

Health & Social Care Knowledge Organiser: Component 2 H&SC Services and Values

Learning Aim A: Understand the different types of H&SC services and barriers to accessing them.

Learning Aim B: Demonstrate care values and review your own practice.

Providing good health and social care services is very important and a set of 'care values' exist to ensure this happens. Care values are important because they enable people who use health and social care services to get the care they need and to be protected from harm.

A1 Health & Social Care Services

B1 Care Values

1. Different health care services and how they meet service user needs

- Primary Care, e.g. GP, Dentist, Optician etc.
- Secondary & Tertiary care, e.g. Surgery, Cancer Treatment Centre etc.
- Allied Health Professionals, e.g. Physiotherapist, Radiographer etc.

2. Different social care services and how they meet service user needs

- Services for children and young people, e.g. Foster Care, Residential Care,
- Services for adults or children with specific needs e.g. Respite Care, Day Centres etc.
- Services for older adults, e.g. Residential Care, Domiciliary care etc.
- Role of Informal Social Care Provided by Relatives, friends and neighbours.



1. Empowerment & Promoting Independence -

Involving individuals in making choices about their care and encouraging them to be as independent as possible.

2. Respect - This is done by respecting service users' need, beliefs and identity.

3. Maintaining Confidentiality - Keeping personal information safe secure and not sharing without data patient consent.

4. Preserving Dignity - Helping individuals to maintain their privacy and self-respect.

5. Effective Communication - Displays empathy and warmth, awareness of non-verbal communication.

6. Safeguarding and Duty of Care - Reporting concerns and keeping patients safe whilst in our care.

7. Promoting Anti-Discriminatory Practice - Awareness of different types of discrimination.



A2 Barriers to accessing services













B2 Reviewing own application of care values

1. Types of barriers and how they can be overcome

- Physical, e.g. issues getting into and around the facilities
- Sensory, e.g. hearing and visual difficulties
- Social, Cultural and Psychological, e.g. lack of awareness, differing cultural beliefs, social stigma, fear of loss of independence
- Communication, e.g. differing first language, language impairments
- Geographical, e.g. distance of provider, poor transport links
- Intellectual, e.g. learning difficulties
- Resource, e.g. staff shortages, lack of local funding, high local demand
- Financial e.g. charging for services, cost of transport, loss of income while accessing services



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Key Words	Career Paths	Respect Code
<p>Professional Referral Independence Safeguarding Respect Dignity Empowerment</p> <p>Carer Primary Communication Pharmacist Discrimination Domicilliary Optician Nurse Physiotherapist</p> <p>Barrier Tertiary Cultural Empathy Confidentiality GP</p>	<ul style="list-style-type: none"> • Nurse • Midwife • Social Worker • Teacher • Nursery Nurse • Counsellor • Care Assistant • Physiotherapist • And many more....  	       
<h3>Key Questions</h3>		 
<p>How can we empower patients?</p> <p>Why is it important to maintain patient confidentiality?</p> <p>How could a barrier to accessing a service realistically be overcome?</p> <p>What is the difference between 'Primary' and 'Secondary' Care?</p> <p>Explain the referral process for accessing health services?</p> <p>Can you evaluate the impact of empowerment on patient centred care?</p> <p>How can domiciliary care workers promote independence?</p>		