

CACHE HEALTH & SOCIAL CARE Unit 1

LO1: Understand health and social care provision (P1, M1)

A KEY TERMINOLOGY		
1	Client/ Service User	An individual who accesses a health or social care service.
2	Client Group	A group of individuals accessing a health or social care service.
3	Individual	A person, man, woman or child accessing health or social care.
4	Local	Refers to a particular area.
5	Commissioning	The process of planning and agreeing services that are needed.
6	Domiciliary Care	Care and support provided for an individual in their own home (also known as home care).
7	National	Refers to the whole country.

B TYPES OF SERVICES		
1	Statutory	Services that are paid for and provided by the government. EXAMPLES: National Health Service hospital, school nurse and social services.
2	Private	Services that are run as a business to make a profit. Fees are paid for directly by service users. EXAMPLES: Private hospitals, private residential homes, private nurseries, private dentists, private physiotherapy setting.
3	Voluntary	Services provided by non-profit making organisations that are quite often a registered charity. Funding for these often comes from the the public or funding organisations. Charities often provide services for the NHS, adult social services and children's services. EXAMPLES: MENCAP provides residential care, day care and educational services for people with learning difficulties.

C FUNCTIONS OF HSC		
1	Residential Care	Long-term care given to adults or children who stay in a residential setting rather than in their own home or family home. The options available depend on the needs of the individual. EXAMPLES: Residential care home, nursing home, supported living or sheltered accomodation.
2	Rehabilitation Care	Specialist services that aim to improve, or maintain an individual's' independence during and after an illness or accident. EXAMPLES: Physical rehabilitation from traumatic injury or brain injury, drug/alcohol or other addiction rehabilitation, and rehabilitation from mental illnesses.
3	Community Care	Long-term care for people who are mentally ill, elderly, or disabled which is provided within the community rather than in hospitals or institutions, (National Health Service and Community Care Act of 1990) EXAMPLES: Home care help, home adaptations, meal delivery service etc.
4	Specialised Care	Services that are offered to support the particular needs of different client groups in the community. EXAMPLES: Sports injury clinics, alcohol and drug addiction clinics, maternity services, dementia care and mental health services.
5	Respite Care	A temporary care provision which gives the carer an opportunity to have a break from their caring duties.
6	Long and Short Term	Short-term care covers a range of short-term services that may help to sustain independent living at home for as long as possible, usually as part of a package of care and support. Long-term needs are for people with long-term conditions where they will need care or support for the rest of their life.

CACHE HEALTH & SOCIAL CARE Unit 1

LO2: Understand the job roles of health and social care practitioners (P2)

LO3: Understand how health and social care services are accessed (P3, P4, M2)

A KEY TERMINOLOGY

1	Empathetic	Having an understanding of other people's feelings,
2	Safeguarding	Actions taken to protect individuals by reducing the risks of danger, harm and abuse.
3	British Sign Language	Where hand movements, gestures, body language and facial expressions are used to communicate.
4	Hearing Loop	A type of sound system for people with hearing aids to use.
5	Makaton	Using speech, gestures & pictures to communicate.
6	Dynovax	Speech generating software.
7	Lightwriter	A text-to-speech device.
8	N.I.C.E	National Institute for Health and Care Excellence. Assess and approves new treatments

B JOB ROLES AND REQUIREMENTS

1	General Competency Skills	All practitioners and workers are able to meet the basic requirements of their role; Numeracy, communication, digital, team working, problem solving, respect, as well as personal qualities and professional attributes.
2	Specialist Care Functions	These are skills that are required to be able to perform the specific requirements of the role, i.e a Nurse would need to be able to take blood samples, temperatures and change dressings.
3	Qualifications and Experience	The courses you need to study and the experience you need vary dependant on the job role you have, i.e a Doctor must have a five year degree in medicine, a Healthcare assistant would need GCSEs and a HSC qualification.
4	Specific Job Roles	Social Worker, Nurse, Doctor, Healthcare assistance, Activities co-ordinator, Outreach worker, Occupational therapist and Councillor.

