



ST MARY'S
COLLEGE



Unit 1:

Introduction to the health and social care sector

REVISION PACK

About this Unit:

This unit provides you with the opportunity to explore the health and social care sector. You will be required to apply knowledge and understanding around the types of provision, their function and purpose, the job roles of health and social care practitioners. How individuals access services and the referral procedures, the ever-changing care needs, the differences between formal and informal care provision and finally how and why services are regulated and inspected.

Key words you should know for this unit:

Start off by reading through these and spending more time looking over the ones you are unsure on.

Task: Each week get someone in your household to choose a different 7 key words to test you on. You need to write down the definition to the key word they give you. Tick it off under the 'Do I know this?' column when you can write the definition (or as close to it as you can) without looking. If you get it wrong, put a * next to it so you know to keep revising that one.

<u>Key word</u>	<u>Definition</u>	<u>Do I know this?</u>
Statutory	These services have to be provided by the law. Local authorities and the government require them to be provided to keep everybody safe and healthy.	
Private	These services make a profit. They are owned by a business or company. Service users will pay to use these services.	
Voluntary	These services are provided by charities and organisations and get their money from donations and fundraising. They are usually free to access or may ask for a small donation.	
Meeting long-term and short-term needs	May provide care to improve a service users immediate situation as well as long lasting care for their future	
Residential provision	Providing accommodation if a service user is unable to live independently	
Respite provision	Providing temporary institutional non-medical care of a sick, elderly, or disabled person, providing relief for their usual carer	

Community provision	Provides care for people who live in the local area, either at the setting or in their homes	
Rehabilitation provision	Providing training and therapy to aid restoring someone to health or normal life after imprisonment, addiction, or illness	
Specific service provision to meet needs	Providing a service that is very specific to what a person needs e.g providing a stop smoking clinic to a person wanting to quit smoking.	
Activities co-ordinators	They organise social activities for people who need care and support in care homes, day centres and the community.	
Social worker	Statutory employed to help clients find solutions to problems and improve peoples situations.	
Dietitian	Health professionals specialising in nutrition. They educate and advise people on food and look after the nutritional needs of those in hospital. NHS or private.	
Healthcare assistants	Help with day to day care of patients in hospitals or care homes. They give personal care and make beds etc.	
Counsellors	Can be private, charity workers or NHS. Talking therapy finding ways to deal with emotional issues.	
Nurse	Performs a wide range of clinical and health care tasks based in many different health services.	
District nurse	Supports the needs of the local community-provides care at home for elderly and very sick.	
Health Visitor	A nurse who works in the community to monitor the development of babies and children.	
Occupational therapists	Work with individual to support them with independent skills for everyday tasks.	
Outreach worker	Working in the community to provide support, advice and guidance to those in need e.g., drug and alcohol dependent.	
Doctor	Highly qualified medical practitioners who diagnose illness and disease and prescribe and carry out treatment.	
GP	General practitioner- a doctor who works in the local community.	

Professional referral	GP or other professional directs you to a service.	
Compulsory referral	You have to attend a service without choice, usually due to mental health or if children are taken into care.	
Third party referral	Another person without a qualification in health and social care directs you to a service (family, friend, member of public).	
Self referral	You make an appointment or access a service for yourself	
Maternity services	Provided by midwives, GPs, hospitals- this includes routine tests during pregnancy, identifying concerns, providing information about labour, advice about diet and lifestyle and well baby clinics.	
Children's care	Provided by GPs, health visitors and hospitals- includes development screening, immunisations, and specialist medical care.	
General health care	Provided by GPs who treat routine illnesses, prescribe medication, and make referrals to other services for specialised tests or care.	
Medical care for all ages	Provided by specialised hospital doctors, including surgery, tests, medical screening and scans.	
Mental health care services	Counselling, psychological therapy, rehabilitation and psychiatric care.	
Dental, eyesight and hearing services	Regular check- ups are advised in these areas. Screening, monitoring and treatment are provided.	
Antenatal services	Maternity services for women who are pregnant.	
Social care services	Services that are non-medical and help to improve a person's situation usually relating to safety and wellbeing.	
Domiciliary care	Care and support provided for an individual in their own home who struggles to carry out daily tasks independently.	
Support groups	Local groups to help with coping with illness or addiction.	
Bereavement	The period following the loss of a loved one.	
Chronic	An ongoing illness or condition that can be controlled but not cured.	

