# 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

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



#### **Social Care Services**

- $\checkmark$  <u>Children and young people</u> 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

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

#### **Care Services Explained**

- ✓ <u>F</u>oster care -
- ✓ Residential care -
- ✓ Youth work -
- ✓ Respite care -
- ✓ Residential care -
- Domiciliary care -

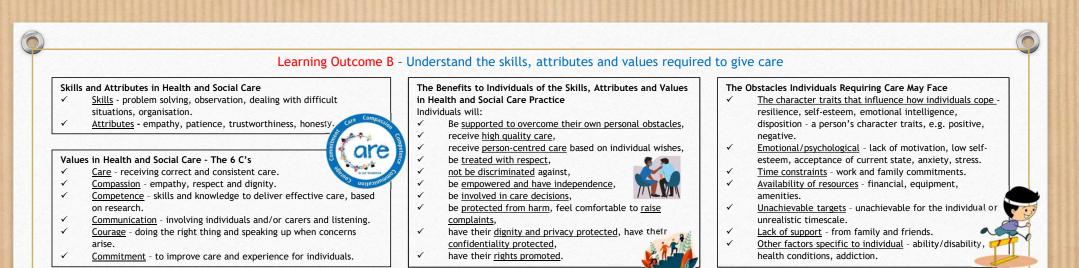
#### Healthcare Services

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

### **Barriers to Accessing Services**

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- Physical barriers issues getting into and around the facilities (ways to overcome physical barriers: ramps, wider doorways, accessible toilets/rooms, stair lifts, hoists.)
- <u>Barriers to people with sensory disability</u> 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.)
- <u>Barriers to people with different social and cultural backgrounds</u> 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.)
- <u>Barriers to people that speak English as an additional language or those who have language or speech impairments</u> (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.)
- <u>Geographical barriers</u> 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.)
- <u>Text barriers to people with learning disabilities</u> (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.)
- Have costs scheme (HCS), chantable schemes such as community transport.)



Task 1 - How health care services work together to meet the needs of an individual	Task 2 - How social care services meet the needs of an individual This will cover Learning Outcome A	Task 3 - Barriers an individual could face when accessing services in health or social care	Task 4 - How health care professionals demonstrate the skills, attributes and values required when delivering care to	Task 5 - How the skills, attributes and values of care professionals can help an individual to overcome potential
This task will cover Learning Outcome A	You will be given a patient,	This will cover Learning Outcome	an individual	obstacles
You will be given a patient, you	you will know their life stage	Α	This will cover Learning Outcome B	This will cover Learning Outcome B
will know their life stage and	and care needs, e.g. 92yr	You will be given a brief	You will be given a patient, you	You will be given a case study
illness, e.g. 8yr old with asthma	old who needs help with	case study	will know their life stage and	You must identify obstacles the
You must name primary health	personal care	You must identify barriers	illness, e.g. elderly individual with	could face
care services and explain how	You must explain which	they may face when	dementia	Then explain how these
they meet their needs	social care services could	accessing services	You will be given 2 skills, and must	obstacles could impact heir
You must name secondary	meet their needs	Suggest ways these barriers	explain how professionals can	recovery
health care services and explain	You must explain which	can be reduced or removed	demonstrate them to support the	□ You will be given 2 skills, 2
how they meet their needs	voluntary care services could	Explain how your	individual	attributes and 2 values that ca
Finally, explain how primary	meet their needs	suggestions would reduce /	You will then need to make the	be shown by care professionals
and secondary services work	Finally, you must explain	remove the barrier	same explanation for 2 attributes	You will then need to explain
together to meet the individuals	which informal care options	Finally, explain how your	□ Finally, make explanations for two	how these could help to
needs	could meet their needs	suggestions are realistic	values	overcome their obstacles