

# HSC - Component 2 - Knowledge Organiser

## Learning Outcome A - Understanding the different type of health and social care services and barriers to accessing them

### Healthcare Conditions

- ✓ Arthritis -
- ✓ Cardiovascular (heart) conditions - coronary heart disease, cerebral vascular accident
- ✓ Type 2 diabetes -
- ✓ Dementia -
- ✓ Obesity -
- ✓ Respiratory conditions - asthma, chronic obstructive pulmonary disease (COPD)
- ✓ Additional needs - sensory impairments, physical impairments, learning disability



### Social Care Services

- ✓ Children and young people - foster care, residential care, youth work
- ✓ Adults or children with specific needs (learning disabilities, sensory impairments, long-term health issues) - residential care, respite care, domiciliary care.
- ✓ Older adults - residential care, domiciliary care.

### Additional Care

- ✓ Informal care - given by relatives, friends, neighbours, partners.
- ✓ Voluntary care - community groups and faith-based organisations, charities.

### Care Services Explained

- ✓ Foster care -
- ✓ Residential care -
- ✓ Youth work -
- ✓ Respite care -
- ✓ Residential care -
- ✓ Domiciliary care -

### Healthcare Services

- ✓ Primary care - GP surgeries, dental care, out-of-hours services, telephone services, accident and emergency departments.
- ✓ Secondary care - specialist medical care to include rheumatology, respiratory medicine, cardiology, endocrinology.
- ✓ Tertiary care - specialist medical care to include oncology, transplant services.
- ✓ Allied health professions - physiotherapy, speech and language therapy, occupational therapy, dietetics.
- ✓ Multidisciplinary team working - how services work together, including referrals between services.



### Barriers to Accessing Services

- ✓ Physical barriers - issues getting into and around the facilities (ways to overcome physical barriers: ramps, wider doorways, accessible toilets/rooms, stair lifts, hoists.)
- ✓ Barriers to people with sensory disability - hearing and visual difficulties (ways to overcome sensory barriers: hearing loops, British Sign Language (BSL) interpreters, communication cards, large print leaflets, braille leaflets, staff collecting vulnerable service users from waiting areas.)
- ✓ Barriers to people with different social and cultural backgrounds - lack of awareness, differing cultural beliefs, social stigma, fear of loss of independence (ways to overcome social and cultural barriers: awareness campaigns, posters and leaflets, well women and well men clinics, choice of service provider (e.g. if a male or female is preferred), collaboration with community and faith groups.)
- ✓ Barriers to people that speak English as an additional language or those who have language or speech impairments - (ways to overcome language barriers: literature in other languages, face-to-face and telephone interpretation services, health and wellbeing group meetings for speakers of other languages, longer appointments, use of advocates, staff training and awareness of common speech and language difficulties.)
- ✓ Geographical barriers - distance of service provider, poor transport links (ways to overcome geographical barriers: local community transport schemes for disabled or elderly service users, home/community visits, community clinics, telehealth schemes.)
- ✓ Text barriers to people with learning disabilities (ways to overcome intellectual barriers: use of Health Passports and All About Me documents, use of advocates, use of Learning Disability Nurses (LDNs) and support workers, 'Quiet Clinics', quiet waiting areas, longer appointment times, use of communication cards, adhering to The Accessible Information Standard and providing low text 'easy read' leaflets.)
- ✓ Financial barriers - charging for services, cost of transport, loss of income while accessing services (ways to overcome financial barriers: NHS exemption certificates, NHS Low Income Scheme, NHS vouchers for eye tests, glasses and lenses, NHS Healthcare Travel Costs Scheme (HTCS), charitable schemes such as community transport.)





## Learning Outcome B - Understand the skills, attributes and values required to give care

### Skills and Attributes in Health and Social Care

- ✓ Skills - problem solving, observation, dealing with difficult situations, organisation.
- ✓ Attributes - empathy, patience, trustworthiness, honesty.



### Values in Health and Social Care - The 6 C's

- ✓ Care - receiving correct and consistent care.
- ✓ Compassion - empathy, respect and dignity.
- ✓ Competence - skills and knowledge to deliver effective care, based on research.
- ✓ Communication - involving individuals and/or carers and listening.
- ✓ Courage - doing the right thing and speaking up when concerns arise.
- ✓ Commitment - to improve care and experience for individuals.

### The Benefits to Individuals of the Skills, Attributes and Values in Health and Social Care Practice

Individuals will:

- ✓ Be supported to overcome their own personal obstacles, receive high quality care,
- ✓ receive person-centred care based on individual wishes, be treated with respect,
- ✓ not be discriminated against,
- ✓ be empowered and have independence,
- ✓ be involved in care decisions,
- ✓ be protected from harm, feel comfortable to raise complaints,
- ✓ have their dignity and privacy protected, have their confidentiality protected,
- ✓ have their rights promoted.



### The Obstacles Individuals Requiring Care May Face

- ✓ The character traits that influence how individuals cope - resilience, self-esteem, emotional intelligence, disposition - a person's character traits, e.g. positive, negative.
- ✓ Emotional/psychological - lack of motivation, low self-esteem, acceptance of current state, anxiety, stress.
- ✓ Time constraints - work and family commitments.
- ✓ Availability of resources - financial, equipment, amenities.
- ✓ Unachievable targets - unachievable for the individual or unrealistic timescale.
- ✓ Lack of support - from family and friends.
- ✓ Other factors specific to individual - ability/disability, health conditions, addiction.



## Assignments - How this component is assessed

### Task 1 - How health care services work together to meet the needs of an individual

This task will cover Learning Outcome A

- ❑ You will be given a patient, you will know their life stage and illness, *e.g. 8yr old with asthma*
- ❑ You must name primary health care services and explain how they meet their needs
- ❑ You must name secondary health care services and explain how they meet their needs
- ❑ Finally, explain how primary and secondary services work together to meet the individuals needs

### Task 2 - How social care services meet the needs of an individual

This will cover Learning Outcome A

- ❑ You will be given a patient, you will know their life stage and care needs, *e.g. 92yr old who needs help with personal care*
- ❑ You must explain which social care services could meet their needs
- ❑ You must explain which voluntary care services could meet their needs
- ❑ Finally, you must explain which informal care options could meet their needs

### Task 3 - Barriers an individual could face when accessing services in health or social care

This will cover Learning Outcome A

- ❑ You will be given a brief case study
- ❑ You must identify barriers they may face when accessing services
- ❑ Suggest ways these barriers can be reduced or removed
- ❑ Explain how your suggestions would reduce / remove the barrier
- ❑ Finally, explain how your suggestions are realistic

### Task 4 - How health care professionals demonstrate the skills, attributes and values required when delivering care to an individual

This will cover Learning Outcome B

- ❑ You will be given a patient, you will know their life stage and illness, *e.g. elderly individual with dementia*
- ❑ You will be given 2 skills, and must explain how professionals can demonstrate them to support the individual
- ❑ You will then need to make the same explanation for 2 attributes
- ❑ Finally, make explanations for two values

### Task 5 - How the skills, attributes and values of care professionals can help an individual to overcome potential obstacles

This will cover Learning Outcome B

- ❑ You will be given a case study
- ❑ You must identify obstacles they could face
- ❑ Then explain how these obstacles could impact their recovery
- ❑ You will be given 2 skills, 2 attributes and 2 values that can be shown by care professionals
- ❑ You will then need to explain how these could help to overcome their obstacles