

Topic Area	What you should know	R	A	G
TA1 - The rights of service users in health and social care settings	1.1 Types of Care settings			
	Health care			
	Social care			
	1.2 - The rights of service users			
	Choice			
	Confidentiality			
	Protection from abuse and harm			
	Equal and fair treatment			
	1.3 - The benefits to service users' health and wellbeing when their rights are maintained			
	Empowerment - choice, control, independence, self-reliance			
	High self-esteem - value, respect, positive mental health			
	Service users' needs are met - appropriate care or treatment, improving physical or mental health			
	Trust - reassurance and confidence			
TA2 - Person-Centred values	2.1 - Person-centred values of care and how they are applied by service providers			
	Individuality			
	Choice			
	Rights			
	Independence			

Privacy			
Dignity			
Respect			
Partnership			
Encourage decision making of service user			
Qualities of a service provider: the six Cs			
2.2. - Benefits of applying the person centred values			
<i>Benefits for service providers of applying the person-centred values of care</i>			
Provides clear guidelines for the standards of care			
Improves job satisfaction			
Maintains or improves quality of life			
Supports rights to choice and consultation			
Supports service practitioners to develop their skills			
Enables the sharing of good practice			
<i>Benefits for service users of applying the person-centred values of care</i>			
Ensure standardisation of care			
Improves the quality of care being given			
Maintains or improves the quality of life			
Supports service users to develop their strengths			
2.3 - Effects on service users' health and wellbeing if the person-centred values are not applied			

	Physical effects			
	Intellectual effects			
	Emotional effects			
	Social effects			
TA3 - Effective communication in health and social care settings	3.1 - The importance of verbal communication skills in health and social care settings			
	Adapting communication to meet the needs of the service user or situation			
	Clarity			
	Empathy			
	Patience			
	Using appropriate vocabulary (no jargon)			
	Tone			
	Volume			
	Pace			
	Willingness to contribute to team working			
	The importance of non-verbal communication skills in health and social care settings			
	Adapting communication to meet the needs of the service user or situation			
	Eye contact			
	Facial expressions			
	Gestures			
Positive body language				

	Sense of humour			
	Positioning - space, height, personal space			
	3.3 - The importance of active listening in health and social care settings			
	Posture			
	Eye contact			
	Nodding agreement			
	Showing empathy			
	Clarifying			
	Summarising			
	3.4 - The importance of special methods of communication in health and social care settings			
	Advocates			
	Braille			
	British Sign Language			
	Interpreters			
	Makaton			
	Voice-activated software			
	3.5 - The importance of effective communication in health and social care settings			
	Supports the care values			
	Helps to meet service users' needs			
	Protects the rights of service users			
	The impact of good communication skills			

	The impact of poor communication skills			
TA4 - Protecting service users and service providers in health and social care settings	4.1 - Safeguarding			
	Service users who need safeguarding			
	Impacts for service users of a lack of safeguarding			
	Safeguarding procedures in care settings			
	Safeguarding training for all staff			
	Disclosure and Barring Service (DBS) checks			
	4.2 - Infection prevention			
	General cleanliness			
	Personal hygiene measures			
	PPE (personal protective equipment)			
	4.3 - Safety procedures and measures			
	Safety procedures e.g. risk assessment, fire drill			
	Safety measures e.g. warning signs, fire safety notice,			
	4.4 - How security measures protect care service users and staff			
	Identifying staff			
	Monitoring of keys			
	Receiving and monitoring visitors			
	Reporting concerns to line managers			
	External doors, restricting access			
Window locks and restraints				

