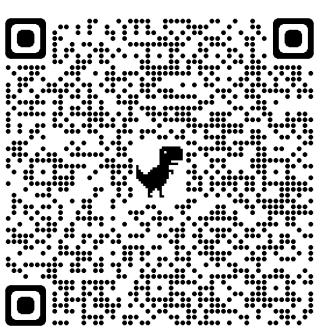


COMPONENT 2: HEALTH AND SOCIAL CARE SERVICES AND VALUES KNOWLEDGE ORGANISER

Challenging texts



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TOPIC CONTENT:

- You will learn a range of health and social care services, any barriers individuals face accessing them and how they can be overcome.
- You will learn about the skills, attributes and values required to give care.

LEARNING OBJECTIVES

A – Understand the different types of health and social care services and barriers to accessing them.

B – Understanding the skills, attributes and values required to give care.

LAA – Understand the different types of health and social care services and barriers to accessing them.

Health Conditions –

Type 2 Diabetes

- The Sugar levels (glucose) in the blood become too high (7 mmol/l +)
- Symptoms include – headaches, thirst, urinating a lot, blurred vision/tiredness

Arthritis

- Affects the joints.
- Symptoms include stiffness in joints, swelling around the joint, pain/tenderness, warmth around the joint.

Coronary Heart disease

- When fatty substances build up in the coronary arteries making them narrower and restricting blood flow to the heart.
- Symptoms include chest pain, feeling dizzy, nausea (sick) and shortness of breath

Dementia

- Reduced brain function resulting in memory loss.
- Symptoms include understanding and processing difficulties, difficulties in speech, loss of independence etc. these progressively get worse.
- 1 in 14 people over 65 have dementia

Cerebral Vascular Accident

- Interrupted flow of blood to the brain caused by either a stroke or brain injury.

Obesity

- Someone with a high level of body fat.

Asthma

- A chronic life threatening condition which affects the lungs.
- Symptoms include breathlessness, wheezing and coughing.

Chronic Obstructive Pulmonary Disease

- An inflammation of the lungs which obstructs (reduces) airflow.
- Symptoms include breathlessness, chesty cough, wheezing, frequent chest infections and tiredness.

Additional Needs - Extra support needed to ensure good standard of living and quality of life.

Sensory Impairment –

- Vision/Hearing difficulties which significantly impact communication and well-being.

Learning Disability

- Less able to understand complex information and learn new skills.

Physical Disability

- “A limitation on a persons’ functioning, mobility, dexterity or stamina that has a substantial and long-term negative effect on an individual’s ability to do normal daily activities” – *Equality Act 2010*

Primary Care – First point of contact with the NHS. e.g. GPs, Walk-in Centres, Dentist etc.

Secondary Care – When you need more than a primary service can provide. E.g. Cardiology, Endocrinology – they usually support diagnosis and treatment.

Tertiary Care - Advanced specialists who are highly skilled and experienced. E.g. complex surgeries i.e. Brain, etc.

Allied Health Professionals- They support people who are experiencing both mental and physical health problems. They must be registered with the Health and Care Professions Council (HCPC) e.g. Paramedics, dieticians, Art Therapists, Speech and Language Therapists etc.

Services for children and young people.

Foster Care – provides a safe environment for children who for whatever reasons can’t be at home with their family. Can be short-term or long-term.

Residential Care – best for people with complex needs – provides high quality care.

Youth Work – Supports young people between 11-25. Helps with personal and social development.

- Key terms –**
- Formal Support
 - Informal Support
 - Type 2 Diabetes
 - Arthritis
 - Coronary Heart Disease
 - Dementia
 - Cerebral vascular accident
 - Obesity
 - Asthma
 - Chronic Obstructive Pulmonary Disease
 - Primary Care
 - Secondary Care
 - Tertiary Care
 - Allied Health Professionals
 - Respite Care
 - Domiciliary Care
 - Residential Care
 - Informal Carers
 - 6 C’s

Types of Care.

Respite – Short term care which provides relief to families who provide full time care. This can be at home or in a residential care home.

Residential – Living in a setting instead of your home. Accommodation, Laundry and meals are all provided. Staff are specifically trained to support individuals 24 hours a day.

