

Component 2:

# Health and Social Care Services and Values

Learning Aim A Booklet:

## Understand the different types of health and social care services and barriers to accessing them

Name: \_\_\_\_\_

Handout date: \_\_\_\_\_

Deadline date: \_\_\_\_\_

My target grade: \_\_\_\_\_

My aspirational grade: \_\_\_\_\_

My declaration to Miss Burton: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Criteria	Description of Task	Self-Reflection	Final Grade
<b>Level 1 – You use basic information to complete each task</b>			
A.1P1	Identify health and social care services that meet some of the needs of individuals in a given scenario.		
A.1P2	Identify barriers that might prevent individuals accessing a health or social care service.		
A.1M1	Outline ways in which health and social care services meet the needs of individuals in a given scenario.		
A.1M2	Outline barriers that would affect the use of one health or social care service for an individual in a given scenario.		
<b>Level 2 – You demonstrate a broader understanding and use research to complete tasks</b>			
A.2P1	Explain how health and social care services meet the needs of individuals in a given scenario.		
A.2P2	Explain how barriers could affect the use of one health or social care service for an individual in a given scenario.		
A.2M1	Analyse the extent to which health and social care services meet the needs of individuals in a given scenario, explaining how barriers for one service can be overcome.		
A.2D1	Assess the suitability of health and social care services for individuals in a given scenario, making justified and realistic suggestions for how barriers for one service can be overcome.		

## What is this component about?

The different types of Health and Social Care services available in our local area (Plymouth) and the barriers individuals sometimes face when they are trying to access the services. You will need to choose one of the case studies in this pack to base your work on.

## How will I complete this component?

Create an **introduction for both case studies**

A review of **Health and social care services available for both case studies** within **Plymouth** and explain how they meet their individual needs.

A report on the **barriers of meeting the needs of one case study**

A **conclusion of how suitable the health and social care services are** in meeting the needs of your chosen individuals, giving recommendations.

## How do I present my work?

Each task you complete must:

Be typed on a **Word document** and must be in size **12 font**

Have the **correct title** and be saved as this title

Have your **name** at the top in the header

Have **page numbers**

You must now choose **one case study** to complete these tasks. You will need to **review the health and social care services they use** and how effective they are.

Choose one from below and highlight the following in different colours: their individual health needs, the H&SC services they use, barriers they face.

## Case Studies

Assume all of these care studies live in the Medway Area

<p><b>Case Study 1: Verna and Sam Williams</b></p>	<p><b>Verna Williams</b> is forty-eight years old and lives with her husband Sam, and their two cats. They live on the second floor of a block of flats. The lift is often broken. This means that access to the street is down two flights of stairs. The block of flats is on a new estate half a mile from the nearest bus stop. Verna has a medical condition which affects her mobility. Verna uses a walking stick to get around most of the time, but some days she needs to use a wheelchair. Verna also has asthma which has recently got much worse. She has type two diabetes. She takes medication and has a diet plan to cope with the diabetes. <i>[More health care needs]</i></p> <p><b>Sam Williams</b> is fifty-two years old He has recently left his job at a local supermarket because he had an argument with the manager. Sam and Verna are now living on a reduced income. Sam has a hearing impairment for which he uses a hearing aid. Sam also has a learning disability and a speech impairment. This means that he has difficulty communicating with people and he becomes frustrated when asked to repeat what he has said. <i>[More social care needs]</i></p>
<p><b>Case Study 2: Myra and Elizabeth McDermott</b></p>	<p><b>Myra McDermott</b> is forty-two years old and lives with her daughter Elizabeth in a rural village. The village has very few services. People have to travel into the nearest town for healthcare and shopping. Myra has a skin condition which means that her skin is itchy and flakes regularly. She needs to use creams provided by the G.P, and cannot sleep when her skin becomes really uncomfortable. Myra also has gum disease and is now experiencing bleeding when she brushes her teeth. Myra is afraid that she will need to have all of her teeth removed if she goes to the dentist and so has not made an appointment. <i>[Health care needs]</i></p> <p><b>Elizabeth McDermott</b> is twelve years old and attends the academy which is within walking distance from home. Elizabeth is autistic and has behavioural difficulties. The head teacher at the academy has told Myra that Elizabeth is becoming too difficult for the staff to manage. She has said that the school will be discussing what to do with the Local Authority. This could mean that Elizabeth is transferred to a school for children with additional needs. This means that Elizabeth would need to travel by school bus to her new school. She will have to leave her friends and travel, with other children she doesn't know, to the new school which is five miles away. Elizabeth's family needs advice. <i>[Social care needs]</i></p>
<p><b>Case Study 3: Amiya and Rajiv Dutta</b></p>	<p><b>Amiya Dutta</b> is eighty-four years old and lives, with her husband Rajiv, in the centre of a large city. Amiya has dementia and needs 'round the clock care' as she is vulnerable. Amiya likes to go shopping but tends to wander away from her husband and become lost. She has twice been brought home by the local police, very upset and confused. Amiya has now become</p>

