

Unit 2 Knowledge Organiser

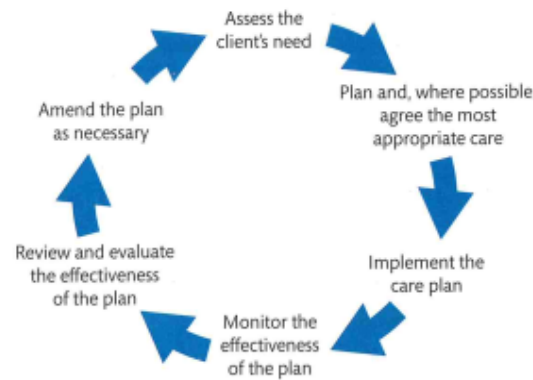
Unit 2 Working in Health and Social Care Grade Descriptors

Level 3 Pass

Learners demonstrate knowledge and understanding of the roles and responsibilities of the people who work in health and social care settings in context. They also understand how organisations in the wider context impact on employee practices. Learners understand the influence of codes of practice on how employees undertake activities, and how and why the work of people in health and social care settings needs to be monitored.

Level 3 Distinction

Learners demonstrate a thorough understanding of the roles and responsibilities of people who work in health and social care settings and the influence of organisations, in context. They can justify recommendations related to an employee's specific responsibilities, or multidisciplinary activities, but understand the organisational context in which those employees and teams operate.



Key terms

Policies – detailed descriptions of the approach, and often the specific procedures that should be followed, in caring for clients.

Procedures – written instructions that outline the expected and required routines that care staff must follow in specific situations, for example reporting accidents or administering medicines, in order to implement agreed policies.

WRITTEN EXAM



The EYFS areas of learning and development are:

- 1 communication and language
- 2 physical development
- 3 personal, social and emotional development
- 4 literacy
- 5 mathematics
- 6 understanding the world
- 7 expressive arts and design.

Recording and storage of data

The Act covers the policies, procedures and systems for:

- ▶ Storing information – confidential information should be stored in locked filing cabinets, in a locked room. Information held electronically should be protected by a secure password.
- ▶ Accessing information – members of staff in the organisation who are allowed access to this information should be clearly identified. Staff should never have access to personal information that they do not need to know. Where information is stored electronically, only the relevant staff should have personal access passwords.
- ▶ Sharing information – information should only be shared with other professionals who have a need and a right to know it.



Public Health England

www.gmc-uk.org

The General Medical Council regulates doctors in the UK.

www.nmc.org.uk

The Nursing and Midwifery Council regulates nurses and midwives in the UK.

www.hcpc-uk.co.uk

The Health and Care Professions Council regulates health care workers.



Professional Roles

Occupational Therapists

➢ Provide support + equipment for people who are having difficulties carrying out practical activities in everyday life.

Social Workers

➢ Provide support for people through difficult times in their lives.

- Children + Young people's Service
- ✓ Ensuring they are safe + protected from abuse.
- Adult Services
- ✓ Support them living independent or in residential care.

Care Assistants

➢ Provide support for people that have difficulties with everyday tasks.

Responsibilities;

- ✓ Helping with general household tasks.
- ✓ Helping with personal care.
- ✓ Communicating with other HSC professionals.

Youth Workers

➢ Support young people to reach their full potential + become responsible for members of society.

Responsibilities;

- ✓ Running programmes e.g. smoking.
- ✓ Running sports teams.

Doctors

➢ Provide specialist medical care.

- Consultants (senior)
- Specialise in a particular field in medicine.
- G.P. (general practitioner)
- Provides care for people in the community.

Responsibilities;

- ✓ Discuss + agree treatment plan for individuals.
- ✓ Diagnose illnesses.
- ✓ Monitor impact of treatment.

Support Workers

➢ Provide support with financial management + domestic skills.

Responsibilities;

- ✓ Helping with general household tasks.
- ✓ Filling in + sending off checks + letters.

Health Visitor

➢ Working with children.

➢ Making sure they got the best start in life.

Assess;

- ✓ Parenting skills
- ✓ Home + family situation.
- ✓ Development needs for the child.

Midwives

➢ Supporting women through and after pregnancy.

Responsibilities;

- ✓ Teach mothers how to feed + bathe their babies.
- ✓ Identify high risk pregnancies.

Healthcare Assistants

➢ Provide support for people that have difficulties with everyday tasks.

Responsibilities;

- ✓ Taking + recording patients' temperature, pulse + weight.
- ✓ Washing + dressing patients.
- ✓ Serving meals + assisting with feeding if needed.

Care Managers

Key leadership in residential settings.

Managed residential care for;

- ✓ Adult with learning disabilities
- ✓ People in supported housing.



- Emotional
- Physical
- Financial
- Intellectual
- Occupational
- Environmental
- Social
- Spiritual

Key term

Whistleblowing – a situation in which an employee reports poor or dangerous practice at their workplace to the press or to another organisation outside of their work setting, for example the GMC, NMC or HCPC, in order to bring about change for the better.

Unit 2 Knowledge Organiser

LAA: The roles of people who work in health and social care settings

Understand the roles of people who work in health and social care settings.

The responsibilities of people who work in health and social care settings

Understand the day-to-day responsibilities of people who work in health and social care settings, to include:

- following policies and procedures in place in the health and social care setting in which they work
- 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,
- supporting routines of service users
- assessment and care and support planning

Specific responsibilities of people who work in health and social care settings

Applying care values and principles:

- Promoting anti-discriminatory practice
- Empowering individuals
- Ensuring safety
- Information management and communication
- Being accountable to professional bodies.

Multidisciplinary working in the health and social care sector

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.

Monitoring the work of people in health and social care settings

How the work of people in health and social care settings is monitored: line management; external inspection by relevant agencies; whistleblowing; service user feedback; criminal investigations.

Unit 2: Working in Health and Social Care

LAB: The roles of organisations in the health and social care sector

Ways services are provided by: public sector; private sector and voluntary sector.

Settings where health and social care services are provided to meet different needs.

Issues that affect access to services:

Referral; Assessment; Eligibility criteria; Barriers to access, to include specific needs, individual preferences, financial, geographical, social, cultural.

Ways organisations represent interests of service users

Charities/patient groups; advocacy, complaints policies, whistleblowing policies.

LAC: Effects of ageing

The roles of organisations that regulate and inspect health and social care services

- In England: Care Quality Commission (CQC) & Ofsted. In Wales: Care and Social Services Inspectorate Wales (CSSIW), Healthcare Inspectorate Wales (HIW), Her Majesty's Inspectorate for Education and Training in Wales (Estyn).

- In Northern Ireland: Regulation and Quality Improvement Authority (RQIA) Public Health Agency (PHA) Education and Training Inspectorate (ETI).

The roles of organisations which regulate or inspect health and social care services:

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.

Responsibilities of organisations towards people who work in health and social care settings: understand how to implement the organisation's codes of practice, meet National Occupational Standards (NOS), undertake continuing professional development (CPD), are safeguarded.

Working with people with specific needs in the health and social care sector: Ill health, both physical and mental, Learning disabilities, Physical and sensory disabilities, Age categories.

Working practices: 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.

