



# PUBLIC SECTOR

## National Organisations

- NHS England
- HSC Northern Ireland
- NHS Scotland
- NHS Wales

## NHS Foundation Trust

- ✓ Funded by government.
- ✓ Independent organisations.
- ✓ It is to move decision making from NHS to local communities.

## Mental Health Foundation Trust

- ✓ Provided by G.P. or support may be need form specialist service providers.
- ✓ Managed by the community.

## Community Health Foundation Trust

- Work with G.P. + local authority social department to provide HSC support.

These may include;

- ✓ Adult + community nursing services.
- ✓ Health visiting + school nursing.
- ✓ End of life care.
- ✓ Walk in/urgent care centres.

## G.P. Practices

- ✓ Funded according to workload. Receive further payment from NHS;
- ✓ Deemed to give a high quality service.
- ✓ For seniority based G.P. length of service.

## Adult Social Care

- For adults who have; disabilities, mental health, frail or other circumstances.

Support provided;

- Care in their homes.
- Sheltered housing schemes.
- Day centres.
- Resident care for elderly.

## Children's Services

- Support + protect vulnerable children + young people, their families + young carers.

Includes;

- ✓ Safeguarding children at risk from abuse or significant harm.
- ✓ Help for parents + carers with "parenting skills".
- ✓ Practical help in the home.

## Range of Services

- Primary health care
- ✓ Provided by G.P.s, dentist, opticians + pharmacists.
- ✓ Services are normally accessed directly by service user when needed.
- Secondary health care
- ✓ Normally accessed by G.P. as they make referral to a consultant or other healthcare specialists.
- Tertiary Health care
- ✓ Provides specialist + complex services.

e.g.: specialist spinal injury units or hospice support.

NHS Foundation Trust



## **Student Task:**

1. Create a set of flashcards for each sector.
2. Research and find information about the national organisations do different from each other.

Referred as Voluntary sector or Third Sector Services.

Third Sector Services – social services provided by voluntary sector known by Third Sector Services.

# Independent Sector

## Key features

- Not run for personal profit, any income is used to develop their services.
- Use volunteer for some services.
- Managed independently of central government or local authorities.

## NACRO (National Association for the Care + Resettlement of Offenders)

- Change lives by designing + delivering service to equip people with skills, advise + support to move on.

## Funded

- Charities donations
- Central or local government.

## MENCAP

- Improves lives of people with learning disability + their families.

## Shelter

- Help homeless + bad housing people who are struggling through advise, support + legal services.

## NCVO (National Council for Voluntary Organisation)

- Supports + promotes work for voluntary sector.

## Barnados

- Transform lives for vulnerable children through services, campaigning + research expertise.

# Private Sector

## Different aspects of private care providers;

- ✓ Private schools.
- ✓ Nursery + pre-school services.
- ✓ Hospitals.
- ✓ Domiciliary day care services.
- ✓ Residential + nursing home for elderly.
- ✓ Mental health services.

## AXA

- ✓ Help people to protect their possessions, themselves + their families.

## BUPA

- ✓ Not-for-profit private healthcare company.
- ✓ Providing a broad range of healthcare services, support + advice to people throughout their lives.

## Funded

- ✓ Fees paid directly by service users.
- ✓ Payments from health insurance companies (BUPA- subscription scheme).
- ✓ Grants + other payment from central + local governments for services provided on their behalf.

## **Student Tasks:**

1. Uses the information and put it in a Mind map.
2. How is this helpful in the exam?
3. Find more information about organisations in each sector.



# The Range of Settings that provide HSC

## Domiciliary Care

- Care provide in client's home. Services provide support with domestic tasks + intimate personal care that makes the user independent in their own home.

## The Workplace

Occupational Health –they are supposed to keep the workforce fit + healthy. This helps them carry out duties for what they are employed.

## Hospital

- Outpatients service;
- ✓ Regular clinics
- ✓ Day surgery
- ✓ Other specialist
- ✓ daytime care
- Inpatients service;
- ✓ Treatment for conditions that require 24 hour specialist support.
- A+E services;
- ✓ Direct emergency treatment.

## Hospice Care

- Improves quality of life for terminally ill people.
- ACORNS
- ✓ Provide care for children 0 - 18 years with life limiting or life threatening conditions + support for their families.
- St. Mary's Hospice
- ✓ Helps + support families throughout patient's illness + after death.

## Residential Care

- 2 Types of care homes;
- ✓ Residential care - provides help with personal care.
  - ✓ Nursing home – provide personal care.

