

# Unit 2: Working in Health and Social Care

## Knowledge tracker

A **The roles and responsibilities** of people who work in the health and social care sector

A1: I understand the roles of people who work in health and social care settings, including;			
Health and Social Care Textbook page 80-85	Topic covered in class	I have completed further research	I have made revision notes
Doctors			
Nurses			
Midwives			
Healthcare assistants			
Social workers			
Occupational therapists			
Youth workers			
Care managers			
Care assistants			
Support workers			

A2: I understand the day-to-day responsibilities of people who work in health and social care settings, including:			
Health and Social Care Textbook page 86 - 94	Topic covered in class	I have completed further research	I have made revision notes
Following policies and procedures			
Healing and supporting recovery for people who are ill			
Enabling rehabilitation			
Providing equipment and adaptations to support people to be more independent			
Providing personal care, to include washing, feeding, toileting			
Supporting routines of service users, to include day-to-day family life, education, employment, leisure activities			

assessment and care and support planning, involving service users and their families.			
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**A3: I understand the specific responsibilities of people who work in health and social care settings. Applying care values and principles.**

Health and Social Care Textbook page 94 -105	Topic covered in class	I have completed further research	I have made revision notes
<b>Promoting anti-discriminatory practice</b> by: *implementing codes of practice and policies that identify and challenge discrimination in specific health and social care settings *adapting the ways health and social care services are provided for different types of service users.			
<b>Empowering</b> individuals and putting them at the heart of service provision, including;			
Promoting individualised care			
Promoting and supporting individuals' rights to dignity and independence			
Providing active support consistent with beliefs, cultures and preferences of health and social care service users			
Supporting individuals who need health and social care services to express their needs and preferences			
Promoting the rights, choices and wellbeing of individuals who use health and social care services			
Balancing individual rights to health and social care services with the rights of other service users and staff			

Dealing with conflict in specific health and social care settings, to include GP surgeries, hospital wards, residential care homes for the elderly, residential care homes for vulnerable children and young adults, and domiciliary care settings			
<b>Ensuring safety</b> – how people who work in health and social care ensure safety for individuals and staff through:			
Use of risk assessments			
Safeguarding and protecting individuals from abuse			
Illness prevention measures, to include clean toilets, hand-washing facilities, safe drinking water			
Control of substances harmful to health			
Use of protective equipment and infection control			
Reporting and recording accidents and incidents			
Complaints procedures			
Provision of first-aid facilities.			
<b>Information management and communication</b> – ways of promoting effective communication and ensuring confidentiality through:			
applying requirements of the data protection legislation			
adhering to legal and workplace requirements specified by codes of practice in specific health and social care settings			
the recording, storage and retrieval of medical and personal information, to include electronic methods, mobile phones, social media, written records, use of photographs			
maintaining confidentiality to safeguard service users			
respecting the rights of service users where they request confidentiality			

following appropriate procedures where disclosure is legally required			
Being <b>accountable to professional bodies</b> – how employees are accountable to professional bodies, to include:			
following codes of professional conduct			
being familiar with/applying current codes of practice			
ensuring that revalidation procedures are followed			
following safeguarding regulations			
Following procedures for raising concerns/whistleblowing.			

**A4 : I understand multidisciplinary working in the health and social care sector**

Health and Social Care Text book page 109 - 110	Topic covered in class	I have completed further research	I have made revision notes
Partnership working, to include:			
the need for joined-up working with other service providers			
ways service users, carers and advocates are involved in planning, decision-making and support with other service providers			
holistic approaches.			

**A5: I understand how the work of people in health and social care settings is monitored.**

Health and Social Care Text book page 110 - 112	Topic covered in class	I have completed further research	I have made revision notes
How the work of people in health and social care settings is monitored, to include:			
line management			
external inspection by relevant agencies			
whistleblowing			
service user feedback			
criminal investigations			

## B The roles of organisations in the health and social care sector

B1: I understand the roles of organisations in providing health and social care services			
Health and Social Care Text book page 112 - 117	Topic covered in class	I have completed further research	I have made revision notes
Ways services are provided by:			
<b>The public sector:</b> *NHS Foundation Trusts, to include hospitals, mental health services and community health services *adult social care *children's services *GP practices			
<b>The voluntary sector</b>			
<b>The private sector</b>			
Settings where health and social care services are provided to meet different needs, to include:			
Hospitals			
Day care units			
Hospice care			
Residential care			
Domiciliary care			
The workplace.			

