

Student Name	Noreen Munir
Student ID Number	2540023
Module Code and Title	LCHS4003 Introduction to Health and Social Care
Lecture Name	Helen Parsons
Assignment Title	Written Assignment

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TASK 1: GUIDED SCENARIO RESPONSE/MINI REPORT

To: Councillor Chris Gargon (Green Party) and Councillor Joe Peacock (Green Party)

Subject: Addressing the shortages of community disability services in the local area

Contact address: Council House, Victoria Square, Birmingham, B1 1BB, UK

Introduction of the issue

In United Kingdom, community disability services are available by national charities, local disability organisations and regional council support teams that offer advice, care and support. However, there is a shortage of community disability services in UK that prevent the vulnerable people to access services and care whenever they need. The number of specialist care workers is failing since year 2009 that leaves vulnerable individuals with lack of care (Thomas, 2026). The review by Royal College of Nursing also disclosed that the number of nurses hired by NHS has reduced from 7,083 to 4,768 at the end of 2026 and as a result around 1.5 million populations with disabilities were not received necessary services. Along with this, budget constraints have put pressure on local authorities to cut down disability services, decrease day-centre undertakings and close specialised support facilities. 2 in 5 parents of children with Send are suffering from financial and emotional stress.

Impact of the issue on the community

The insufficient community disability services in our local area have substantial consequences for disable persons as well as their family members.

Loss of autonomy: People with physical and mental disability need a disability services to perform their daily tasks and mobility. Due to insufficient services, disable people face high level of difficulties to do work and grab employment opportunities.

Increased isolation: As people do not get required services on time, they feel isolated and become detached from the society which increase their issues and make it hard for them to live life peacefully (Wright, 2026).

Increase inequality: People who belong to marginalised community suffer most from the shortage of service as compared to wealthy people. It increases the inequality and discrimination among different groups in the community.

Pressure on community workers: When there is lack of staff in the care organisations, it directly increases the burden and workload on remaining doctors and nurses. Overtime, specialist care professionals face stress, burnout and mental health issues which are not good for both workers and service users.

Care Act (2014) is an act of Parliament of UK which develops a clear legal structure for local authorities and other health & social care system regarding safeguarding of adults who are at risks of abuse, harm or neglect. Align with the act, local authority must promote the well-being of individuals and fulfilling care & support requirements (*The Care Act (2014)*),

2026). The present shortage indicates that these statutory responsibilities are not being fulfilled that leave vulnerable people at risk of worsen health outcomes. It also reduces the quality of life of children with SEND and their families and impacts in long-term.

Recommend response to address the issue

In order to address service shortage issue, the local authority must consider following strategies:

Improve hiring and compensation: It is the most important for local authority to review its recruitment and compensation strategy to address staff shortage issues. Local authority should increase hourly pay and perks to attract the potential care workers.

Collaborate with voluntary organisations: The local councillors must make partnership with the charity organisations and OPD's (Organizations of Persons with Disabilities) to develop inclusive recruitment strategies (Murphy, Wankhade and Lakoma, 2020).

Increase training efforts: Local authority must organise training sessions for the care workers so that they can increase their skills and abilities and work efficiently even in the crisis situation. The local authority must give digital tools so that nurses can complete their work on time without any pressure.

Fund and resource allocation: Local authorities should carefully distribute capital and other essential resources for the community-based services to meet the actual demand. The government can also enforce rules which necessitate that high amount of public funding go directly to the community disability services.

Conclusion

It can be concluded that the shortage of community disability services weakens the Vision of Care Act (2014) of offering inclusive and person-centered care. It is vital for the local authority of Birmingham to safeguard the well-being of vulnerable individuals, decrease inequalities and provide support to the families. Through investing in staff capacity, collaboration and training, the local authority can meet its statutory duties as well as establish community. It has analysed that quick action by the local authority will only help in enhancing life quality of service users and their families but also decreases long-term pressures on UK's health & social care sector.