C HSC ACCESS

1	Self Referral	When an individual decides to use a service themselves, i.e making a dentist appointment.
2	Professional Referral	When a care professional puts an individual in contact with another care professional, i.e a GP sending a patient to hospital for an X-ray.
3	Compulsory Referral	The Mental Health Act (2007) and the Children Act (2004) give certain professionals the authority to take individuals to a place of safety, i.e a child taken into care because they are at risk of neglect.
4	Third-party Referral	When a neighbour, friend or relative puts an individual in touch with a HSC service.
5	Barrier	Something that prevents an individual from using a service or having the care or treatment they need.
6	Barrier Types	Communication, cultural values and beliefs, cost, location, physical access, psychological, lack of resources, time.
7	Overcoming Barriers	HSC services are constantly working to help individuals overcome the barriers they may face when trying to access services. These methods are continually reviewed and updated. COMMUNICATION: Leaflets in different formats. CULTURAL VALUES & BELIEFS: Range of diets. COST: Cheap or free car-parking for service users. LOCATION: Outreach services & online prescriptions PHYSICAL ACCESS: Adapted toilets and ramps. PSYCHOLOGICAL: Counselling and open days. RESOURCES: Local clinical commissioning group TIME: Extended hours and online appointments.

CACHE HEALTH & SOCIAL CARE Unit 1

LO4: Understand specific care needs and services (P5, M3)

LO5: Understand informal care (P6, D1) and LO6: Understand regulation and inspection in HSC (P7, D2)

A KEY TERMINOLOGY		
1	Coeliac Disease	A disease where the immune system sees gluten in food as a threat and attacks it.
2	IBS	A disorder where food moves too quickly or slowly causing cramps and bloating etc.
3	Arthritis	A condition that causes pain, swelling and inflammation in the joints.
4	Bereavement	The period following the loss of a loved one, such as a friend, partner, wife, child etc.
5	Chronic	An illness/ condition that lasts longer than 3 months or can be controlled but not cured.
6	Osteoporosis	A loss of bone density - leads to weak bones.
7	Formal Care	Care that is provided by Statutory services and the Local Authority, i.e hospitals, GP surgery etc.
8	Regulator	An independent organisation that carries out inspections to monitor and rate the quality of services provided.
9	Transparency	When things are made clear. Things are not covered up or hidden.

B SPECIFIC CARE NEEDS & SERVICES		
1	Care Needs	Accidents, short- or long-term illnesses can occur at any life stage and will result in specific care needs. Certain life stages will have similar care needs. Infancy (0-2 yrs), Childhood (3-10 yrs), Early adulthood (18-29 yrs), Middle adulthood (30-60 yrs) and late adulthood (60+yrs).
2	Health and Social Care Services	A wide range of health care services are accessed at various points in our life stage. Maternity services, Children's care, General health care, Medical care, Nursing care, Mental health care and Dental, eyesight and hearing services.

C INFORMAL CARE		
1	Informal Care	Where care is provided by individuals who are not paid to do so, such as family, friends, neighbours and volunteers.
2	Friends, Family and Neighbours	Often provide informal care and support for individuals so that they can maintain their independence and remain in their home.
3	Community Groups	Charities and support organisations such as Age UK, MIND and Macmillan Cancer support will set up groups in local communities where people can meet for information, support and encouragement.
4	Volunteers	Unpaid individuals who provide support. They will have been trained by a charitable organisation/

D REGULATION AND INSPECTION		
1	Care Quality Commission (CQC)	A government organisation responsible for checking standards in health and social care settings.
2	Ofsted	The government organisation that inspects social care services which care for children and young people and also any services providing education and skills training of learners of all ages.
3	Impact of Regulatory Inspection	INDIVIDUALS will know what standards to expect, be able to choose a 'good' service and know what action will be taken if standards are not met. SERVICE PROVIDERS will be aware of their responsibilities, strengths and weaknesses as well as the consequences of serious breaches in regulations. PUBLIC TRUST will grow due to transparency of the services and they will be able to compare and choose services with confidence.