

# BTEC Tech Award Health and Social Care Component 2—Learning Aim A

## Knowledge Organiser

*Understand the different types of Health and Social Care services and barriers to accessing them.*

This knowledge organiser will help you to understand key words and concepts, as well as how to spell them and define what they mean.

### A1: Health and Social Care Services

#### Health Care Services

##### **Primary Care Services**

Usually the service which an individual would access first if they had a health issue. For example: GP, dentist, optometry.

##### **Secondary and Tertiary Care Services**

Secondary/tertiary care refers to services provided by medical specialists who generally do not have the first contact with a patient but they have been passed on by the primary service. For example: cardiologists (heart disease) and neurologists (for problems with the nervous system).

##### **Allied Health Professionals**

AHPs provide treatment and support for adults and children who are ill, have disabilities or additional needs. They work across a wide range of different settings including the community and people's homes, as well as hospitals. For example: dieticians and physiotherapists.

##### **Social Care Services—includes informal support offered by friends and family**

Services for children and young people, e.g. foster care, residential care, youth work

Services for adults or children with specific needs (learning disabilities, long-term health issues), e.g. residential care, respite care

Services for older adults, e.g. residential care, home care services.



### A2: Barriers to accessing Services



Some individuals cannot access services due to barriers which prevent (stop) them from doing so.

**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

**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

**Financial barriers**, e.g. charging for services, cost of transport, loss of income while accessing services.

Key Words: Primary, Secondary, AHPs, Barriers

# BTEC Tech Award Health and Social Care Component 2—Learning Aim B

## Knowledge Organiser

*Demonstrate care values and review own practice*

This knowledge organiser will help you to understand key words and concepts, as well as how to spell them and define what they mean.

### B1 Care Values

**Care Values** are a range of standards within Health and Social Care settings, that help to guide professionals in giving the most appropriate care to each individual.

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



### B2 Reviewing own application of care values

**Using teacher feedback from your demonstration, you will be expected to:** Identify your own strengths (what was good about your demonstration of the care values) and areas for improvement (what didn't go so well) against the care values.



### Definitions

#### **Independence**

Free to make own choices.

#### **Respect**

Understanding the feelings and wishes of others.

#### **Dignity**

Keeping respect and for a person.

#### **Anti-Discriminatory**

Prevents discrimination on gender, age, race, disability etc.

#### **Confidentiality**

Keeping information private and secure.