

**Health Care Settings**  
 Health care settings provide medical, preventative screening and treatment.  
 List as many Health Care Settings:

- 
- 
- 
- 
- 

**Social Care Settings**

Type of Setting	What Services Do They Provide
•	•
•	•
•	•
•	•
•	•

**EQUAL AND FAIR TREATMENT**

Equal treatment means.....

Fair treatment means.....

Give three examples where individuals are treated differently in order to ensure equal opportunities:

- 
- 
- 

**The 5 Rights of Service Users**

C                      C                      C                      E                      P

**CHOICE**

Choice gives an individual control, promotes independence, empowers individuals, increases self esteem and makes them feel valued.

How Can Choice Be Given In a Care Home:

How Can Choice Be Given In a Hospital:

What are the different cultural food options?

**CONSULTATION**

Consultation should take place so individuals are involved in the decision process for their own care and support

List the ways a practitioner can support individuals right to consultation

- 
- 
- 
- 
- 

How can a doctor support a patients right to consultation regarding their treatment?

**Topic Area 1: The Rights of Service Users in Health and Social Care Settings**

**REVISION MAT**

**CONFIDENTIALITY**

Need to Know basis means

.....

.....

\_\_\_\_\_

List as many ways to maintain confidentiality:

- 
- 
- 
- 
- 

\_\_\_\_\_

When should confidentiality be broken?

**PROTECTION FROM ABUSE AND HARM**

DBS means:

Safeguarding means:

Manual Handling happened when: \_\_\_\_\_

When is Abuse and Harm most likely to occur? \_\_\_\_\_

**The Benefits to Service Users Health and Well-being when Their Rights are Maintained:**

Benefit	How The Benefit Positively Works
Empowerment	_____→
High Self Esteem	_____→
Individuals needs are met	_____→
Trust	_____→

The 9 PCVs are:

I

C

R

I

P

D

R

P

E

How **Individuality** is a person centred value:

**Person Centred Values Means:**

How **Choice** is a person centred value:

How **Dignity** is a person centred value:

Benefits of Applying PCVs for **Service Providers**

How **Rights** is a person centred value:

How **Respect** is a person centred value:

Benefits for **Service Users** of having PCVs applied

How **Independence** is a person centred value:

Topic Area 2: Person Centred Values

**REVISION MAT**

How **Privacy** is a person centred value:

**What are the 6C's**

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.

How can the 6 C's allow Person Centred Care to take place?

Effect of health and well being when PCVs not applied

P  
I  
E  
S

How **Partnership** is a person centred value:

How **Encouraging Decision Making** is a person centred value:

**Examples of Applying Person Centred Values of Care:**

What is an advocate:

Situations when an advocate can help:

Verbal Communication— Clarity

Verbal Communication— Empathy

Verbal Communication— Patience

Verbal Communication— Using appropriate vocabulary

Verbal Communication— Tone

Verbal Communication— Pace

Verbal Communication— Willingness to contribute to team working

**Examples of non verbal communication**

**Special Methods of Communicating:**

- ⇒ Braille
- ⇒ BSL
- ⇒ Hearing Loop
- ⇒ Intepretor
- ⇒ Makaton
- ⇒ PECS

How effective communication can support rights and person centred values:

**Topic Area 3: Effective Communication**  
**REVISION MAT**

**What is active listening**

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.

What are the benefits of practitioners using active listening skills?

**Impacts of poor communication**

P

I

E

S

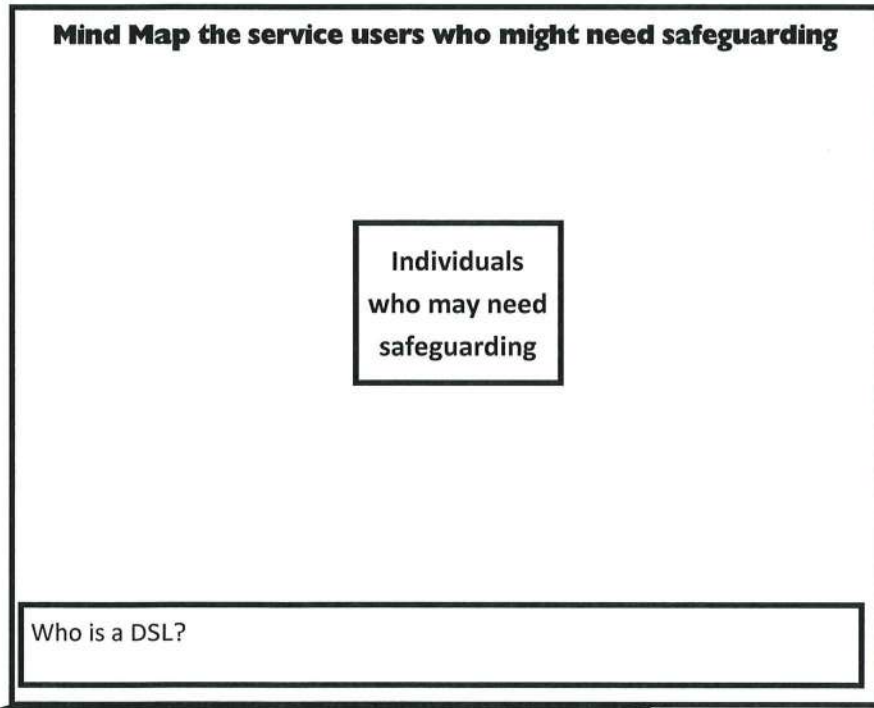
**Examples of groups of people who could be affected by poor communication:**

What is a standard DBS?

What is an enhanced DBS?

What is an enhanced with list checks DBS?

Name at least 6 personal hygiene measures care workers should follow:  
1.  
2.  
3.  
4.  
5.  
6.



Give ways general cleanliness can be maintained in a health care setting and explain how these prevent the spread of infection

Give ways general cleanliness can be maintained in a social care setting and explain how these prevent the spread of infection

**What is PPE?**

Identify three tasks when a care worker should wear disposable gloves:

What PPE should be worn when serving food:

**Topic Area 4: Protecting service users and service providers in health and social care settings**

**REVISION MAT**

What is manual handling. Explain the correct way to protect individuals when you move them:

For each safety procedure explain how individuals are protected:

Emergency evacuation:

DBS Check

First aid policy

Staff training

Risk assessments for trips:

For each of the following security measures explain how they protect service users and staff:

SECURITY MEASURE	SERVICE USERS	STAFF
ID Lanyards		
Pin code entry		
External doors locked		
Staffed reception desk		
Window Locks		
Signing in/out book		
CCTV		

**Give at least 5 reasons why Abuse and harm are more likely to occur in a Health and Social Care Setting:**

1. Staff are not given safeguarding training and are not trained how to see the signs of abuse and harm
- 2.
- 3.
- 4.
- 5.

Name three ways we can ensure equipment is fit for purpose:

What type of event would we need an emergency procedure for?  
What type of event would we need an evacuation procedure for?

**What are common safeguarding issues for children:**

**What are common safeguarding issues in adult care environments:**