Knowledge Organiser Year 10: Care Services and Values

Learning Aim A
Understand the different types of health and social care services and barriers to accessing them

A1 Health and social care services

Different health care services and how they meet service user needs:

- Primary care, e.g. GPs, dental care, optometry, community health care
- Secondary and tertiary care, e.g. specialist medical care
- Allied health professionals, e.g. physiotherapy, occupational therapy, speech and language therapy, dieticians

Different social care services and how they meet service user needs:

- Services for children and young people, e.g. foster care, residential care, youth work
- Services for adults or children with specific needs (learning disabilities, sensory impairments, long-term health issues), e.g. residential care, respite care, domiciliary care
- Services for older adults, e.g. residential care, domiciliary care
- The role of informal social care provided by relatives, friends and neighbours

A2 Barriers to accessing services

Types of barrier and how they can be overcome by the service providers or users:

- Physical barriers, e.g. issues getting into and around the facilities
- Sensory barriers, e.g. hearing and visual difficulties
- Social, cultural and psychological barriers, e.g. lack of awareness, differing cultural beliefs, social stigma, fear of loss of independence
- Language barriers, e.g. differing first language, language impairments
- Geographical barriers, e.g. distance of service provider, poor transport links
- Intellectual barriers, e.g. learning difficulties
- Resource barriers for service provider, e.g. staff shortages, lack of local funding, high local demand
- Financial barriers, e.g. charging for services, cost of transport, loss of income while accessing services

Learning Aim B
Demonstrate care values and review own practice

B1 Care values

Care values:

- Empowering and promoting independence by involving individuals, where possible, in making choices, e.g. about treatments they receive or about how care is delivered
- Respect for the individual by respecting service users' needs, beliefs and identity
- Maintaining confidentiality (when dealing with records, avoiding sharing information inappropriately, e.g. gossip)
- Preserving the dignity of individuals to help them maintain privacy and self- respect
- Effective communication that displays empathy and warmth
- Safeguarding and duty of care, e.g. maintaining a healthy and safe environment, keeping individuals safe from physical harm
- Promoting anti-discriminatory practice by being aware of types of unfair discrimination and avoiding discriminatory behaviour

B2 Reviewing own application of care values

Key aspects of a review:

- Identifying own strengths and areas for improvement against the care values
- Receiving feedback from teacher or service user about own performance
- Responding to feedback and identifying ways to improve own performance

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