# Topic Area 1: The rights of service users in health and social care settings

## 1.1 Types of care settings

#### Recall activities

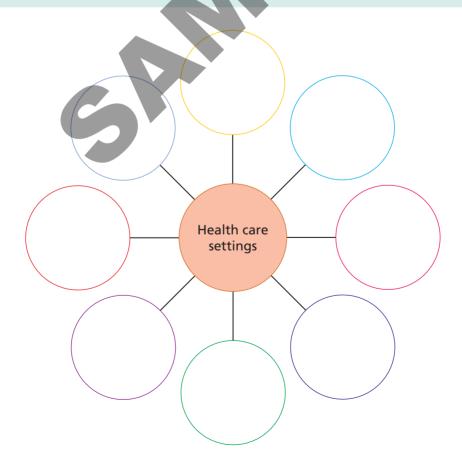
1 A care setting is somewhere that care is provided. 'Health care' and' social care' are the two main types of care setting you are studying.

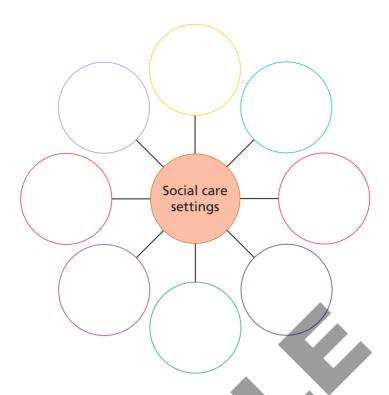
Complete the spider diagrams by adding the settings provided to the correct diagram.

Hospital Day centre Community centre Foodbank Homeless shelter Pharmacy Residential home Dental practice Health centre Nursing home Retirement home Support group GP surgery Walk-in centre Social services department Opticians

#### Hint

- Health care settings provide medical care, preventative screening and treatment for disease, disability or injury.
- Social care settings can provide care in service users' homes, support services for adults and children, practical help with daily living activities and care in the community.





## Short-answer exam-style practice questions

1	A support group is a social care setting. Identify <b>two</b> other social care settings.		
	Social care setting 1:	Tips	
	Social care setting 2:[2]	When a question	
2	A dental practice is a health care setting, Identify <b>two</b> other health care settings.	asks you to <b>identify,</b> you do not have to write an explanation.	
	Health care setting 1:	<ul> <li>Naming two social care settings is all that is</li> </ul>	
	Health care setting 2:	required for this question.	
3	Complete the following description of care provided by health care settings using the words provided. Each word sho	ould be used once only.	
	blood illness medical injuries		
	Health care settings provide care, preventative	screening such as	
	taking tests, and treatment for and	d disease, disabilities or	
		[4]	
4	List <b>four</b> daily living tasks that an older person with limited me from domiciliary care in their home.	obility might need help with	
	Task 1:		
	Task 2:		
	Task 3:		
	Task 4:	[4]	

## 1.2 The rights of service users

#### **Recall activities**

1 Everyone is entitled to rights. The rights of service users are set out in law to ensure service providers work within the law and provide a high standard of personalised care.

Fill in the table with a **definition** of each of the rights of service users. Consultation has been completed for you.

Rights	<b>Definition</b>
Choice	
Confidentiality	
Consultation	Individuals are involved in decision-making about their care.
Protection from abuse and harm	
Equal and fair treatment	

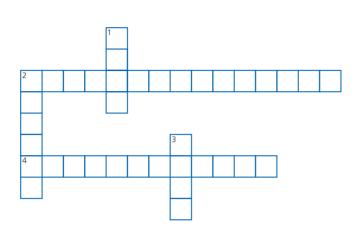
2 Complete the table by stating the correct right for each example.

Example	Right
A day centre provides a varied menu of meals, including vegan and vegetarian meals.	
A social worker discusses care preferences with a service user.	
A GP surgery installs automatic doors and wheelchair ramps.	

#### Tips

Don't put more than one right in each box. You have to decide and choose one!

3 Use the clues to fill in the crossword about service users' rights.



#### **Across**

- **2** Ensuring patient records are kept secure.
- (15)
- **4** A patient and doctor discussing their opinions and views about different treatments.

(12)

#### Down

1 A care home resident who uses a wheelchair is always given the same opportunities as others. This means they receive equal and ...... treatment.

(4)

**2** Giving options about the type of food an individual would like.

(6)

(4)

#### **Short-answer exam-style practice questions**

- 1 Jamal is 17 years old. He has learning difficulties and always needs to be accompanied by his carer. Jamal enjoys going to a day centre once a week. Jamal is found wandering about in the park that is across a busy road from the day centre.
  - a Identify which **one** of Jamat's rights has not been supported.

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**b** Jamal's mother is upset that Jamal has been allowed to wander off unaccompanied. She wants to meet with the manager to make a complaint.

Explain **two** ways the day centre manager can maintain confidentiality while meeting with Jamal and his mother.

#### **Tip**

This question asks for an **explanation** so you should name a way and then give a reason, explaining how it maintains confidentiality.




2 ......

