

BMSW4004 Problem Solving and Decision Making

Title: Shortage of PPE in Flowasia Care home During Covid-19

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Introduction

The care home organization are required to serve for the patients and the people who are in need of health service. The care home organizations require different equipment and ingredients to serve for the health issues. The world is currently facing a pandemic situation caused by Noble Corona Virus (Dakin Andone, 2020). The patients in care home organizations are increasing who are getting affected with COVID 19. For the service of such patients, the care home organizations and the professionals need PPE which means personal protective equipment. This report is about the problem of shortage of PPE in Flowasia Care home. The consequence of shortage to respond to the pandemic situation have been demonstrated in this report.

Workplace problem

I have been involved in serving in the care home organization Flowasia Care home. This care home organization is responding to the pandemic situation by serving the patients. But the requirements of PPE are shortage in this care home organization. For the shortage of PPE, the increasing number of patient's requirements cannot be met with such shortage of PPE. This is leading to the problem that more patients are left behind for serving to their problems and issues (Frazee, 2020). The pandemic situation of COVID 19 is increasing around the world. Everywhere, there are patients facing the issue of the virus Corona which is leading this issue to more requirements of PPE around the world. The production and supply of PPE is not relevant with demand. The response or demand of the PPE is required to be developed and improved.

Scope of the problem

Responding to global health issue in this pandemic situation is required by the health and social care organization. The pandemic situation requires so much respond since the number of patients around the world is increasing. All the patients and professionals serving for the health issue caused by COVID 19 are required for their protection while serving the patients. The PPE is required to provide protection to the patients and service providers. While serving the patients, the professionals and patients both require PPE. The shortage of PPE is tempting professionals to be aware of the use of PPE (Hatchett, 2020). The production of PPE and the use by the patients and professionals should be optimized.

Impact of the problem

The pandemic situation caused by COVID 19 requires more response by care home organizations. The shortage of personal protective equipment generally results in lack of service by the care home organization. The care home organizations are looking forwards to the supply of more PPE to respond to the rising number of patients resulting in due to the spread of COVID 19 across the world (Möhlenkamp and Thiele, 2020). The care home Flowasia is a local care home setting which is also working for the development of the situation of this pandemic situation. There are lot of opportunity for the patient to get service from this care home organization, but the thing that is prohibiting the organization from the service is the shortage of PPE. The production is not meeting the requirements of PPE around UK which is leading shortage of supply to the organization. For the shortage the professionals do not want to take risk of getting affected with the virus. The PPE is the protection against the Corona Virus. Moreover, the ultimate impact of the shortage of PPE in the care home led to inefficiency of service by the organization. Other impacts that are caused by the shortage of PPE in health and social care organization are as follows:

- **Rising risk:** The risk factors to the patients and professionals involved in care service are increased due to the lack of PPE in care home sectors (Azzi-Huck, Shmis, 2020). In the Flowasia care home organization, there are several professionals who are resisting about the service since they are not being provided with enough PPE, they need for proper safety.
- **Lack of safety:** The patients and professionals are at risk of getting affected by the virus since the virus is very sensitive and affect easily with connection to other human being. Proper safety measurements without PPE are being hampered.
- **Lack of confidence:** While the professionals are not given with the required PPE they need, they are losing their hope to fight against the pandemic issue (Duncan, 2018). They number of patients are increasing which requires more involvement of the professionals but being shortage of PPE the professionals in the care home are losing their confidence to serve with proper measurements.

Impact of the problem on all the stakeholders

All the stakeholders of an organization are impacted by the activities and operations of the organization. The health and social care organizations are also in this phase to 9impact the organizational stakeholders. The issue in this report is the shortage of PPE in the care home

organization Flowasia where the impact of the issue is mostly negative. All the stakeholders are being impacted by the issue. Here the issue of the shortage in the care home organization Flowasia and its impact on each of the stakeholders are described below:

Professionals or service providers: The service providers who are involved in providing service are impacted most in this pandemic situation. The PPE is required to make sure safeguarding the professionals from getting affected from the disease and issue. The disease COVID 19 caused by Corona virus is so sensitive which can affect any person easily. So the professionals are at stake for the shortage of the PPE in the organization.

