

**Health and Social Care Knowledge Organiser: Component 2 Health and Social Care Services and Values Year 11 Spring Term 1 & 2 (after February exam)**

**Learning Aim B: Demonstrate care values and review 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 different sorts of harm.*

**B1 Care values**

1. Empowering and promoting independence by involving individuals, where possible, in making choices
2. Respect for the individual by respecting service users' need, beliefs and identity
3. Maintaining confidentiality
4. Preserving the dignity of individuals to help them maintain privacy and self-respect
5. Effective communication that displays empathy and warmth
6. Safeguarding and duty of care
7. Promoting anti-discriminatory practice by being aware of types of unfair discrimination and avoiding discriminatory behaviour



**B2 Reviewing own application of care values**

1. **Key aspects of a review**
  - a. Identifying own strengths and areas for improvement against the care values
  - b. Receiving feedback from teacher or service user about own performance
  - c. Responding to feedback and identifying ways to improve own performance



The Spec!!!		Care Values		Self – Assessment Tips	
PASS	<b>Demonstrate</b> the care values independently in a health or social care context. <b>Describe</b> positive and negative aspects of own demonstration of the care values and comment on aspects of feedback.	<b>Empowering and promoting independence.</b>	Involving the individuals where possible in making choices e.g. what treatment they should have.	1	Identify specific and relevant examples of performance throughout the assessment.
MERIT	<b>Demonstrate</b> the care values independently in a health or social care context, making suggestions for improvements of own application of the care values that incorporate feedback.	<b>Respect</b>	Respecting service users' needs, beliefs and identity.	2	Highlight your accomplishments make sure you accurately describe your strengths.
DISTINCTION	<b>Assess</b> the suitability of health and social care services for individuals in a given scenario, making justified and realistic suggestions for how barriers for one service can be overcome.	<b>Maintaining confidentiality</b>	When dealing with records, avoid sharing information inappropriately e.g. gossiping.	3	Be honest – it is very likely your teacher will have a good understanding of your strengths and areas for development.
		<b>Preserving dignity</b>	Help individuals to maintain privacy and self-respect.	4	Use the feedback provided and if you don't understand it ask for help!
<b>Basics</b>		<b>Effective communication</b>	Effective communication that displays empathy and warmth.	5	Research different ways that you could develop your performance.
		<b>Safeguarding and duty of care</b>	Maintaining a healthy and safe environment by keeping individuals safe from harm.	6	Stay positive – even when discussing your areas for development. No one is perfect!
Identify	Establish or indicate who or what (someone or something) is.	<b>Anti-discriminatory practice</b>	Being aware of types of unfair discrimination and avoiding discriminatory behaviour.	7	Create targets for development – identify how you can improve and how long it should take you to develop your weaknesses.
Describe	Give a detailed account in words of.	<b>Case Studies</b>			
Explain	Make clear to someone by describing it in more detail or revealing relevant facts.	<b>Empowering/ Independence:</b> James has arthritis. His joints are sore and swollen. He used to be a journalist and write a lot. He wants to discuss his meal choices and how to be as independent as possible whilst eating.			
Assess	Give careful consideration to all the factors or events that apply and then identify which are most important, giving reasons. You must also give the advantages and disadvantages and say which one is best	<b>Respect:</b> Nathan is about to have his 3 <sup>rd</sup> birthday. His mum wants to invite everyone from his nursery to his party and is preparing invitations. Some of Nathan's friends are Jehovah's Witness but Nathan's mum wants them to be there without being disrespectful to their beliefs.			
Evaluate	Give careful consideration to the advantages and disadvantages and then explain why they are advantages and disadvantages. Decide which factor is the most important and explain your reasons.	<b>Confidentiality:</b> The medical records of 26 million patients are embroiled in a major security breach amid warnings that the IT system used by thousands of GPs is not secure. The Information Commissioner is investigating concerns that records held by 2,700 practices - one in three of those in England - can be accessed by hundreds of thousands of strangers.			
Analyse	Identify the key factors and how they are linked and the explain the importance and relevance of each one.	<b>Dignity:</b> Ana is receiving palliative care, she recently had a course of chemotherapy and has lost her hair. She had always been very particular about her appearance. She is nearing the end of life and Justine is helping her with her care in the hospice, Justine wants to maintain her dignity where possible.			
<b>Sentence Starters</b>		<b>Communication:</b> The lack of communication across the NHS is "completely shocking", the Health Secretary said yesterday as he disclosed that 11 people died last year after being given the wrong medication. The NHS needs to improve communication to staff and patients.			
In addition to...	Alternatively...	For instance...	<b>Safeguarding/ duty of care:</b> There were 12 chances to save the life of this eight year old girl. Instead, she died of 128 injuries. On 25 February 2000, months of abuse and neglect finally overcome Victoria Climbié and she's declared dead. The torture she's suffered includes starvation, cigarette burns, repeated beatings with bike chains and belt buckles. And hammer blows to her toes. Many will blame the Haringey social worker, for not doing more to prevent the abuse and the social care system that utterly failed to protect an innocent child.		
Another point...	For example...	Whereas...	<b>Anti-discriminatory practice:</b> Violet aged 84, had an appointment to have an operation on a bunion on her big toe. However, because of her angina, she was sent for a heart scan. She said: "They found that it was not angina, but a leaky valve. "I asked if I could have this fixed. The attitude from doctors was: "What are you bothered about, at your age?".		
This can be illustrated by....	However...	Generally...			