

## BTEC Tech Health and Social Care: Unit 2A – Services and Values

### The Specification:

<b>PASS</b>	<b>Explain</b> how health and social care services meet the needs of individuals in a given scenario. <b>Explain</b> how barriers could affect the use of one health and social care service for an individual in a given scenario.
<b>MERIT</b>	<b>Analyse</b> the extent to which health and social care services meet the needs of individuals in a given scenario, <b>explaining</b> how barriers for one service can be overcome.
<b>DISTINCTION</b>	<b>Assess</b> the suitability of health and social care services for individuals in a given scenario, making justified and realistic suggestions for how barriers for one service can be overcome.

Health and Social Care Services	
HEALTH CARE	SOCIAL CARE
Primary: GPs, dental care, optometry, community health care	Children and young people: foster care, residential care, youth work.
Secondary and tertiary care: specialist medical care.	Adults or children with specific needs: residential care, respite care, domiciliary care.
Allied health professionals: physiotherapy, occupational therapy, speech and language, dieticians	Older adults: residential care, domiciliary care. Informal care: relatives, friends, neighbours.

### Key Words

<b>Primary care</b>	Health care provided in the community for people making an initial approach for advice or treatment.
<b>Secondary care</b>	Medical care that is provided by a specialist or facility upon referral by a primary care.
<b>Tertiary care</b>	Specialised consultative care, usually on referral .
<b>Allied health professionals</b>	Health care professions distinct from nursing, medicine, and pharmacy.
<b>Residential care</b>	Long-term care given to adults or children who stay in a residential setting (not own home).
<b>Respite care</b>	Temporary care of a sick, elderly, or disabled person, providing relief for their usual carer.
<b>Domiciliary care</b>	Help with personal care and other practical household tasks.
<b>Optometry</b>	Occupation of measuring eyesight, prescribing corrective lenses, and detecting eye disease.
<b>Physiotherapy</b>	Treatment of disease, injury, or deformity by physical methods such as massage, heat treatment, and exercise.
<b>Occupational therapy</b>	The use of particular activities as an aid to recuperation from physical or mental illness.
<b>Dieticians</b>	An expert on diet and nutrition.

### Basics

<b>Identify</b>	Establish or indicate who or what (someone or something) is.
<b>Describe</b>	Give a detailed account in words of.
<b>Explain</b>	Make clear to someone by describing it in more detail or revealing relevant facts.
<b>Assess</b>	Give careful consideration to all the factors or events that apply and then identify which are most important, giving reasons. You must also give the advantages and disadvantages and say which one is best
<b>Evaluate</b>	Give careful consideration to the advantages and disadvantages and then explain why they are advantages and disadvantages. Decide which factor is the most important and explain your reasons.
<b>Analyse</b>	Identify the key factors and how they are linked and the explain the importance and relevance of each one.

### Barriers

<b>Physical barriers</b> Objects that prevent the individual from getting to where they should go.	<b>Cultural/ Language barriers</b> Services that affect someone's culture or that they cannot understand because they don't speak that language.	<b>Intellectual barriers</b> Cannot access services because they did not know about them.
<b>Sensory barriers</b> Individuals unable to access services because they are deaf, blind etc.	<b>Psychological barriers</b> Affecting the way an individual thinks about a service.	<b>Resource barriers</b> Services not available due to lack of staff or money.
<b>Social barriers</b> Cannot access services because they struggle in social situations.	<b>Geographical barriers</b> The distance individuals have to travel to access services.	<b>Financial barriers</b> The cost of accessing services.

### Sentence Starters

In addition to...	Alternatively ...	For instance...
Another point...	For example...	Whereas...
This can be illustrated by...	However...	Generally...

### Case Studies

<b>Case study 1:</b> Robert has been diagnosed with cancer. He needs to have radiotherapy treatment which is in a specialist hospital which is 35miles away. The treatment made him feel to ill to drive.
<b>Case Study 2:</b> Daisy is 76years old and has suffered a stroke. Her mobility is good but she gets confused. She is trying to decide whether to stay at home with support or move to a residential home.
<b>Case Study 3:</b> Angelika is 29years old and has just moved to the UK she speaks little English. She has just found out she is pregnant. Angelika is worried because she has no one to go with and the hospital is 25miles away – she cannot drive.

