the organization this year. The older and disabled people and their families and carers the most suffered in the situation during this pandemic.

The United Kingdom Homecare Association (UKHCA) said its exceptionally disappointing for the 1,4 billion that the government proposing helped budget is only for domiciliary care services alone only. The social care values and aims makes the vulnerable people's lives well and their own home is at risk and hard to carried out. The 1 billion funds for the adult and children's care services are not going further forward because underfunded system which is already weaker before the pandemic starts. Colin Angel, the policy director announced that in the statutory National Minimum Wage and National Living Wage will rise to 2.2 percent (19p) to 8.91 per hour. The rate spread for those aged 23 and over. Even the Brexit law from the government will be give impact because mostly of the social workers come from the European countries. So, the political policies and government budgets, new restrictions, new guidelines put in crisis the Social Care services. The government new restriction is about the infection control issue. Care homes are banned from putting Christmas decoration. The unpleasant and upsetting messages are send to the Care Campaign for the Vulnerable (CCTV). The Infection Control are visiting the care homes and said they are authorised to rip the Christmas decorations. The spokesperson CCTV said that downright appalling because the residents of care home have lost enough to

deprive the also with the Christmas trees and decorations that joy gives. A lot care home managers are heart braked to this banned issue. Only decorations that can be clean and be washed will be allowed. Other managers decided already to makes their clients happy is put outside in the garden the Christmas decorations. Restrictions have already detrimental effects on physical and mental wellbeing of older people. Mostly considered as a drastic and disgrace decision. My SWOT Analysis for these problems that always comes unexpectedly the STREGHT-INTERNAL-the stakeholder, friendly workplace, nice comfortable environment.

WEAKNESS-poor management mis- communications of staff, conflicts. OPPORTUNITIES-promotions to staff by giving the employee of the month award, wellness-being kit. Example proper training to staff to higher education, giving the chances to higher position. Positive feedback too helps also as a sign of appreciation to hard workers employee.

THREATS-the government new policy, new restrictions, customers relatives, new gadget higher budgets, poor relationship in teamwork. Short staff due of external causes like Brexit and most carers are European and leaving their job for repatriation.

CONCLUSION

Being the manager consultant, or the caretaker are not easy job or career. Both in which needs the right skills and knowledge to cope with the proper tools of problem solving and decision-making skills. Especially in HEALTH and SOCIAL CARE sector should have the technique and knows how to implement the solution in every problem that we

encountered personally or in our daily jobs. SOCIAL WORKER should get confidence and understanding how to use the theory, methods, models and approaching to problem solving solution tools. Especially this pandemic situation that worldwide is suffering to put in under controlled everyone, no exemption. Children, families, older vulnerable adults, and the society that we are living should be worked together to be free to these situations. That is why the social worker are in needs into the society.

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