incontinent which means that she has no control over her bladder and needs to have her clothes changed several times a day. Amiya also wakes up in the night and wanders around the house. *[Social care needs]*

**Rajiv Dutta** is eighty two years old and has severe headaches, which mean that he sometimes cannot keep to his daily routine because of the pain. Rajiv also has high blood pressure and needs medication. Because Rajiv has to provide personal care for Amiya, he finds it difficult to visit the G.P. for a prescription. He does not always take his medication regularly. *[Health care needs]*

## **Task 1: Introduction**

For this assignment I have been asked to \_\_\_\_\_

\_\_\_\_\_

I have decided to base my assignment on \_\_\_\_\_.

(Name of individual one) has \_\_\_\_\_.

\_\_\_\_\_.

(Name of individual two) has \_\_\_\_\_.

\_\_\_\_\_.

I will explain how \_\_\_\_\_.

\_\_\_\_\_.

I will then explain how \_\_\_\_\_.

\_\_\_\_\_.

I will then analyse \_\_\_\_\_.

\_\_\_\_\_.

Finally I will assess \_\_\_\_\_.

\_\_\_\_\_.

You must show the examiner that you can **research H&SC services in your local area**. You must **explain how the health and social care services** in your area will **meet the needs of each of the individuals** in your chosen case study. In your work, you must refer to the **health and the social care needs** of your chosen individuals and **link these to the service that will meet that need**.

## **Task 2: Health and Social Care Services Review**

### **Hints and Tips:**

Remember all of your services must be within **Medway**. Think back to the services we looked at during lessons. There is a checklist below to help you think about all the different services there are available.

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

### Case Study 1:

<p><b>1</b> <b>P1</b></p>	<p><b><u>Introduce your first case study</u></b> – summarise who they are and define what illness/condition they have and the general impacts</p>
<p><b>2</b> <b>P1</b></p>	<p><b><u>Explain what their health needs are</u></b> – explain each of their PIES health needs identified in the case study, each must be written in detail using the internet and books to guide you</p>
<p><b>3</b> <b>P1</b> <b>M1</b></p>	<p><b><u>Explain the first health or social care service which would meet their needs</u></b> – Research this service within Medway answering the following.</p> <p><b>Service name:</b> _____</p> <ul style="list-style-type: none"> <li>€ <b><u>Explain</u></b> what this service does, what their aims are and what they provide.</li> <li>€ <b><u>Explain</u></b> whether this service is a health (primary, secondary, tertiary, allied health professionals) or social (children, specific needs, older adults) care service.</li> <li>€ <b><u>Explain</u></b> in detail how the service meets their needs.</li> <li>€ <b><u>Analyse</u></b> how effective this service is in meeting their needs – why was this service good?</li> </ul>
<p><b>4</b> <b>P1</b> <b>M1</b></p>	<p><b><u>Explain the second health or social care service which would meet their needs</u></b> – Research this service within Medway answering the following.</p> <p><b>Service name:</b> _____</p> <ul style="list-style-type: none"> <li>€ <b><u>Explain</u></b> what this service does, what their aims are and what they provide.</li> <li>€ <b><u>Explain</u></b> whether this service is a health (primary, secondary, tertiary, allied health professionals) or social (children, specific needs, older adults) care service.</li> <li>€ <b><u>Explain</u></b> in detail how the service meets their needs.</li> <li>€ <b><u>Analyse</u></b> how effective this service is in meeting their needs – why was this service good?</li> </ul>

## Case Study 2:

**1**  
**P1** **Introduce your second case study** – summarise who they are and define what illness/condition they have and the general impacts

**2**  
**P1** **Explain what their health needs are** – explain each of their PIES health needs identified in the case study, each must be written in detail using the internet and books to guide you

**3**  
**P1** **Explain the first health or social care service which would meet their needs** – Research this service within Medway answering the following.