## Some barriers to accessing services may be;

- ✓ Language
- ✓ Inconvenient location of service
- ✓ Financial
- ✓ Scare resources
- ✓ communication

## Day care centres/units

- Provide friendly, stimulating + supportive environment for people who would be socially isolated.

They serve;

- ✓ Elderly
- People with disabilities, learning difficulties, mental health problems + specific conditions (dementia).
- ✓ Providers of the service; Voluntary providers, Statutory providers, Private providers.

## Self-referral

- Person contacts a care provider personally requesting help.

## Third-Party referral

- Someone you knew contacts a health or care service on another person's behalf.

## Professional referral

- Health or care professional contacts another service provider to request support for a service user.

## National Eligibility Criteria

- where criteria is applied to decide whether a service user is entitled to support from the local authority social services department.

# Issues that affect access to Services

## Community Care Assessment

- Professional assessment of care needs provided by a local authority.

# Ways Organisations Represent the Interest of Service Users

## Charities + Patient groups

- Voluntary organisations or charities represent service users when they need to contact with official agencies.
- Charities act as pressure groups (aim to influence public opinion + government decision.)

## Advocacy

- Serious problem with communication with patient then advocate may speak on their behalf.
- They build trusting relationship with clients by;
  - ✓ Care meetings
  - ✓ Writing letters
  - ✓ Emails on client's behalf.

## Complaints Policies

- Procedures + outcomes of any complaints will be checked when the setting is inspected.
- Service user complains have right to;
- ✓ Their complaints dealt with effectively + timely way.
  - ✓ Their complaint formally investigated
  - ✓ Be told outcome of their complaint.

## Whistleblowing

- Is the situation in which an employee reports poor or dangerous practice at their workplace to the press or to another organisation outside their setting.

## Care Quality Commission (CQC)

- Responsible for monitoring + inspecting health services + adult social care services in England.
  - Aim to ensure HSC services are high quality + deliver safely, effectively + compassionately.
- CQC monitors + inspects;
- ✓ NHS Trust + independent hospitals.
  - ✓ Dentist
  - ✓ Residential care homes + nursing homes.
  - ✓ Domiciliary or home care services.
  - ✓ Mental health provision.
  - ✓ Accommodation for people requiring treatment for substance misuse.

## National institute for health + care Excellence (NICE)

- Responsible for providing guidance on current best practice in health + social care.
- Aims to control + improve health + social care provision.

## Ofsted

- Regulates + inspects care provision for children + young people by inspecting;
  - ✓ Nurseries, pre-schools + child minders.
  - ✓ Fostering + adoption agencies.
  - ✓ Settings providing residential care for children.

## Roles of Organisations that regulate + inspect HSC Services

### Public Health England (PHE)

- Aims to protect + improve public health + reduce health inequalities.
- Responsibilities;
- ✓ Setting up health promotion programmes to improve the nations health.
  - ✓ Research projects to improve our knowledge of public health issues + generate strategies to address problems.

### Organisations that Regulate Professions in HSC Services

- The Nursing + Midwifery Council (NMC)
- Royal College of Nursing (RCN)
- Health + Care Professions Council (HCPC)
- General medical Council (GMC)

## Meeting National Occupational Standards (NOS)

- ❑ Standards of professional practice should be met in workplace.
- ❑ NOS underpins Code of Practice in care settings + curriculum for training of practitioners standards including codes of practice for professional bodies.

## Implementing Code of Practice

- Health + Social Care Act (2008) requires registered providers of care services must ensure they have sufficient numbers that are qualified to meet needs of service users.
- Also provide training + professional development ensuring their staff carry out their role.
- Social care settings required to complete induction programme + meet requirements of Common Induction Standards (2010).

## Supporting + safeguarding employees in HSC.

- Follow protocols of regulatory bodies such as GMC.
- They provide protection for employees ensuring the standards are expected of them are clear.
- Internal + external complaints
- care organisations have professional organisations + inspection agencies to have formal procedures to address complaints.
- ✓ Allegations of poor practice are made against staff will be addressed to organisations internal disciplinary systems.
- ✓ More serious go to regulatory body.
- ✓ Extreme cases go to police.
- Membership of trade unions/professional associations
- Support them if they accused of professional misconduct or in conflict in other ways to employer.

## Undertaking Continuing Professional Development

- Ensures the following the best practice + most up to date procedures.
- ❑ Responsibility of care managers to ensure that support staff that not members are also regularly update + extend their skills.



Health and Social Care