Formal care	Provided by statutory services such as hospitals, GPs, or local authority. Staff are qualified and employed.	
Informal care	Provided by individuals who are not paid such as family and friends, neighbours or volunteers.	
CQC	Care Quality Commission- the regulation and inspection body for adult H&SC services.	
Ofsted	The regulation and inspection body for children and young people' services.	
Regulator	An independent organization that carrier out inspections to monitor and rate the quality of services.	
Inspection	The process of carrying out checks to see whether services meet the required standards.	

Revision of work relating to Unit 1 Task 1 (P1, P2, M1)

Make sure you know:

- Definitions and examples of statutory, private and voluntary services.
- The job roles of practitioners
- The functions of services

TASK: Match up the definitions, then give 2 examples of each type of service.

Voluntary

Example:

Example:

These services have to be provided by the law. Local authorities and the government require them to be provided to keep everybody safe and healthy.

Statutory

Example:

Example:

These services make a profit. They are owned by a business or company. Service users will pay to use these services.

Private

Example:

Example:

These services are provided by charities and organisations and get their money from donations and fundraising. They are usually free to access or may ask for a small donation.

TASK: Match up the service with the definition, then write which type of provision it is

Service	Description	Provision
Alexandra Court Care Home	is a service that provides care to people with life limiting illnesses. It is a charity and relies on donations for funding.	
Hull HARP	is a hospital in Hull that treats all patients needing treatment free of charge. It is funded by the government through the National Health Service.	
The NSPCC	provides support to children who at risk or who are vulnerable. They are funded by charities and rely on volunteers to staff the helpline (childline).	
Spire hospital	is a hospital that people pay to use so they can get quicker treatment. It is run by a company called BUPA who make a profit from the money patients pay for their treatment.	
Diadem medical practice	This service is funded by the government and employs social workers to investigate any concerns raised that a child may be unsafe.	
Dove House Hospice	is a residential care home for older people. Residents pay for the care they receive. Alexandra Court Care home makes a profit.	
5 senses	is a project that supports people who are homeless to have food, shelter and support. It relies upon volunteers and donations from members of the public.	
EHASH Child Care Team	is a GP surgery that provides care and treatment to people of all ages. It is funded by the government and is a service that is needed to keep the community healthy.	
Hull Royal Infirmary	is a day centre for adults living with learning disabilities. The adults pay for their care and support and Five senses makes a profit.	

TASK: match up the function with its definition, then give an example of a service

Function	Definition	Service example
Meeting long-term and short-term needs	Providing training and therapy to aid restoring someone to health or normal life after imprisonment, addiction, or illness	
Residential provision	Providing accommodation if a service user is unable to live independently	
Respite provision	Providing a service that is very specific to what a person needs e.g providing a stop smoking clinic to a person wanting to quit smoking.	
Community provision	May provide care to improve a service users immediate situation as well as long lasting care for their future	
Rehabilitation provision	Providing temporary institutional non-medical care of a sick, elderly, or disabled person, providing relief for their usual carer	
Specific service provision to meet needs	Provides care for people who live in the local area, either at the setting or in their homes	

TASK: Fill in the gaps using the word bank below

Dove House Hospice



Dove House Hospice is aproviding excellent care for people in the local community with lifeillnesses.

Dove House Hospice provides care to anyone over the age of years who has an illness which can no longer be cured. Care is provided for patients with cancer,, heart diseases, respiratory diseases, HIV/AIDS and many other illnesses.

Dove House Hospice is a charity and is funded by people in the local community money.

Dove house hospice provide bothand short term care. Dove house hospice also provides where people who are seriously ill can be cared for in the hospice for a short period of time to allow theirto have a break.

Dove house hospice provides longer term support by organising.....for people with life limiting illnesses to enable them to actively participate in Some of these activities include arts and craft, music and relaxation.

Dove house hospice also provides short term support by supporting and caring for patients and their families in the..... days of their lives.

Word bank

activities, last, long, limiting, carers, raising, charity, respite, society, eighteen, neurological illnesses

TASK: Choose the correct practitioner to match the job role.

Job roles

Activities co-ordinators, Social worker, Dietitian Healthcare assistants, Counsellors, Nurse, Occupational therapists, Medical doctors.

