BTEC Tech Award Health and Social Care Component 2—Learning Aim A

Knowledge Organiser

Understand the different types of Health and Social Care services and barriers to accessing them.

This knowledge organiser will help you to understand key words and concepts, as well as how to spell them and define what they mean.

A1: Health and Social Care Services

Health Care Services

Primary Care Services

Usually the service which an individual would access first if they had a health issue. For example: GP, dentist, optometry.

Secondary and Tertiary Care Services

Secondary/tertiary care refers to services provided by medical specialists who generally do not have the first contact with a patient but they have been passed on by the primary service. For example: cardiologists (heart disease) and neurologists (for problems with the nervous system).

Allied Health Professionals

AHPs provide treatment and support for adults and children who are ill, have disabilities or additional needs. They work across a wide range of different settings including the community and people's homes, as well as hospitals. For example: dieticians and physiotherapists.

Social Care Services—includes informal support offered by friends and family

Services for children and young people, e.g. foster care, residential care, youth work

Services for adults or children with specific needs (learning disabilities, long-term health issues), e.g. residential care, respite care

Services for older adults, e.g. residential care, home care services.

A2: Barriers to accessing Services

Some individuals cannot access services due to barriers which prevent (stop) them from doing so.

Physical barriers, e.g. issues getting into and around the facilities.

Sensory barriers, e.g. hearing and visual difficulties

Social, Cultural and Psychological barriers, e.g. lack of awareness, differing cultural beliefs

Language barriers, e.g. differing first language, language impairments

Geographical barriers, e.g. distance of service provider, poor transport links

Intellectual barriers, e.g. learning difficulties

Resource barriers for service provider, e.g. staff shortages, lack of local funding

Financial barriers, e.g. charging for services, cost of transport, loss of income while accessing services.

Key Words: Primary, Secondary, AHPs, Barriers

BTEC Tech Award Health and Social Care Component 2—Learning Aim B

Knowledge Organiser

Demonstrate care values and review own practice

This knowledge organiser will help you to understand key words and concepts, as well as how to spell them and define what they mean.

B1 Care Values

Care Values are a range of standards within Health and Social Care settings, that help to guide professionals in giving the most appropriate care to each individual.

1. Empowering and promoting **independence** by involving individuals, where possible, in making choices, e.g. about treatments they receive or about how care is delivered.

2. **Respect** for the individual by respecting service users' needs, beliefs and identity.

3. Maintaining **confidentiality** (when dealing with records, avoiding sharing information inappropriately, e.g. gossip)

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**, e.g. maintaining a healthy and safe environment, keeping individuals safe from physical harm

7. Promoting **anti-discriminatory** practice by being aware of types of unfair discrimination.

B2 Reviewing own application of care values

Using teacher feedback from your demonstration, you will be expected to: Identify your own strengths (what was good about your demonstration of the care values) and areas for improvement (what didn't go so well) against the care values.

Definitions

Independence

Free to make own choices.

Respect

Understanding the feelings and wishes of others.

Dignity

Keeping respect and for a person.

Anti-Discriminatory

Prevents discrimination on gender, age, race, disability etc.

Confidentiality

Keeping information private and secure.