Health and Social Care Unit R032 - Principles of Care in Health and Social Care Settings

Topic	Key Knowledge	Revised
Topic Area 1: The Rights of Service Users in Health and Social Care Settings		
Types of Care Settings	<u>Health Care</u> ● Dental Practice ● GP Surgery ● Health Centre ● Hospital ● Nursing Home ● Opticians ● Pharmacy ● Walk-In Centre <u>Social Care</u> ● Community Centre ● Day Centre ● Foodbank ● Homeless Shelter ● Residential Home ● Retirement Home ● Social Services ● Support Group	
The Rights of Service Users	● Choice ● Consultation, ● Confidentiality ● Equal and Fair Treatment ● Protection from abuse and harm	
Benefits to service users when rights are maintained	● Empowerment ● High self-esteem ● Service users' needs are met ● Trust	
Topic Area 2: Person-Centred Values		
Person-centred values	● Individuality ● Choice ● Rights ● Independence ● Privacy ● Dignity ● Respect ● Partnership ● Encouraging decision making of service user	
Benefits of applying person-centred values	<u>Benefits for service providers</u> ● Clear guidelines ● Job satisfaction ● Quality of life ● Choice and consultation ● Develops skills ● Sharing of good practice <u>Benefits for service users</u> ● Standardisation of care	

	- Quality of care - Quality of life - Develop strengths	
The 6 C's	- Care - Compassion - Competence - Communication - Courage - Commitment	
Effects on service users' health and wellbeing if values are not applies	**Physical** Pain, Discomfort, Illness, Injury, Fatality, Malnutrition, Dehydration **Emotional** Low self-esteem, stress, anxiety, depression, anger, sadness, withdrawal **Intellectual** Thinking, Problem solving, Learning new skills, Developing knowledge, Interacting with others, Participating in daily life **Social** Poor relationships, Poor social skills, Isolation, Withdrawal, Feeling excluded, Not valued	
Topic Area 3: Effective Communication		
Verbal Communication Skills	- Adapting to the context - Clarity - Empathy - Patience - Appropriate vocabulary - Tone - Volume - Pace - Team working	
Non-verbal Communication Skills	- Eye contact - Facial expressions - Gestures - Positioning - Body language - Sense of humour	
Active Listening Skills	- Open, relaxed posture - Eye contact - Nodding - Showing empathy - Clarifying - Summarising to show understanding	
Special Methods of Communication	- Advocate - Braille - British Sign Language	

	- Interpreters - Makaton - Voice-activated software	
Effective Communication	How can positive/negative communication… - Support rights and person-centred values? - Meet the needs of service users?	