- ▶ 1. The primary role of a is to advocate and care for individuals and support them through health and illness. However, there are various other responsibilities of that form a part of the role, including to: Record medical history and symptoms
 - Collaborate with team to plan for patient care
 - Advocate for health and wellbeing of patients
 - Monitor patient health and record signs
 - Administer medications and treatments
 - Operate medical equipment
 - Educate patients about management of illnesses
 - Provide support and advice to patients

- ▶ 2..... are specialists who find out new and easy ways for people going through physical, mental, and emotional trauma so that they can overcome the problems and lead a normal, satisfying, and happy life. They not only provide them appropriate care and support to combat against their problem but also help them find ways of doing daily tasks like washing, dressing, cooking and eating. Different roles and responsibilities carried out include:
 - Examining the condition of patients and analysing their needs.
 - Examining the home and workplace of the patients.
 - Installing the required equipment
 - Providing guidance on how to use the special equipment
 - Reviewing progress and upgrading the treatment

- Educating the patients' family and employer about their needs and how to provide adequate medical care to them.
- Taking exercise sessions so that patients can get relief from chronic pain.

- ▶ 3. play a vital role in the care of patients. Working under the direction of more senior healthcare professionals, they take care of the day-to-day needs of patients by providing help with personal care, meals and mobility.

The work varies depending on where you're based. In a hospital for example you may be:

- washing and dressing patients
- serving meals and helping to feed patients
- helping people to move around
- toileting
- making beds
- talking to patients and making them comfortable
- monitoring patients' conditions by taking temperatures, pulse, respirations and weight

In a health centres and GP surgery, you may:

- sterilise equipment
 - do health checks
 - restock consulting rooms
 - process lab samples
 - take blood samples
 - do health promotion or health education work
- ▶ 4.work in care homes for older people or people with learning disabilities. They plan activities that the residents can do to keep them occupied and to allow them to enjoy their leisure time. Some activities they may plan include, activities such as bingo, music groups and singing. They must consider everybody's needs and make sure they make

changes to activities so all people, no matter what disabilities they have, can join in.

- ▶ **5**..... work in confidential settings with individuals who are experiencing people with personal difficulties in need of emotional and psychological support., to help them overcome their problems and to make appropriate changes to their lives. The job tends to involve a lot of listening. It's all about empathy, patience and respect. Rather than offering guidance, they empower service users to make their own decisions. They assist people by offering them a structured and focused way of addressing their problems. During group sessions and one-to-one meetings, they help people with all kinds of difficulties, from substance abuse and health issues to post-traumatic stress and relationship problems.

- ▶ **6.** Ais a qualified health professional, who as well as providing general health advice, can also work with people with special dietary needs due to health conditions. They can help people to make sure service user have a healthy diet. They may support people who are obese as well as people who have eating disorders. They will provide people who have special dietary needs with types of foods they can eat. They also work with people who are unable to eat and needs to be fed through a tube due to health conditions.

- ▶ **7**.....examine, diagnose and treat patients. They are able to tell patients what is wrong with them and prescribe drugs to help them. They can specialise in different fields. Those who work at a community surgeries are known as General Practitioners. Those specialising in children are known as paediatricians. There are also those who specialise in specific areas of the body. For example those who specialise in the heart are called cardiologists.

- ▶ **8.** There are many different types of.These include:
 - Child, Family and School.
 - Medical
 - Mental Health and Substance Abuse
 - Military
 - Community

They work with people and families to support them through difficult times and ensure that vulnerable people, including children and adults are safeguarded from harm. Their role is to provide support and help in order to improve outcomes in people's lives.

A) Name 2 practitioners a teenager suffering from abuse may be supported by

1.
2.

B) Name 2 practitioners a person with dementia may be supported by

1.
2.

C) Name 2 practitioners baby with developmental problems may be supported by

1.
2.

D) Name 2 practitioners a person that had a stroke may be supported by

1.
2.

Revision of work relating to Unit 1 Task 2 (P3, M2, P4)

Make sure you know:

- Definitions and examples of types of referrals
- The barriers to individuals accessing services
- The ways to overcome the barriers to individuals accessing services

TASK: Identify the type of referral from the definition given, give an example of a scenario in which the referral is used.

Referral definition	Example scenario
<p>Referral: You have to attend a service without choice, usually due to mental health or if a child is taken into care.</p>	

<p>Referral:</p> <p>.....</p> <p>Another person without a qualification in health and social care directs you to a service. (family, friend, member of public)</p>	
<p>Referral:</p> <p>.....</p> <p>You make an appointment or access a service for yourself.</p>	
<p>Referral:</p> <p>.....</p> <p>A GP or other professional directs you to a service.</p>	

TASK: Unscramble the barriers to individuals accessing services, then describe one way a service tries to overcome the barrier.