B2 I understand the issues that affect access to services			
Health and Social Care Text book page 119 - 121	Topic covered in class	I have completed further research	I have made revision notes
I understand the issues that affect access to services			
Referral.			
Assessment			
Eligibility criteria			
Barriers to access, to include specific needs, individual preferences, financial, geographical, social, cultural.			

B3 I understand the ways organisations represent the interests of service users			
Health and Social Care Text book page 121 - 122	Topic covered in class	I have completed further research	I have made revision notes
I understand the ways organisations represent the interests of service users, to include;			
Charities and patient groups			
Advocacy			
Complaints policies			
Whistleblowing policies			

B4 I understand the roles of organisations that regulate and inspect health and social care services			
Health and Social Care Text book page 123 - 131	Topic covered in class	I have completed further research	I have made revision notes
The ways organisations regulate and inspect health and social care services, and the people who work in them.			
<b>In England:</b>			
Care Quality Commission (CQC)			
NICE, PHE			
Ofsted.			
The roles of organisations which regulate or inspect health and social care services, to include:			
how regulation and inspections are carried out			
how organisations and individuals respond to regulation and inspection			
changes in working practices required by regulation and inspection			
how services are improved by regulation and inspection			
Organisations that regulate professions in health and social care services. In England;			
Nursing and Midwifery Council (NMC), RCN			
Health and Care Professions Council (HCPC)			
General Medical Council (GMC).			

B5 Responsibilities of organisations towards people who work in health and social care settings			
Health and Social Care Text book page 132 - 133	Topic covered in class	I have completed further research	I have made revision notes
Responsibilities of organisations that provide health and social care services, to include ensuring employees:			
understand how to implement the organisation's codes of practice			
meet National Occupational Standards (NOS)			

undertake continuing professional development (CPD)			
Are <b>safeguarded</b> through being able to:			
have internal/external complaints dealt with properly			
take part in whistleblowing			
have membership of trades unions/professional associations			
follow protocols of regulatory bodies			

## C Working with people with specific needs in the health and social care sector

C1 People with specific needs			
Health and Social Care Text book page 134 - 137	Topic covered in class	I have completed further research	I have made revision notes
I will understand how to work with people who have specific needs;			
*physical ill health *mental ill health			
Learning disabilities.			
Physical and sensory disabilities			
Age categories to include: *early years *later adulthood.			

C2 Working practices			
Health and Social Care Text book page 138 - 141	Topic covered in class	I have completed further research	I have made revision notes
I will understand the working practices, 6 C's			
Relevant skills required to work in these areas			
How policies and procedures affect people working in these areas.			
How regulation affects people working in these areas.			
How working practices affect people who use services in these areas			
Recent examples of how poor working practices have been identified and addressed.			

# Command or term and Definition

## **Identify** (A01, 2 mark questions)

Learners indicate the main features or purpose of something, and/or is able to discern and understand facts or qualities. For example, 'Identify two ways that a support worker might help...'.

## **Describe** (A02, 4 mark questions)

Learners give a clear, objective account in their own words showing recall, and in some cases application, of the relevant features and information about a subject. For example, 'Describe two responsibilities of healthcare assistants...'.

## **Explain** (A03, 6 mark questions)

Learners show they understand the origins, functions and objectives of a subject and its suitability for purpose. They give reasons to support an opinion, view or argument, with clear details. For example, 'Explain reasons why health and social care services are provided in different settings'.

## **Discuss** (A04, 8 mark questions)

Learners consider different aspects of a topic, how they interrelate and the extent to which they are important. For example, 'Discuss how personal information might be managed by health and social care professionals'.

# Assessment outcomes

**A01** Demonstrate knowledge of service user needs, roles and responsibilities of workers, and working practices within the health and social care sector (Command words: identify, Marks: 2 marks)

**A02** Demonstrate understanding of service user needs, roles and responsibilities of workers, working practices and procedures in the health and social care sector (Command words: describe, Marks: 4 marks)

**A03** Analyse and evaluate information related to the roles and responsibilities of health and social care workers and organisations and how workers and organisations are monitored and regulated (Command words: explain, Marks: 6 marks)

**A04** Make connections between the roles and responsibilities of health and social care workers and organisations, how workers and organisations are monitored and regulated and how multidisciplinary teams work together to meet service user needs (Command words: discuss, Marks: 8 marks)