Service users: The service users and patients are also effected with the issue. The patients are served with the PPE by the professionals. But in case of the shortage of the PPE, the professionals and caretakers cannot serve the patient as per their requirements and needs. The shortage impacts the patients with lack of service capacity. More patients are getting back from the care home organization Flowasia since there are less opportunity for the professionals to involve in serving more patients with more PPE.

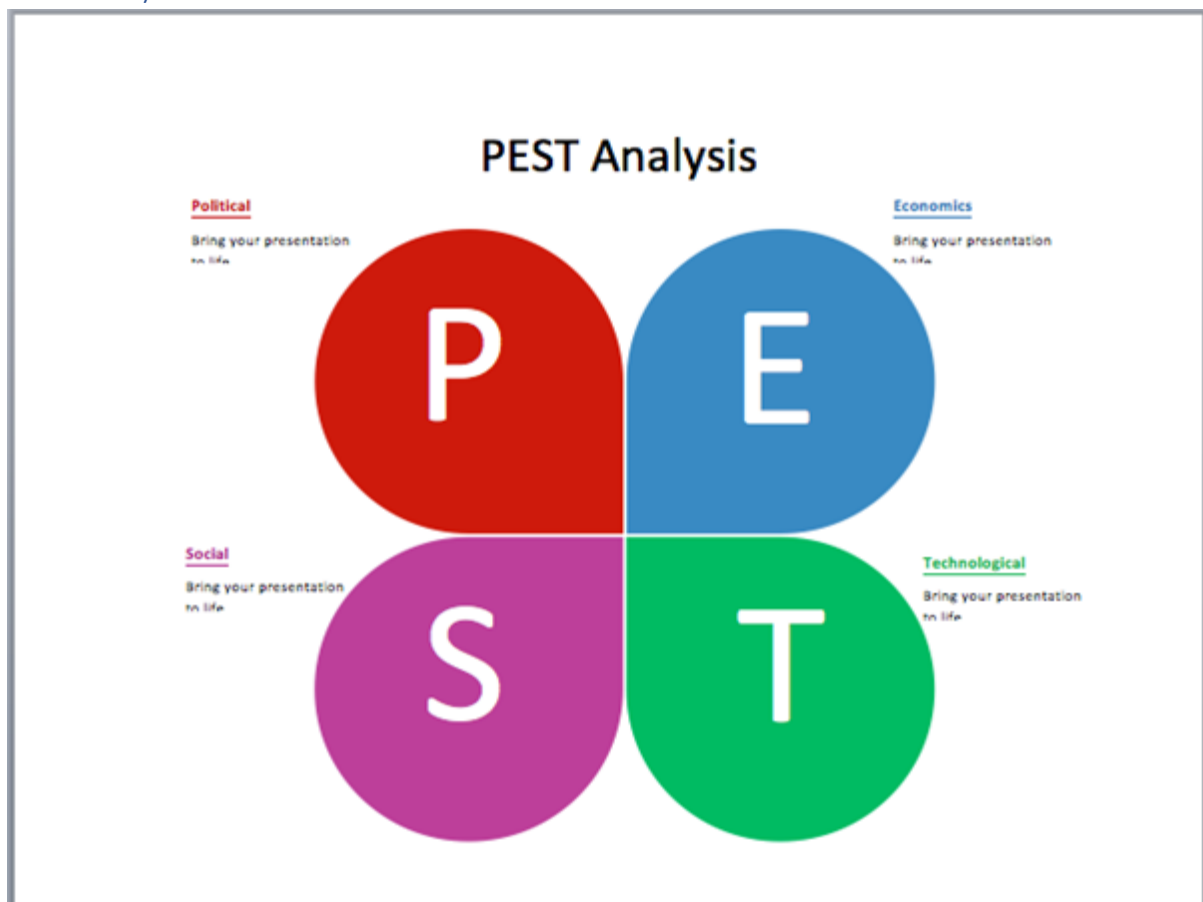
Management bodies: The employees and staffs belonging to management and corporate body of the organization, are impacted by the managerial decision regarding the issue. The management of an organization needs to respond to the issue as soon as possible. The managerial bodies need to communicate with all the suppliers and produces of PPE. The decision regarding the flow of the service by the professionals with PPE are also tough to respond in the care home organization Flowasia.