Barrier	Why it's a barrier	A way the service overcomes the barrier
ONITMUMAOCNI		
IMTE		
ATOINCLO		
TLACURLU UALSEV & SLIESEFB		
OCTS		
YAPSHLIC SECSEAC		
KALC FO CESSERROU		
LACIGOLCOHYS		

Revision of work relating to Unit 1 Task 3 (P5, M3, P6, D1)

Make sure you know:

- The names of the life stages
- The age ranges of the life stages
- The care needs of each life stage
- Descriptions of services and how they meet care needs
- Examples of formal and informal care

TASK: Find the life stages in the word search, write them below along with their age range.

A	B	I	N	F	A	N	C	Y	C	F	D	I	N	F	A	O	D	T	H	F	G	M
C	D	T	B	S	S	N	H	P	L	A	T	E	R	A	D	U	L	T	H	O	O	D
S	H	I	H	O	O	L	I	A	S	F	H	A	S	H	O	J	E	S	Y	N	E	L
H	G	O	O	L	S	W	L	S	V	A	K	R	D	W	A	H	K	D	A	S	H	I
K	I	O	O	H	O	O	D	L	A	A	M	L	P	O	O	D	H	O	L	A	T	A
O	T	J	D	M	O	B	H	G	F	L	N	Y	W	D	L	D	D	L	E	L	P	V
D	T	H	O	O	A	F	O	F	V	F	A	A	N	C	X	E	C	X	Z	M	K	L
S	A	S	O	O	N	T	O	T	L	Y	C	D	O	L	E	C	S	C	E	N	M	T
J	G	Q	L	D	L	I	D	O	D	H	H	U	K	A	J	Q	U	C	P	Y	T	A
L	J	U	E	J	R	N	O	I	A	M	I	L	S	S	T	U	A	K	E	S	A	W
G	M	O	O	L	S	S	G	L	H	K	L	T	J	A	I	A	U	S	S	N	G	G
V	X	O	T	D	H	H	E	H	M	Y	D	H	K	W	S	T	S	W	I	A	C	W
M	I	D	D	L	E	A	D	U	L	T	H	O	O	D	A	S	H	A	W	H	E	E
A	L	J	S	L	P	H	D	D	M	A	O	O	S	A	T	A	T	H	S	S	H	R
F	O	O	Y	E	A	P	N	M	M	I	P	D	A	G	Y	N	S	A	V	S	I	R

Life stages & age ranges

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

TASK: Identify the life stage these care needs are typical in, then name a service and describe how they meet the care needs.

1.

- ▶ Growth and development
- ▶ Advice on breast feeding/bottle feeding, diet, sleep, toilet training
- ▶ Vaccinations

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2.

- ▶ Dental health
- ▶ Education
- ▶ Physical health and development
- ▶ Immunisations

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3.

- ▶ Mental health support
- ▶ Immunisation
- ▶ Education
- ▶ Puberty support

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4.

- ▶ Family planning/ pregnancy
- ▶ Unexpected illness or accidents
- ▶ Drug and alcohol problems
- ▶ Emotional needs relating to relationships/work

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5.

- ▶ Pregnancy
- ▶ Coping with stress due to work, redundancy, or family responsibilities
- ▶ Menopause
- ▶ Development of illnesses such as diabetes, heart disease, arthritis or cancer.
- ▶ Emotional needs due to bereavement or family breakdowns

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6.

- ▶ Loss of mobility resulting in a need for care and support in the home
- ▶ Sensory problems, vision and hearing declines
- ▶ Chronic health problems such as cancer, osteoporosis, Alzheimer's, heart disease
- ▶ End of life care
- ▶ Emotional needs resulting from social isolation or loneliness

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Task: Match the support with the services, some of the key words are in bold to give you a clue! Then answer the questions below.