Domiciliary – Care workers visiting the home of an individual to support them with daily living e.g. Personal Care.

Informal Social Care

Informal Carer – family or friends.

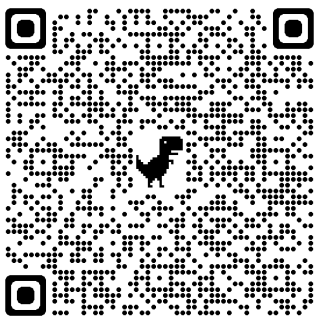
Charities - Voluntary organisations that support individuals and their families e.g.. Homestart.

Faith-based groups – Supporting Individuals who share religious or Spiritual beliefs e.g. Islamic relief.

Community groups – Support within the community. E.g. Food banks

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Barriers – stop people being able to access a service. Meaning people miss appointments, treatments and support.

| Barriers to accessing Services | Overcoming Barriers |
|---|--|
| Physical – something that stops someone physically accessing the service they need. E.g. Stairs into a GP surgery | Special adaptations which enable someone to access the service they need e.g. wider corridors to allow wheelchair access. |
| Sensory Barriers – something which reduces a persons’ ability to access a service due to a sensory impairment. E.g. not being able to hear what is happening around you due to a deterioration in hearing. | Adaptions put in place to support sensory barriers e.g. large print for sight impairments. |
| Cultural barriers – something which reduced a persons’ ability to access a service due to cultural beliefs, practices and needs. E.g. worrying they will be judged or not taken seriously because of their beliefs. | Proper training and collaborative approaches to understand cultures and beliefs to ensure that a persons’ wishes/needs are fulfilled e.g. enabling a Muslim to pray regularly during the day in a quiet and private setting in a hospital. |
| Language Barriers – something which reduces a person’s ability to access a service due to not understanding the words or language used. E.g. having English not as a first language. | Having adapted leaflets, translators etc to enable someone to access the information they need. |
| Geographical Barriers – Being unable to access a service due to location e.g. poor public transport in a village making it difficult to get to the local GP surgery. | Providing serviced which allow someone to access the service e.g. Phone Consultations with GP. Home visits. |
| Learning disabilities – being unable to fully understand complex information and make an informed decision without support. | Ensuring that adequate support is given to ensure that someone with a learning disability is supported to ensure that they are able to fully understand/make decisions e.g. Communication cards to help someone express emotions and preferences |
| Financial Barriers – Being unable to access a service due to money. E.g. not being able to afford care/therapies that will aid their condition. | Some charities and Local Authority provision can be put in place/claimed to help assist with reducing the financial burden that can be created. |

LAB - Understanding the skills, attributes and values required to give care.

Skills and Attributes in Health and Social Care

- ✓ Problem Solving
- ✓ Observation
- ✓ Dealing with difficult situations
- ✓ Organisation
- ✓ Empathy
- ✓ Patience
- ✓ Trustworthiness
- ✓ Honesty

Values in Health and Social Care

| Value | Definition |
|---------------|---|
| Communication | The exchange of information between two people that helps to provide care and support. |
| Care | Looking after and providing for the needs of a person. |
| Compassion | Working with empathy, respect, and dignity. |
| Competence | Skills and knowledge to understand a person’s needs and to deliver effective care, based on research. |
| Courage | Doing the right thing for the people being cared for and speaking up when concerns arise. |
| Commitment | A determination to improve the quality of care. |

Obstacles that individuals face

- ☹ Lack of motivation
- ☹ Self-esteem issues]
- ☹ Stress
- ☹ Previous bad experiences
- ☹ Anxiety
- ☹ Lack of support
- ☹ Time constraints
- ☹ Unachievable targets
- ☹ Lack of resources
- ☹ Disability
- ☹ Health Conditions
- ☹ Addiction

Benefits of skills, attributes and values.

- ☺ High quality care
- ☺ Person-Centred Care
- ☺ Respect
- ☺ Independence
- ☺ Involvement in care decisions
- ☺ Not discriminated against
- ☺ Protected from harm
- ☺ Able to raise complaints
- ☺ Protected dignity and privacy
- ☺ Rights promoted
- ☺ Confidentiality maintained