## BTEC Tech Health and Social Care: Unit 2B – Services and Values

### Self – Assessment Tips

1	Identify specific and relevant examples of performance throughout the assessment.
2	Highlight your accomplishments make sure you accurately describe your strengths.
3	Be honest – it is very likely your teacher will have a good understanding of your strengths and areas for development.
4	Use the feedback provided and if you don't understand it ask for help!
5	Research different ways that you could develop your performance.
6	Stay positive – even when discussing your areas for development. No one is perfect!
7	Create targets for development – identify how you can improve and how long it should take you to develop your weaknesses.

Care Values	
<b>Empowering and promoting independence.</b>	Involving the individuals where possible in making choices e.g. what treatment they should have.
<b>Respect</b>	Respecting service users' needs, beliefs and identity.
<b>Maintaining confidentiality</b>	When dealing with records, avoid sharing information inappropriately e.g. gossiping.
<b>Preserving dignity</b>	Help individuals to maintain privacy and self-respect.
<b>Effective communication</b>	Effective communication that displays empathy and warmth.
<b>Safeguarding and duty of care</b>	Maintaining a healthy and safe environment by keeping individuals safe from harm.
<b>Anti-discriminatory practice</b>	Being aware of types of unfair discrimination and avoiding discriminatory behaviour.

### Case Studies

<b>Empowering/ Independence:</b>	James has arthritis. His joints are sore and swollen. He used to be a journalist and write a lot. He wants to discuss his meal choices and how to be as independent as possible whilst eating.
<b>Respect:</b>	Nathan is about to have his 3 <sup>rd</sup> birthday. His mum wants to invite everyone from his nursery to his party and is preparing invitations. Some of Nathan's friends are Jehovah's Witness but Nathan's mum wants them to be there without being disrespectful to their beliefs.
<b>Confidentiality:</b>	The medical records of 26 million patients are embroiled in a major security breach amid warnings that the IT system used by thousands of GPs is not secure. The Information Commissioner is investigating concerns that records held by 2,700 practices - one in three of those in England - can be accessed by hundreds of thousands of strangers.
<b>Dignity:</b>	Ana is receiving palliative care, she recently had a course of chemotherapy and has lost her hair. She had always been very particular about her appearance. She is nearing the end of life and Justine is helping her with her care in the hospice, Justine wants to maintain her dignity where possible.
<b>Communication:</b>	The lack of communication across the NHS is "completely shocking", the Health Secretary said yesterday as he disclosed that 11 people died last year after being given the wrong medication. The NHS needs to improve communication to staff and patients.
<b>Safeguarding/ duty of care:</b>	There were 12 chances to save the life of this eight year old girl. Instead, she died of 128 injuries. On 25 February 2000, months of abuse and neglect finally overcome Victoria Climbié and she's declared dead. The torture she's suffered includes starvation, cigarette burns, repeated beatings with bike chains and belt buckles. And hammer blows to her toes. Many will blame the Haringey social worker, for not doing more to prevent the abuse and the social care system that utterly failed to protect an innocent child.
<b>Anti-discriminatory practice:</b>	Violet aged 84, had an appointment to have an operation on a bunion on her big toe. However, because of her angina, she was sent for a heart scan. She said: "They found that it was not angina, but a leaky valve. "I asked if I could have this fixed. The attitude from doctors was: 'What are you bothered about, at your age?'".

### The Specification:

<b>PASS</b>	<b>Demonstrate</b> the care values independently in a health or social care context. <b>Describe</b> positive and negative aspects of own demonstration of the care values and comment on aspects of feedback.
<b>MERIT</b>	<b>Demonstrate</b> the care values independently in a health or social care context, making suggestions for improvements of own application of the care values that incorporate feedback.
<b>DISTINCTION</b>	<b>Assess</b> the suitability of health and social care services for individuals in a given scenario, making justified and realistic suggestions for how barriers for one service can be overcome.

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