Component 2 HSC Services and Values Development Programme of Work

HOURS	Content delivery plans
2	**Introduction**; The difference between health care and social care services & key terms **A1. Seven Health conditions** eg arthritis, CHD, COPD, diabetes, dementia, etc
6	**A1 Healthcare services** To include primary care services, secondary care services, tertiary care services, Allied Health Professionals and multidisciplinary teamwork.
6	**A2 Social care services** To include the purpose of social care and vulnerable service users, services for children and young people – foster care, residential care, youth work, services for adults or children with specific needs – residential care, respite care, domiciliary care and services for older adults – residential care, domiciliary care. Also and overview of informal care and voluntary care
4	**A3 Barriers to accessing services** To include a definition of barriers to accessing services and then, **physical barriers** such as getting into and around the facilities plus ways to overcome physical barriers: ramps, wider doorways, accessible toilets/rooms, stair lifts, hoists. Also **sensory barriers** eg hearing and visual difficulties then ways to overcome these such as hearing loops, British Sign Language (BSL) interpreters, communication cards, large print leaflets, braille leaflets, staff collecting vulnerable service users from waiting areas
4	**A3 Barriers to accessing services** To include barriers with social and cultural backgrounds such as lack of awareness, differing cultural beliefs, social stigma, fear of loss of independence. Also ways to overcome **social and cultural barriers**: awareness campaigns, posters and leaflets, well women and well men clinics, choice of service provider collaboration with community faith groups Plus **language barriers** for those who don't speak English or speech impairments. The ways to overcome these eg. literature in other languages, face-to-face and telephone interpretation services, longer appointments, use of advocates, staff training
4	**A3 Barriers to accessing services** **geographical barriers** such as distance of service provider, poor transport links and ways to overcome these local community transport schemes for disabled or elderly service users, home/community visits, community clinics, telehealth schemes. Barriers faced by those with learning disabilities and ways to overcome **intellectual barriers** eg. 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, 'easy read' leaflets
6	**A3 Barriers to accessing services** To include **financial barriers** such as charging for services, cost of transport, loss of income while accessing services and ways to overcome these 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 **Task 3 mini progress test**
3	**B1 Skills and attributes in health and social care** To include the differences between a skill and an attributes. **Skills:** problem solving, observation, dealing with difficult situations, organisation. **Attribute**s: empathy, patience, trustworthiness, honesty
3	**B2 Values in health and social care** To include **The nursing 6 Cs**: 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. Included will be to watch Stacey Dooley's 9-5 care home episode

Component 2 HSC Services and Values Development Programme of Work

6	**B3 The obstacles individuals requiring care may face** To include **Definition of obstacles**: something personal to an individual that blocks a person moving forward or when action is prevented or made difficult. **Obstacles and their impact:** emotional – lack of motivation, low self-esteem, acceptance of current state, anxiety, stress o 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 and finally other factors specific to individual – ability/disability, health conditions, addiction
3	**B4 The benefits to individuals of the skills, attributes and values in health and social care practice** To include **Service users rights,** professional behaviours and individuals expectations eg. to 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 o be empowered and have independence. Included will be to watch Barbara's story from YouTube
3	**B4 The benefits to individuals of the skills, attributes and values in health and social care practice** To include **Service users rights,** professional behaviours and **individuals expectations** eg. 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
3	**Mini mock practice** and encouraging volunteering in the summer, enrichment tasks