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RESIDENTIAL CARE HOME

Explanation of the Chosen Healthcare Service

- Residential Care Home it provides a safety and supportive environment for individual elderly/geriatric people who requires a support and assistance for their day to day living and activities but do not require a need of care. Residential care home gives or offers different kind of services including personal care, companionship and social activities to enhance or boost their quality of life. People who are in a residential care home may receive a long-term, short-term, emergency care and even palliative care. Residential Care Home cater mainly elderly people ranges 18-65, people with disability may get help with their washing, dressing, toileting and even eating. The main purpose of a residential care home is to support people who cannot live independently but do not require nursing care or constant medical supervision. (World Health Organization, 2015).



A Brief History of the Service

- Residential care homes show how elderly care has developed to meet the need for specialized support. They began as charitable institutions linked to hospitals and later evolved into modern care systems that aim to improve older adults' quality of life. Their history dates back to **936**, when the first almshouse was established in York. These homes were funded by wealthy donors as acts of charity. Later, the **Act for the Relief of the Poor (1601)** required parishes in England and Wales to support people unable to work, including the elderly, through almshouses or early workhouses. (The National Archives UK, 2023)

Key Aspects of Current Functioning

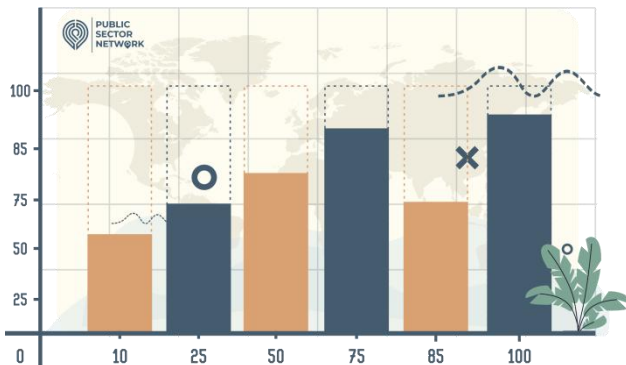
- **Services Provided:** Personal care (hygiene, mobility support), medication administration, meals, and social activities, with some facilities providing specialized dementia care or nursing care.
- **Staffing & Structure:** Teams typically include care workers and managers, with regulations governing hiring, staff ratios, and training to ensure safety.
- **Purpose:** To offer a safe, supportive environment that fosters independence and social interaction for vulnerable, aged, or disabled residents.

(Caring.com, 2024; Hamberley Care Homes, 2023)

Two Challenges Faced by the Service

- **Staff Shortage** many residential care homes experience shortage of trained caregivers due to high demand, lack of skills, or staff leaving job
- **Low Unemployment Rates** when the employment opportunities, increase in other sectors, care homes find it harder to recruit skilled workers.
- **High Turnover and Burnout** due to excessive workload employees are leaving due to stress, poor-work life balance or lack of career growth in the organization
- **Unexpected Absences** due to some unreasonable absences of the staff/employee sick leave, family emergencies and other unexpected events can create sudden staffing gaps

(Society for Human Resource Management, 2023; International Labour Organization, 2022).



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AMBULANCE SERVICES

Brief History

- **Early Transport of Patient** the first ever mode of transport of patient by using hammock, during the period it evolves by use of cart and introducing the use of ambulances.
- **Ambulance** was originated in ancient times where carts used to transport patient, the first used of ambulance from an emergency transport was in 1487 by Spanish forces. The development of modern ambulance transportation was started in 19th Century with significant advancement in technology and through evolving of the world's mechanical transportation and designs. The introduction of modern vehicles in the early 20th century was revolutionized the ambulance services making the vehicle more efficient, capable of responding quickly. The evolution of ambulances has had been profound and give impact to the world, shaping the medical care, emergency care and overall care for quicker immediate response and medical attention to the patient. (National Association of Emergency Medical Technicians, 2020; World Health Organization, 2018).

- The development of organized ambulance services continued after the establishment of the National Health Service. In Northampton, the Borough Council eventually withdrew from the St John Ambulance Brigade and transferred the ambulance service to the Fire Brigade in Upper Mounts to improve service management (Northampton General Hospital NHS Trust, n.d.)Pinnell, A. (2000). *History of the ambulance service 1948–1974* Northampton General Hospital NHS Trust. (n.d.). *The history of the ambulance service – 1948: The formation of Northampton County Council Ambulance Service.*

Function

- The function and use of ambulances are used primarily for crucially ill and life-threatening condition, the use of ambulance is to provide emergency response to life-threatening condition/situation or person that need urgent care needs. The key function of ambulances may include emergency response which the key point is to access first point of emergency call, ensuring immediate response or medical attention for the patient with life-threatening condition.

Urgent Care Support or Response which gives support to the patient that needs non-life-threatening condition but need urgent medical care and give them or direct them to the appropriate services.

- Co-design of Care ambulance services are increasingly taking on a broader co-design to give urgent and emergency care the aims of it is to improve care delivery closer to the public homes and reduce the reliance on acute care. (World Health Organization, 2018; National Association of Emergency Medical Technicians, 2020).

Significance of Enhanced Ambulance Service

Quality

- **Reduced Mortality and Morbidity:** High-quality care and swift transport are directly linked to higher survival rates, especially for cardiac, stroke, and trauma patients.
- **Improved Patient Safety:** Proper maintenance of medical equipment, hygienic conditions in patient compartments, and trained personnel reduce risks of infections and medical errors.
- **Enhanced Efficiency:** The use of smart technologies (IoT, real-time traffic data) and efficient logistics reduces response times, allowing for better resource utilization, especially in areas with high traffic or limited resources.
- **Better Patient Outcomes & Experience:** Beyond speed, quality care involves effective communication, reducing patient/carer anxiety, and proper handover to hospital staff, which improves overall satisfaction.
- **Cost-Effectiveness:** Well-organized services with proper triage reduce unnecessary emergency department (ED) visits and optimize the use of specialized care units.

Quality of services provided by public funded ambulance program:
Experience from a northern state in India (2020)

- Ambulance services significantly enhance the quality of life for patients by providing **rapid, timely medical intervention**, which can be critical in reducing mortality and improving health outcomes in emergencies such as severe trauma or cardiac arrest. By minimizing the time between the onset of a medical emergency and professional care, ambulance services help prevent complications and support quicker recovery, directly influencing patient well-being and satisfaction with healthcare delivery. Studies have shown that the quality of ambulance care has a measurable impact on overall patient outcomes and perceptions of emergency medical services, which contributes to improved long-term quality of life for individuals who receive timely prehospital care. Their role in facilitating efficient transfer to appropriate healthcare facilities and ensuring continuity of care further supports better clinical results and enhances public trust in the health system. Understanding the factors that influence patient satisfaction with ambulance services Bogomolova, S., Tan, P.J., Dunn, S.P. and Bizjak-Mikic, M. (2016) 'Understanding the factors that influence patient satisfaction with ambulance services', *Health Marketing Quarterly*,

Ambulances



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