4	Give <b>one</b> example <b>each</b> of how a care home assistant can apply <b>two</b> of the personcentred values in their daily tasks.				
	Value 1:				
	Example:				
	Value 2:				
	Example:				
5	Describe what is meant by the term <b>person-centred care</b> .				
	[3				
	Model answer				
ŀ	Person-centred care is about focusing on the needs of individuals. It is about ensuring that an individual's preferences, needs and values guide health and social care decisions, and providing care that is respectful and responsive to them.				
	ndividuals are put at the centre of the process of identifying their needs and should be involved in all aspects of decision-making.				
	Commentary and additional guidance				
(	A definition of <b>person-centred care</b> is required. The description also requires some depth and detail. Specific points need to be given, with a line of reasoning that demonstrates understanding of the term.				
ı	A definition is required — a list would not be appropriate and would not be credited.				
į t	This answer is well written, in sentences. It gives specific examples of what is involved in providing person-centred care. It is of a good standard and a suitably detailed definition has been given hat demonstrates clear understanding of the term. This response is likely to be awarded the full hree marks.				
6	Give <b>one</b> example of how a hospital nurse could apply <b>one</b> of the person-centred values				
	in their daily tasks.				
	Value:				
	Example:				
	[2]				

legal

health

## 2.2 Benefits of applying the person-centred values

appropriate

#### **Recall activities**

needs

effective

1 Look at the diagram showing the benefits for service providers of applying personcentred values of care. Fill in the gaps in the diagram using the words provided.

safe

services

standards access Provides guidelines for All service users will receive \_\_\_\_\_ care, attention and the standards of care treatment, whatever their individual needs, as staff will all be working given by practitioners to the same high \_\_ **Enables service providers** All individuals, e.g. hospital patients, feel individual \_\_\_\_\_ are met, e.g. adaptions to the to improve service users' environment, care and resources will be provided as needed. quality of life Staff will know how to provide effective care, understand good Improves job satisfaction practice and meet requirements, e.g. Equality Act and safety requirements. and For example, those with mobility needs will be provided with Supports service providers ; communication barriers can be overcome; to develop their skills end-of-life care can be given in a hospice. **Enables the sharing of** Practitioners and support \_\_\_\_\_ can work together to good practice provide the most \_\_\_\_\_ care for all service users.

2 Complete the table below with examples of the **benefits** for service users when staff apply the person-centred values.

Person-centred value	Examples of the benefits for service users of staff providing person-centred care
Ensures the standardisation of care provided	
Improves the quality of care provided to service users	
Maintains or improves quality of life for the service user	
Supports service users to develop their strengths	

## 2.3 Effects on service users' health and well-being if person-centred values are not applied

#### **Recall activities**

1	Add <b>three</b> more examp	oles to the list	helow of nerso	n-centred values a	of care not	heina ann	lied.
	Add <b>child</b> more exami		DCLOVY OF PCISC	ni centica vatacs (	n care not	DCIII'G GDF	Juca.

- incidents of inappropriate breaking of confidentiality for example, staff gossiping about patients or an individual's personal records left lying around
- o equipment and aids not being safety checked, repaired or PAT tested
- o no provision for special diets, such as gluten-free or vegetarian meals
- o no provision for disabilities learning, mobility or communication

o failure to challenge incidents of discrimination

- o no policies on, for example, health and safety, equal opportunities or bullying
- o lack of communication with patients who have hearing or visual impairments

Describe possible effects on the hospital patient in the photo	o if there was only one
member of staff and a walking frame that wobbled.	
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2

3 If person-centred values are not applied, the effects on service users can be: physical, intellectual, emotional and social.

It can help to remember them as '**PIES**' effects. Write a definition for each. **Physical** has been done for you.

Physical means: the effects relate to a service user's body

Intellectual means:

Emotional means:

Social means:

4 Fill in the table with examples of effects on service users if the person-centred values of care are not applied. Some have been added to get you started.

#### Tip

Remember that effects do not occur in isolation but are interrelated. (They affect one another.) For example, a social worker being bullied at work may suffer physical harm, such as bruises. This could lead them to feel unsafe, causing them to take time off work to avoid the bully. Not going to work could lead to a lack of career progress or them losing their job.

Physical effects	Intellectual effects
Pain	Lack of knowledge
Broken bones	
Emotional effects	Social effects
Upset	Isolated

evel 1/Level 2 Cambridge National in Health and Social Care (J835) Exam Practice Workbook
[
Review your answer
Does it clearly give examples that show how a range of different service users' needs can be met by using effective communication skills?
<ul> <li>Is the answer organised? Have you used paragraphs?</li> </ul>
Have you drifted off the topic at all?
Have you explained all three of:
<ul><li>using appropriate vocabulary</li><li>actively listening</li></ul>
- adapting communication to meet service users' needs?
What mark would you give your answer? Why?
Can you suggest anything extra, if needed, to make a stronger answer?
You should think about body language, facial expressions, gestures and positioning.
Plan your answer
When planning your answer, think about body language, facial expressions, gestures
<ul> <li>and positioning.</li> <li>Include examples of all these methods of communication in your answer.</li> </ul>
<ul> <li>Your answer for these 8-mark questions should be written in paragraphs. What would each</li> </ul>
paragraph focus on?