

Booklet 14

# Social Care In Action

# Professional Intervention

- *To compare different forms of service delivery*
- *To explore the new trends in the delivery of health services and social care services*

# Purposes of Intervention- Prevention

## Healthcare Profession

- To avoid the development of a disease or injury / early detection of diseases
  - e.g. vaccinations/ health checks / health education

## Social Care Profession

- To encourage clients to manage their own lives / early identification of individual and family problems
  - e.g. family life education/ publicity/ counselling

# Purposes of Intervention- Emergency Support

## Healthcare Profession

- To provide immediate care to individuals who is in serious or potentially life-threatening condition
  - e.g. first aid/ accident and emergency services

## Social Care Profession

- To provide immediate care to individuals who experience an event that is serious or potentially life-threatening
  - e.g. professional social workers provide shelter homes for victims of domestic violence



# Purposes of Intervention - Curative and Problem-Solving

## Healthcare Profession

- to prevent progression of the disease / deterioration / shorten the length of stay in the hospital / decrease mortality
  - e.g. surgical treatment for removal of tumors

## Social Care Profession

- to help clients to accept and cope with current difficulties, incomplete, or difficult life situations
  - e.g. social services to socially support battered spouses and to give the unemployed re-training

# Purposes of Intervention - Rehabilitation

## Healthcare Profession

- To minimize residual disabilities and complications / To help persons with disabilities to fully extend their physical, mental and social capabilities within the limits of their disability
  - e.g. physiotherapy / occupational therapy

## Social Care Profession

- To provide support and care to clients' physical, social, intellectual and emotional needs / To help the clients to reintegrate into the society/ return to normal life
  - e.g. counselling for drug addicts/ gamblers



# Forms of service delivery

- Integrated vs. Specialised services
  - Integrated services
    - Holistic care : physical, intellectual, emotional, social, religious and cultural needs of the client are taken into account
  - Specialised services
    - Healthcare Profession: needed when focused investigation or treatment is necessary for patients with severe health conditions, e.g. psychiatric problems and obstetric care
    - Social Care Profession: for particular groups, e.g. sexual violence victims, survivors of domestic violence, batterers, ethnic minorities and new immigrants
  - Specialized and integrated services are always in parallel development
- Centre-based vs. Outreach, Home-based, Residential services (Refer to Booklet 7 – Community Care)

# New trends in the delivery of services

- Community based: focus at district level, long term care
  - provide support to the special needs of individuals and families of the community and enhance self-help and mutual-help ability
  - a kind of care delivered in or around people's home, or in homely settings in the community
- Community development
  - empowering a local community by professionals to address local concerns and provide support and care



# Roles, Skills and Approaches in Management

- *To develop the enabling skills in health promotion and the provision of care services, including*
  - *team-building and team work*

# Leadership

- Leadership styles : **Authoritarian, Participative and Delegative**
- Different Roles of Managers : *Planning Role, Supervision and Administration Role, as well as Leading Role*
- *Leading Role*
  - Set priorities for the tasks
  - Synthesize and get the work done with efficiency
  - Build the team

# Team Building and Team Work

- ***Roles of Team Leader***

- **Guidance** : the process of directing the discussion and providing structure for planning and action to take place
- **Stimulation** : reinforcing productive team efforts so all team members are actively involved
- **Coaching** : giving feedback
- **Coordinating** : improving communication and feedback among team members to produce a cohesive working team

- ***Roles of Team Members***

- **Involve** : motivate others by getting them involved in an idea or problem
- **Listen** : listens actively
- **Support** : supporting and encouraging others
- **Compromise** : gives up something for problem solving



# Team Building

- **Conditions for an effective team**

- A reason for working together that makes sense to the team members
- Mutually dependent on one another's experience, abilities, and commitment in order to accomplish mutual objectives
- Members believe in and are committed to the idea that working together as a team is preferable to working alone
- The team accountable as a functioning unit within a larger organisational context

- **Norms for effective group functioning**

- Before evaluating a member's contribution, others check their assumptions to ensure they have properly understood.
- Each person speaks on his or her own behalf and lets others speak for themselves.
- When the group is not working well together it devotes time to finding out why and makes the necessary adjustments.
- Conflict is inevitable but will be managed and dealt with positively.

# Communication Skills

- *To develop the enabling skills in health promotion and the provision of care services, including :*
  - *communication skills*

# Process & Types of Communication

- Process : a person sends a message to another person
  - Including: thoughts, feelings or information
  - Noise - impairs message and thus erroneous or irrelevant information is transmitted
- Types :
  - ***Nonverbal Communication*** : facial expressions, body language, tones, pictures etc.
  - ***Verbal Communication*** : talk, e-mail, letters etc.

