

		This would aid communication because it would also the service users views to be put forward, heard and explained without them being ignored and dismissed.	
Emotional and self-esteem issues	• Counsellors- are people that are trained to give guidance on personal or psychological problems. • Befriends- becoming friends with someone.	Care workers could befriend a service user which will boost their self-esteem and, confidence and trust which will help them to open up and socialise with people. Counsellor can help service users that suffer from mental illnesses such as dementia, schizophrenia etc. Counsellor will aid communication because they will help get the service users view points and requests across which may contribute to improvements in their health.	Counselling and becoming friends with a service user will boost their self-esteem, confidence, trust and just over all improve their well-being. However some patients may not want to discuss their personal problems and reject the efforts of the counsellor and refuse to go to them.
Substance abuse e.g. drugs and alcohol.	• Giving them time- space to think and come to a conclusion. • Assessment of risk- thinking about the risk that may cause more harm.	Giving a service user time to do something means that the care workers won't rush them or pressure them because of they do it sit will create a barrier and that they break whatever bond was that formed between you and the service user e.g. giving a service user time to choose what treatment that they would like to try to help the with their drug problem.	Giving a service user time to do something will give them time to handle their personal business without it someone breathing down their neck making them uncomfortable, anxious, scared, useless a waste of time etc. However the service user may take advantage of this and not do anything about their problems, the problems may get bigger etc.