Health care services

Maternity services	Provided by specialised hospital doctors, including surgery, tests, medical screening and scans.
Children's care	Counselling, psychological therapy, rehabilitation and psychiatric care.
General health care	Provided by midwives, GPs, hospitals- this includes routine tests during pregnancy , identifying concerns, providing information about labour, advice about diet and lifestyle and well baby clinics.
Medical care for all ages	Regular check- ups are advised in these areas. Screening, monitoring and treatment are provided.
Mental health care services	Provided by GPs who treat routine illnesses, prescribe medication, and make referrals to other services for specialised tests or care.
Dental, eyesight and hearing services	Provided by GPs, health visitors and hospitals- includes development screening, immunisations, and specialist medical care.

A) Name 2 practitioners a pregnant lady may be supported by

1.
2.

B) Name a service a teenager with mental health problems may be supported by

1.

C) Name a service that may support a person in middle adulthood who is overweight.

1.

D) Name a service an elderly person with a broken hip may be supported by

1.

TASK: fill in the gaps to revise social care services.

Social care services

Word bank

support, abuse, drug, education, disabilities, adoption, daily tasks, Bereavement, self-help, cancer

A wide range of social care services are provided, these include:

- Children and their families may use early services with support from practitioners such as primary teachers, nursery staff and child minders.
- Fostering and services will be involved if a child is placed in short term care if their parent is suffering from an illness or surgery and unable to care for them, if they are taken into care to protect them from abuse or a chaotic home life, or if they are adopted or fostered.

- Domiciliary care may be provided temporarily if an adult is recovering from surgery or long term for an older adult who cannot manageon their own.
- A social worker may provide for a young person leaving care, getting employment or living independently.
- An outreach worker would provide support for people with addictions.
- Alcohol support services are provided by local authorities as well as groups, and a national helpline.
- Social workers and family support workers may help a mother and her children in situations involving domestic, providing temporary housing for example.
- Adults who have physical or learning may access support from community services and day centres.
- counselling can be provided for individuals who have lost a close family member or friend.
- Support groups such as McMillan support or Mind or Barnardo's etc for individuals who have, or care for people who have illnesses.

Task: Write a definition of formal and informal care giving an example to support it

Formal care is

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Informal care is

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.....

Task: Circle true or false to each statement.

- a) Informal carers are paid True / False
- b) Formal carers are qualified True / False
- c) Age UK is an informal service provided by volunteers True / False
- d) Samaritans is formal care provided by GPs True / False
- e) GPs provide formal care True / False
- f) Formal care is provided by statutory services True / False
- g) Informal care can be a neighbour True / False
- h) Informal care requires qualifications True / False

Revision of work relating to Unit 1 Task 4 (P7, D2)

Make sure you know:

- The meaning of regulator and inspection.
- The roles of the CQC and Ofsted.
- The impact (effects) of regulatory inspection on the individuals using the services.
- The impact (effects) of regulatory inspection on the service providers.
- The impact (effects) of regulatory inspection on how the public judges care providers (public trust).

TASK: Answer the following questions.

Define the following terms:

a) Regulator.....

b) Inspection.....

c) CQC.....

What is the role of:

d) Ofsted

.....
.....

e) CQC

.....
.....

TASK: Find the ratings these bodies can award in the word search then list them in order of best to worst.

1.

O U T S T A N D I N G O Y R Z H A X W
G I W B A F H T J D M O B T J D M O B
R X S I N L D T H O O A F T H O O A F
A E J I D A S A S O O N T A S O O N T
K S Q N D I H G Q L D L I G Q L D L I
V T Z U S A K J U E J R N J U E J R N
S N G G I R A M O O L S S M O O L S S
I A C W N R O X O T D H H X O T D H H
W H E E A A E P D A O O G T J D M O B
S S H R D H T S F N O G O T H O O A F
V S I R E K I T I D P D O A S O O N T
P X N S Q U I R I M L D G G Q L D L I
R J S H U H C B N I P S B J U E J R N
W O B C A C S N G G T R L M O O L S S
C F F U T A I A C W E E O X O T D H H
L S E R E Z W H E E R Q B V C H H Q A
S N G G C S S S H R F U R T E F Z U I
I A C W B S V S I R H I B G S M P I H
W H E E F K G G A H S N G G P B E N O
S S H G O O D R Q Y I A C W L I I N K
V S I R E Q U I U E W H E E S Q U S T

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2.

.....

3.

.....

4.

.....

TASK: Explain how the inspection report findings can help the service provider to improve their standard of care.

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.....
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TASK: Explain how the inspections impact individuals accessing the services

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TASK: Create a mind map below of the impact of regulatory inspection on how the public judges the services (the public trust in these services).