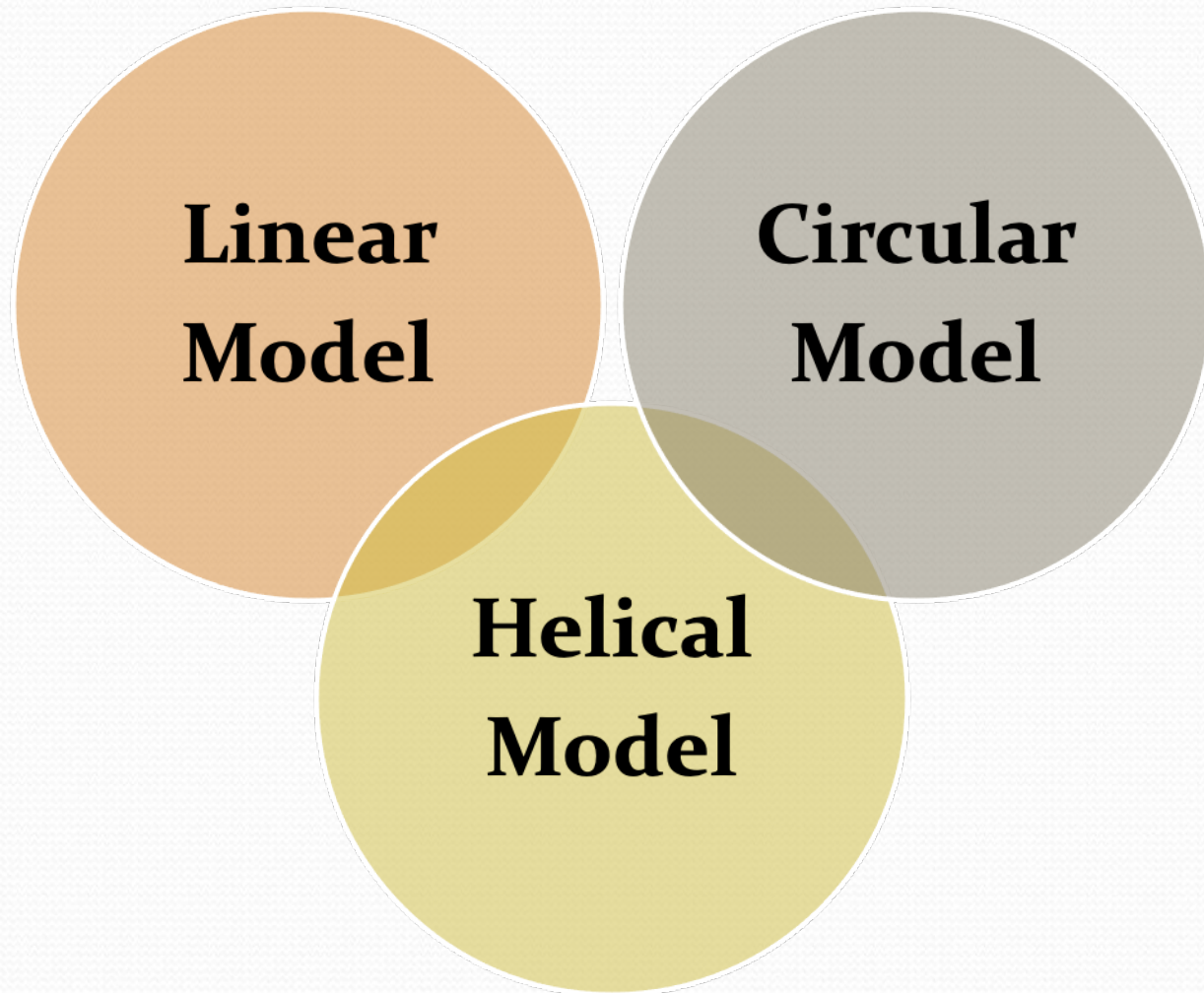


# Communication Barriers

Common communication barriers :

- Lack of trust
- Message ambiguity/distorted
- Lack of empathy
- Lack of active listening
- Assuming
- Not agreeing
- Dominating

# Models of Communication





# Linear Model

- Description:
  - One-way communication that the sender delivers the message and the receiver receives the message
- Limitation:
  - No chance for clarification of message / senders have to verify that what the listener heard is what they meant to say



# Circular model

- Description:
  - Two-way communication that the sender delivers messages and the receiver gives feedback to the sender on the message he/she receives
- Limitation:
  - This model may require a longer time of communication (vs Linear Model)
  - Noises will lead to unintended additions, distortions, or deletions of a message that block desired understanding (vs Helical Model)

# Helical Model

- Description:
  - communication evolves in the beginning and then develops further with modifications
- Limitation:
  - require the longest time of communication and not applicable to the urgent cases



# Effective Communication

- ***Ways to Enhance Effective Communication :***
  - e.g. gather information / restate information, thoughts or feelings / clarify problems / express own feelings / stay calm and considerate / use of an I-message instead of you-messages
- ***Active Listening***
  - e.g. be motivated / make eye contact / show interest / avoid distracting actions / empathy / take in the whole picture / ask questions / paraphrase / don't interrupt / don't over talk