Owners: The owners of an organization are also impacted by such issues where the operations and service are getting hampered. The shareholders of the organization Flowasia are at stake of losing share value, since the value of service is diminishing. Thus the owners of the organization are also getting impacted to maintain the fame of the organization.

Analyse the decision-making process including the relevant legislation.

There are different analysis tools that are used for analysing any situation and describing the factors. The analysis of any factors allows to derive the solution for any problems. The analysis of the shortage of PPE and its solution can be derived by analysing the PEST analysis, SWOT analysis, and fishbone diagram. Here in this portion of the report, the analysis for the situation of shortage of PPE in the care home organization Flowasia is decribed below:

PEST analysis



The PEST analysis stands for political, economic, social and technological environment. The analysis of these elements in line with the issue for the organization Flowasia care home is presented below:

Political factors: The government and the political parties are looking forward to find out how the pandemic situation can be managed. They are implying more control on the production and supply of the PPE (Bryner, 2020). For a fair distribution cause of the PPE across the UK, some local organizations are not getting more supply of PPE as it requires.

Economic factors: The pandemic situation and a lock down maintenance have stopped most of the economic activities around the UK which is leading lower number of manpower to get involved in production of PPE and supply as per the demand (Burns, 2015). The economic disadvantage of production is leading a lack of production capacity and resulting in the shortage of PPE in different local care home organization.

Social factors: The social distancing of the people is creating distance among people. People are not getting in touch which is also misleading about the information of the availability of

PPE from the suppliers and producers. Thus, the social distancing is also responsible to cause the shortage of PPE in different local organizations like Flowasia.

Technological factors: The development of technology can contribute to faster production of PPE and supply to different area where organizations are facing shortage of PPE. The involvement of improved technologies in the production and supply of PPE can make a positive change in this situation (Chen, 2020).

SWOT analysis

The Flowasia is a local care home organization which is currently facing shortage of PPE. The SWOT analysis can show how the organization can deal with the issue by considering its strength factors and weakness factors:

Strengths:

- The professionals in this organization are dedicated to the service.
- Being local organization, the patients are familiar with the organization which makes this care home reliable to the patients.
- There is plenty space in the organization for more PPE and more patient service in this pandemic situation.
- The management of the organization are efficient in taking faster decision regarding response to issues.

Weakness:

- Some professionals are not willing to work in this pandemic situation.
- The shortage is making everyone lose confidence to fight the situation.
- The number of patients is increasing leading to more requirements of PPE and space for patient's service.

Opportunities:

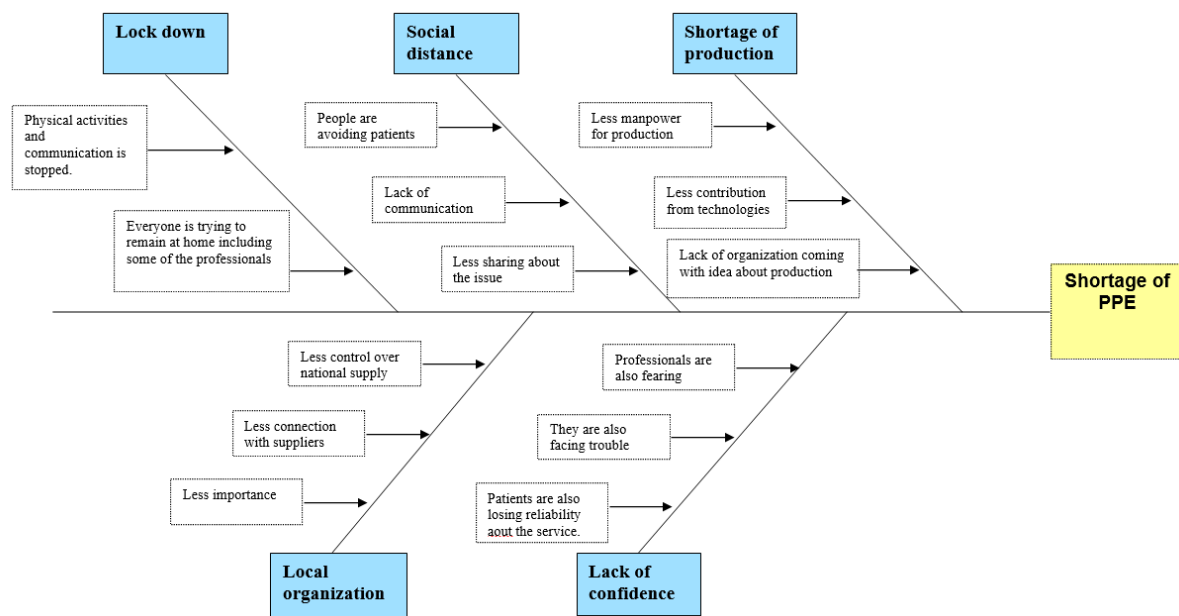
- The national authority is looking forward on this issue to provide all the organizations with PPE that they require.
- The management of the care home organization is also searching for alternative solution in this regard.
- There are different NGOs and social organization that are also coming forward in this regard.

Threats:

- The patients and service providers both are at stake of getting affected by the virus with the shortage.
- The shortage is leading more spread of the virus.
- The cure is yet to come which is leading rumour about the pandemic situation and its ruthlessness.

Cause and effect analysis

The cause-and-effect analysis takes place with the analysis of Fishbone diagram. The Fishbone diagram for the issue of PPE shortage for the care home organization Flowasia is presented with the diagram graph below:



Effect: The causes of the shortage of PPE and its effects have been shown with the graph above about the fishbone diagram. The causes of the shortage of PPE in local organizations like Flowasia is shortage of production and supply activities in this pandemic situation. Every person is fearing the affection of the virus and neglecting physical activities rather maintaining a social distance. This is leading to a result of less production and supply of PPE to the organization which are in need of PPE for service and protection to the professionals. The effect of the shortage is causing more risk to the professionals and some professionals are showing less willing to serve for the issue (Kelly, 2011).

Range of alternative solutions to the problem

The organization Flowasia is facing a shortage of PPE for serving the patients of COVID 19. The shortage results in lack of service against which, the authority and management can take different steps. Some of the alternative solution to the problem are listed here:

- i. Giving more importance to the production and supply of the PPE by different organization. The suppliers and producers should come forward with more production and supply of PPE for the professionals serving in this pandemic situation around the world. The production of more PPE would allow the care home organization to collect more PPE and meet the shortage.
- ii. The management of the organization should maintain proper communication with the suppliers so that they can avail more PPE. Keeping communication with the suppliers and producers of PPE would allow the management team of the organization learn about where to go and buy PPE. Purchase of more PPE from the market is more crucial for the care home organization Flowasia since it is facing extreme need of PPE for the professionals to serve huge amount of patients.
- iii. The technological development can be attained to promote more PPE production. The technologies have developed the area of service and production for any organization. The involvement of developed technologies can raise the production with maximum quantity so that the extra demand of PPE are met with the production process.
- iv. The national and social authorities should come forward to help in this regard. There are several social organization that are coming forward to respond to the pandemic situation. The government can imply extra facilities for the professionals and production process of the PPE.

Implications of the alternatives

The national authority has already taken so much measurements to mitigate the velocity of the issue. The management of the organization Flowasia can improve communication with the suppliers of PPE so that they can bring more PPE from the suppliers to respond to the demand of the professionals while serving. The management should also make the professionals aware of the use of the PPE so that there are no waste and the PPE should be utilized properly (Mazza et al., 2020).

