

Calendar			
UNIT 2: Unit 2: Working in Health and Social Care			
Big Questions	Small Questions	Assessment Opportunities and Criteria. Teacher Feedback point (TFP)	Assessment
<p>A The roles and responsibilities of people who work in the health and social care sector</p> <p>A1 The roles of people who work in health and social care settin</p>	<p>Understand the roles of people who work in health and social care settings, to include:</p> <ul style="list-style-type: none"> • doctors • nurses • midwives • healthcare assistants • social workers • occupational therapists • youth workers • care managers/assistants • support workers. 		
<p>A2 The responsibilities of people who work in health and social care settings</p>	<p>Understand the day-to-day responsibilities of people who work in health and social care settings, to include:</p> <ul style="list-style-type: none"> • following policies and procedures in place in the health and social care setting in which they work • healing and supporting recovery for people who are ill • enabling rehabilitation • providing equipment and adaptations to support people to be more independent • providing personal care, to include washing, feeding, toileting 		

	<ul style="list-style-type: none"> • supporting routines of service users, to include day-to-day family life, education, employment, leisure activities • assessment and care and support planning, involving service users and their families. 		
<p>A3 Specific responsibilities of people who work in health and social care settings</p>	<p>Applying care values and principles.</p> <ul style="list-style-type: none"> • Promoting anti-discriminatory practice by: <ul style="list-style-type: none"> implementing codes of practice and policies that identify and challenge discrimination in specific health and social care settings adapting the ways health and social care services are provided for different types of service users. 		
	<p>Empowering individuals, to include:</p> <ul style="list-style-type: none"> putting the individual at the heart of service provision and promoting individualised care promoting and supporting individuals’ rights to dignity and independence providing active support consistent with beliefs, cultures and preferences of health and social care service users supporting individuals who need health and social care services to express their needs and preferences promoting the rights, choices and wellbeing of individuals who use health and social care services balancing individual rights to health and social care services with the rights of other service users and staff dealing with conflict in specific health and social care settings, to include GP surgeries, hospital wards, residential care homes for the elderly, residential care homes for vulnerable children and young adults, and domiciliary care settings. 		
	<p>Ensuring safety – how people who work in health and social care ensure safety for individuals and staff through:</p> <ul style="list-style-type: none"> use of risk assessments safeguarding and protecting individuals from abuse illness prevention measures, to include clean toilets, hand-washing facilities, safe drinking water control of substances harmful to health 		

	<p>use of protective equipment and infection control reporting and recording accidents and incidents complaints procedures provision of first-aid facilities</p>		
	<p>Information management and communication – ways of promoting effective communication and ensuring confidentiality through: applying requirements of the data protection legislation adhering to legal and workplace requirements specified by codes of practice in specific health and social care settings the recording, storage and retrieval of medical and personal information, to include electronic methods, mobile phones, social media, written records, use of photographs o maintaining confidentiality to safeguard service users respecting the rights of service users where they request confidentiality following appropriate procedures where disclosure is legally required.</p>		
	<p>Being accountable to professional bodies – how employees are accountable to professional bodies, to include: following codes of professional conduct being familiar with/applying current codes of practice ensuring that revalidation procedures are followed following safeguarding regulations following procedures for raising concerns/whistleblowing</p>		

<p>A4 Multidisciplinary working in the health and social care sector</p>	<p>Partnership working, to include:</p> <ul style="list-style-type: none"> • the need for joined-up working with other service providers • ways service users, carers and advocates are involved in planning, decision-making and support with other service providers • holistic approaches. 		
<p>A5 Monitoring the work of people in health and social care settings</p>	<p>How the work of people in health and social care settings is monitored, to include:</p> <ul style="list-style-type: none"> • line management • external inspection by relevant agencies • whistleblowing • service user feedback • criminal investigations 		
<p>B The roles of organisations in the health and social care sector</p> <p>B1 The roles of organisations in providing health and social care service</p>	<p>Ways services are provided by:</p> <p>the public sector: – NHS Foundation Trusts, to include hospitals, mental health services and community health services</p> <ul style="list-style-type: none"> – adult social care – children’s services – GP practices <p>o the voluntary sector</p> <p>o the private sector</p>		

	<p>Settings where health and social care services are provided to meet different needs, to include:</p> <ul style="list-style-type: none"> hospitals day care units hospice care residential care domiciliary care the workplace. 		
<p>B2 Issues that affect access to services</p>	<p>Referral.</p> <ul style="list-style-type: none"> • Assessment. • Eligibility criteria. • Barriers to access, to include specific needs, individual preferences, financial, geographical, social, cultural 		
<p>B3 Ways organisations represent interests of service users</p>	<p>To include:</p> <ul style="list-style-type: none"> • charities/patient groups • advocacy • complaints policies • whistleblowing policies 		

Calendar			
Big Questions	Small Questions		Homework
B4 The roles of organisations that regulate and inspect health and social care services	<ul style="list-style-type: none"> The ways organisations regulate and inspect health and social care services, and the people who work in them. 		
	<ul style="list-style-type: none"> Organisations that regulate or inspect health and social care services. (Learners should study organisations relevant to either England, Wales or Northern Ireland; they do not need to study organisations relevant to all UK countries.) In England: Care Quality Commission (CQC) Ofsted. 		
	The roles of organisations which regulate or inspect health and social care services, to include: how regulation and inspections are carried out how organisations and individuals respond to regulation and inspection changes in working practices required by regulation and inspection how services are improved by regulation and inspection.		
	Organisations that regulate professions in health and social care services. <ul style="list-style-type: none"> In England: Nursing and Midwifery Council (NMC) Health and Care Professions Council (HCPC) General Medical Council (GMC). 		
	<ul style="list-style-type: none"> The roles of organisations which regulate professions in health and social care services, to include: how regulation is carried out how organisations and individuals respond to regulation the changes in working practices required by regulation how services are improved by regulation. 		

B5 Responsibilities of organisations towards people who work in health and social care settings	<p>Responsibilities of organisations that provide health and social care services, to include ensuring employees:</p> <ul style="list-style-type: none"> • understand how to implement the organisation’s codes of practice • meet National Occupational Standards (NOS) • undertake continuing professional development (CPD) • are safeguarded through being able to: <ul style="list-style-type: none"> have internal/external complaints dealt with properly take part in whistleblowing have membership of trades unions/professional associations follow protocols of regulatory bodies 		
<p>C Working with people with specific needs in the health and social care sector</p> <p>C1 People with specific needs</p>	<ul style="list-style-type: none"> • Ill health, both physical and mental. • Learning disabilities. • Physical and sensory disabilities. • Age categories to include: <ul style="list-style-type: none"> early years later adulthood. 		

Calendar			
Big Questions	Small Questions		Homework
C2 Working practices	Relevant skills required to work in these areas. <ul style="list-style-type: none"> • How policies and procedures affect people working in these areas. • How regulation affects people working in these areas. • How working practices affect people who use services in these areas. • Recent examples of how poor working practices have been identified and addressed. 		