TASK 2: ESSAY

Service: Ambulance Services

Introduction

In United Kingdom, ambulance services are a foundation NHS that offer urgent medical care and secured transport for people in the emergency situations. The service represents the frontline of UK healthcare and makes sure that vulnerable people receive treatment as soon as possible. From origin to the current time, ambulance services have undergone considerable transformation. It advances from fundamental patient transport into very extremely expert paramedic-led systems which are able enough to deliver care at the scene. This essay will shed light on the history of ambulance services and its developments with time. Further, it will critically analyse the situation of ambulance services today and its significance for the patients.

Origins of the service, historical contexts and current function

In United Kingdom, ambulance services originated in the 19th century and primarily it is provided by voluntary organisations like St. John Ambulance Brigade. The role of ambulance services were expanded during WWI and WWII when speedy emigration and treatment become important. Later, in the year of 1948, with the foundation of NHS, the country formally incorporated the ambulance services within public healthcare (*History of UK ambulance services*, 2023). During the reorganisation of NHS in the year of 1974, the government positioned the ambulance facilities under local health authorities. In the year of 2006, NHS Trusts were switched with NHS Foundation Trusts that provided more autonomy and authority to ambulance facilities over their management & finances.

In addition to this, it enabled the ambulance facilities to be more receptiveness to local requirements and to give more tailored facilities to societies. The developments show the evolution of service from voluntary assistance to a professionalised crisis response system. At present, ambulance services within UK continues to progress and enhances with the developments in training, medical knowledge and technology that helps in offering better and more effective support & care to the service users in need. Currently, ambulance services run by NHS Trusts across Wales, Scotland, London, England and Northern Ireland. The team immediately replies to 999 emergency calls and offer non-emergency patient transport facilities from hospitals.

Critical analysis of ambulance service and significance for services users

Ambulance services offer emergence response, quick patient transport and highly advanced care. Paramedics provide life-saving solutions on-site that decrease the risks of severe health issue. Around 20% of 999 emergency calls are managed completely over the phone through clinical advice as well as treated on-site by extremely trained paramedics

(*London Ambulance Service*, 2026). It reduces the need of expensive and unnecessary journeys to the hospitals. Additionally, ambulance services are now using digital technologies like virtual care records and AI-powered voice technology to create clinical notes automatically which considerably improve frontline documentation.

In spite of developments and benefits, the healthcare system encounters in-depth systemic flow problems within the NHS ecosystem. Individuals in the need of emergency care are at high risks of neglect or harm because of long delays response times of ambulance. Service users also have to wait in ambulances outside of the hospitals which also increase risks for their life (*Care Quality Commission*, 2023). Shortage of staff and difficulties to hire and retain skilled care workers are also increased problems for the patients. Moreover, random shortages of vehicles create pressure on the local authorities during peak seasons. Ageing population in the UK is increasing over the time that directly raises demand for the ambulance services and when they do not get services on time, it reduces the trusts on healthcare systems.

Ambulance services provide quick help to those who are suffering from the acute health issues like cardiac arrest, serious trauma and heart stroke by fast intervention from paramedics. They help in pain management, stabilisation as well as revival which decrease dependency on hospital admissions and enhance the recovery outcomes. Beyond urgent intervention, ambulance also helps in improving accessibility and equality in NHs by offering equal services to all the service users.

Conclusion

As per the above analysis, it can be concluded that as the frontline service, ambulance services implemented the principle of universal access sets by NHS to make sure that vulnerable individuals receive services timely irrespective of their situations. It has analysed that ambulance services are transformed from only charitable help to a highly specialised NHS emergency system. It helps in saving the lives of people and upholding their confidence. However, due to the systemic issues like staff shortages, vehicle scarcities and hospital obstacles reduce the ability of ambulance facilities. Thus, solving these problems is important to make vulnerable people receive services timely.

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