The analysis of the impact of the problem on the stakeholders of the organization takes place with the analysis of the stakeholder communication plan. The stakeholder communication plan for the care home setting Flowasia is presented below with a plan table:

Stakeholder	Power/Interest	Key Interests/Issues	Communication Vehicle	Frequency	Comments
Service providers/caretakers/nurse	Providing safety with the required number of PPE for the professionals	Increasing demand of PPE for their safety and service to patients.	Direct communication by maintaining safety		Effective services to all the care providers
Service Users	Ensuring safety and effective service for the patients	Getting affected without proper safety by PPE.	Online media and direct meeting on the care home premises.	While the patient requires.	Ensuring safety while serving the patients.
Management bodies	Monitor and manage the required equipment for service.	Instructing the professionals to utilize their use of PPE.	Online meeting and direct meeting at the organization by following safety measurements.	Imposing proper control and monitoring strategy.	Planning for the development of the situation and imply best process.

Monitoring

The management of the organization is involved in monitoring all the activities and operations to make sure that all the professionals are involved in fair service to the patients. The pandemic situation requires more involvement of the professionals. The implication of PPE and serving the professionals with more PPE should be monitored by the management so that there is full optimization of the limited resources. For effective monitoring process by the company can be implied with the following process.

- The organizational management should imply proper control over the activities and operations by the professionals. With this the organization can make sure that there are

no waste of the PPE by the professionals and the professionals are only using it on the right purpose.

- The establishment of proper control over supply and requirements of PPE can make sure the utilization of the limited number of PPE for the use of patients.
- Keeping proper accounts and reporting process for the purchased PPE can also make sure about the use of PPE.
- The professionals should be accountable for the use of PPE from the care home organization.
- Moreover, the HR team and operational manager should be involved in guiding and monitoring the use of PPE to make sure less waste is being conducted.

PMI Chart

The PMI chart is a chart that describes the advantages, disadvantages and opportunities in terms with plus, minus and interesting. The PMI chart for this issue of PPE shortage in the care home organization is presented with the table below in line with the shortage in the care home organization Flowasia.

Plus	The whole world is facing a pandemic situation created by the Noble Corona virus. The PPE is required to maintain safety while serving the patients. The shortage is now being considered in national and international level. Different other countries who have resources are coming forward (Luhman, 2018). The social and national authorities are working for the cure of the issue.
Minus	There is less manpower for involving them in production and supply activities to make faster supply of PPE to the organizations which are involved in service of COVID 19 affected patients.
Interesting	The interesting facts in this issue is that the individuals are becoming concentrated to the issue and getting involved in helping each other out. The awareness about the pandemic situation is rising among the people.

The PMI Chart is about the reflection of the opportunities, advantage and disadvantages in different form. The process of shortage of PPE in the care home organization Flowasia have been reflected with the PMI Chart above. With the formation of this chart, the decision regarding the issue and its management can be taken easily by the authority.

Best alternative

From the analysis of the alternatives and their implication, the most effective alternative is that the management should be more attentive to purchase. While purchasing the PPE, the management should think about how it can meet the demand. Another major activities are

implied by national and social authority. The national authority can contribute more to the production and supply of PPE. The national authority can also imply proper regulation about the maintenance of the production and supply as per the demand in different care home. A sustainable production and supply goals to all the organizations that are involved in service. The social organizations in the society can also contribute to the communication and play intermediary role to promote more production and supply of PPE. Thus both of these alternative are effective. The first one is in the perspective of the care home organization and the second one is on the perspective of government and society.

Conclusion

The world is now facing a critical situation caused by COVID 19 and its spread. The service of the disease requires personal protective equipment to safeguard the patients and the service providers. The pandemic situation with the spread of the virus Corona has made it compulsory for the professionals and patients to be safeguarded with proper measurements. The protective tools for individuals in such pandemic situation are known as PPE which referred to as personal protective equipment. The virus has spread all over the world which requires every professionals for PPE while serving the patients. But the demand of PPE by the professionals have been increased in a great deal which resulted in shortage of the PPE in different local organization. The shortage of the PPE has led to risk for the patients, service users and the professionals on which this report is focussed. In this report the shortage of PPE in the care home organization Flowasia have been explained. The impact of the shortage on the service, stakeholders and the possible solution have been explained in this report. There have been different alternative solution which have been derived with proper implication of analysis tools of the problem in this report.

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