

BTEC NATIONAL DIPLOMA IN H&SC: Unit 2 - Working & Health and Social Care

A The roles and responsibilities of people who work in the H&SC sector

A1 The roles of people who work in health and social care settings

Understand the roles of people who work in health and social care settings, to include:

- doctors
- nurses
- midwives
- healthcare assistants
- social workers
- occupational therapists
- youth workers
- care managers/assistants
- support workers.

A2 The responsibilities of people who work in health and social care settings

Understand the day-to-day responsibilities of people who work in health and social care settings:

- following policies and procedures in place in the H&SC 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
- 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.

A3 Specific responsibilities of people who work in health and social care settings

Applying care values and principles.

- Promoting anti-discriminatory practice by:
 - implementing codes of practice and policies that identify and challenge discrimination in specific H&SC settings
 - adapting the ways H&SC services are provided for different types of service users.
- Empowering individuals, to include:
 - 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 H&SC services to express their needs and preferences
 - promoting the rights, choices and wellbeing of individuals who use H&SC services
 - balancing individual rights to health and social care services with the rights of other service users and staff
 - dealing with conflict in specific H&SC 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.
- Ensuring safety – how people who work in health and social care ensure safety for individuals and staff through:
 - use of risk assessments
 - safeguarding and protecting individuals from abuse
 - illness prevention measures; clean toilets, hand-washing facilities, safe drinking water
 - control of substances harmful to health
 - use of protective equipment and infection control
 - reporting and recording accidents and incidents
 - complaints procedures
 - provision of first-aid facilities.

- Information management and communication – ways of promoting effective communication and ensuring confidentiality through:
 - applying requirements of the Data Protection Act 1998
 - 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; electronic methods, mobile phones, social media, written records, photographs
 - maintaining confidentiality to safeguard service users
 - respecting the rights of service users where they request confidentiality
 - following appropriate procedures where disclosure is legally required.
- Being accountable to professional bodies – how employees are accountable to professional bodies:
 - 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.

A4 Multidisciplinary working in the health and social care sector

Partnership working:

- 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.

A5 Monitoring the work of people in health and social care settings

How the work of people in health and social care settings is monitored:

- line management
- external inspection by relevant agencies
- whistleblowing
- service user feedback
- criminal investigations.

B The roles of organisations in the health and social care sector

B1 The roles of organisations in providing health and social care services

Ways services are provided by:

- the public sector:
 - NHS Foundation Trusts including hospitals, mental health services and community health services
 - adult social care
 - children's services
 - GP practices
- the voluntary sector
- the private sector

Settings where H&SC services are provided to meet different needs, to include:

- hospitals
- day care units
- hospice care
- residential care
- domiciliary care
- the workplace.

B2 Issues that affect access to services

- Referral
- Assessment.
- Eligibility criteria
- Barriers to access, to include specific needs, individual preferences, financial, geographical, social, cultural.

B3 Ways organisations represent interests of service users

To include:

- charities/patient groups
- advocacy
- complaints policies
- whistleblowing policies.

B4 The roles of organisations that regulate and inspect H&SC services

The ways organisations regulate & inspect H&SC services, and the people who work in them.

Organisations that regulate or inspect H&SC services in England:

- Care Quality Commission (CQC)
- National Institute for Health and Care Excellence (NICE)
- Public Health England
- Ofsted.

The roles of organisations which regulate or inspect H&SC 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 in England:

- Nursing and Midwifery Council (NMC)
- Royal College of Nursing (RCN)
- Health and Care Professions Council (HCPC)
- General Medical Council (GMC).

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 H&SC settings

Responsibilities of organisations that provide H&SC services, to include ensuring employees:

- 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:
 - have internal/external complaints dealt with properly
 - take part in whistleblowing
 - have membership of trades unions/professional associations
 - follow protocols of regulatory bodies.

C Working with people with specific needs in the H&SC sector

C1 People with specific needs

- Ill health, both physical and mental.
- Learning disabilities.
- Physical and sensory disabilities.
- Age categories to include:
 - early years
 - later adulthood.

C2 Working practices

- Relevant skills required to work in these areas.
- 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.