

PLC for February HSC Mock: Unit R032 - Principles of care in health and social care settings

Topic Area 1: The rights of service users in health and social care settings	R	A	G
Types of Care setting			
Health Care settings: <ul style="list-style-type: none"> ● Dental practice ● GP surgery ● Health centre ● Hospital ● Nursing home ● Opticians ● Pharmacy ● Walk-in centre 			
Social Care settings: Community centre <ul style="list-style-type: none"> ● Day centre ● Foodbank ● Homeless shelter ● Residential home ● Retirement home ● Social services department ● Support group 			
1.2 The rights of service users			
The right to: <ul style="list-style-type: none"> <input type="checkbox"/> Choice <input type="checkbox"/> Confidentiality <input type="checkbox"/> Consultation <input type="checkbox"/> Equal and fair treatment <input type="checkbox"/> Protection from abuse and harm To include: <ul style="list-style-type: none"> ● That service users are entitled to have these rights met in health and social care settings. ● Examples of how service users' rights are met. 			
1.3 The benefits to service users' health and wellbeing when their rights are maintained			
<ul style="list-style-type: none"> <input type="checkbox"/> Empowerment <ul style="list-style-type: none"> ● Encourages independence and being self-reliant ● Feeling in control of their lives ● Gives service users choice, control and independence <input type="checkbox"/> High self-esteem <ul style="list-style-type: none"> ● Feeling valued ● Feeling respected ● Positive mental health <input type="checkbox"/> Service users' needs are met 			

<ul style="list-style-type: none"> ● Appropriate care or treatment such as mobility aids provided, or dietary requirements met ● Results in good/improving physical or mental health <p>□ Trust</p> <ul style="list-style-type: none"> ● Reassured that service providers will not harm them ● Confident that service providers have service users best interests in mind ● Confident in the care they receive 			
Topic Area 2: Person-centred values			
2.1 Person-centred values and how they are applied by service providers			
<p>□ Person-centred values</p> <ul style="list-style-type: none"> ● Individuality ● Choice ● Rights ● Independence ● Privacy ● Dignity ● Respect ● Partnership ● Encouraging decision making of service user <p>To include:</p> <ul style="list-style-type: none"> ● Know the meaning of person-centred values. ● Examples of how the person-centred values can be applied in health and social care settings by service providers. 			
2.2 Benefits of applying the person-centred values			
<p>Benefits for service providers of applying person-centred values</p> <ul style="list-style-type: none"> □ Provides clear guidelines of the standards of care that should be given □ Improves job satisfaction □ Maintains or improves quality of life □ Supports rights to choice and consultation □ Supports service practitioners to develop their skills □ Enables the sharing of good practice <p>Benefits for service users of having the person-centred values applied</p> <ul style="list-style-type: none"> □ Ensures standardisation of care being given □ Improves the quality of care being given to the service user □ Maintains or improves quality of life for the service user □ Supports service users to develop their strengths 			
Topic Area 3: Effective communication in health and social care settings			
3.1 The importance of verbal communication skills in health and social care settings			
<ul style="list-style-type: none"> □ Adapting type/method of communicating to meet the needs of the service user or the situation □ Clarity □ Empathy 			

<ul style="list-style-type: none"> <input type="checkbox"/> Patience <input type="checkbox"/> Using appropriate vocabulary <input type="checkbox"/> Tone <input type="checkbox"/> Volume <input type="checkbox"/> Pace <input type="checkbox"/> Willingness to contribute to team working <p>To include:</p> <ul style="list-style-type: none"> ● An understanding of the non-verbal communication skills linked with how and when they could be used with service users in health and social care settings. ● Benefits of using them. 			
3.3 The importance of active listening in health and social care settings			
<p>Active listening skills:</p> <ul style="list-style-type: none"> ● Open, relaxed posture ● Eye contact, looking interested ● Nodding agreement ● Show empathy, reflecting feelings ● Clarifying ● Summarising to show understanding of keypoints <p>To include:</p> <ul style="list-style-type: none"> ● An understanding of the active listening skills linked with how and when they could be used with service users in care settings. ● Benefits of using them. 			
3.4 The importance of special methods of communication in health and social care settings			
<ul style="list-style-type: none"> <input type="checkbox"/> Advocate <input type="checkbox"/> Braille <input type="checkbox"/> British Sign Language <input type="checkbox"/> Interpreters <input type="checkbox"/> Makaton <input type="checkbox"/> Voice activated software <p>To include:</p> <ul style="list-style-type: none"> ● An understanding of each special method of communication linked with how and when they could be used with service users in health and social care settings. ● Benefits of using them. 			
3.5 The importance of effective communication in health and social care settings			
<ul style="list-style-type: none"> <input type="checkbox"/> Supports the person-centred values and individual's rights <ul style="list-style-type: none"> ● Empowerment ● Reassurance ● Feeling valued ● Feeling respected ● Trust 			

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| <ul style="list-style-type: none">□ Helps to meet service users' needs□ Protects the rights of service users□ The impact of good communication skills<ul style="list-style-type: none">● Well informed service users● Actively listening to service users' needs, concerns, and opinions enables them to feel valued and respected● Using appropriate vocabulary/no jargon aids understanding so service users feel reassured●□ The impact of poor communication skills<ul style="list-style-type: none">● Misunderstanding if information not clearly explained● Errors or danger to health due to inaccurate record keeping● Distress/upset if service user feels patronised● If speech is too fast the listener will not have time to take it all in | | | |
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