**M1** **Service name:** \_\_\_\_\_

€ **Explain** what this service does, what their aims are and what they provide.

€ **Explain** whether this service is a health (primary, secondary, tertiary, allied health professionals) or social (children, specific needs, older adults) care service.

€ **Explain** in detail how the service meets their needs.

€ **Analyse** how effective this service is in meeting their needs – why was this service good?

**4**  
**P1** **Explain the second health or social care service which would meet their needs** – Research this service within Medway answering the following.

**M1** **Service name:** \_\_\_\_\_

€ **Explain** what this service does, what their aims are and what they provide.

€ **Explain** whether this service is a health (primary, secondary, tertiary, allied health professionals) or social (children, specific needs, older adults) care service.

€ **Explain** in detail how the service meets their needs.

€ **Analyse** how effective this service is in meeting their needs – why was this service good?

In this section, you must choose **one** of the health or social care services you have written about in section one. You should explain how **barriers could have an effect on whether one of your chosen individuals could use the service**. You should also include examples of any **difficulties each individual may have in accessing the service**. You should then make **realistic suggestions for overcoming the barriers from your chosen service**. Please justify, (give reasons) for your suggestions.

### **Task 3: Effects of Barriers**

#### **Hints and Tips:**

Think back to the barriers we looked at during lessons. There is a checklist below to help you think about all the different barriers individuals may face.

- **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.

<b>Chosen case study: _____ Chosen Service: _____</b>	
<b><u>1</u></b> <b>P2</b>	<b><u>Introduce what barriers to access are</u></b> - define what barriers are and list the 8 barriers and provide definitions for each.
<b><u>2</u></b> <b>P2</b>	<b><u>Describe which case study and service you have chosen</u></b> – describe all of the general barriers your case study has in accessing the service.
<b><u>3</u></b> <b>P2</b> <b>M1</b> <b>D1</b>	<b><u>Barrier one: _____</u></b> <b><u>Explain why your case study has this barrier</u></b> – why is this a barrier?  <b><u>Explain how this barrier affects your case study</u></b> – give examples of how this barrier affects your individual accessing the service?

	<p><b><u>Explain how this barrier can be overcome</u></b> – give at least 2 realistic suggestions to overcome this barrier to meet the needs of the case study.</p> <p><b><u>Assess how realistic your suggestions are</u></b> – for each suggestion assess what the benefits would be for the case study, why they are realistic and why may it not work.</p>
<p><b>4</b> <b>P2</b> <b>M1</b> <b>D1</b></p>	<p><b>Barrier two:</b> _____</p> <p><b><u>Explain why your case study has this barrier</u></b> – why is this a barrier?</p> <p><b><u>Explain how this barrier affects your case study</u></b> – give examples of how this barrier affects your individual accessing the service?</p> <p><b><u>Explain how this barrier can be overcome</u></b> – give at least 2 realistic suggestions to overcome this barrier to meet the needs of the case study.</p> <p><b><u>Assess how realistic your suggestions are</u></b> – for each suggestion assess what the benefits would be for the case study, why they are realistic and why may it not work.</p>
<p><b>5</b> <b>P2</b> <b>M1</b> <b>D1</b></p>	<p><b>Barrier three:</b> _____</p> <p><b><u>Explain why your case study has this barrier</u></b> – why is this a barrier?</p> <p><b><u>Explain how this barrier affects your case study</u></b> – give examples of how this barrier affects your individual accessing the service?</p> <p><b><u>Explain how this barrier can be overcome</u></b> – give at least 2 realistic suggestions to overcome this barrier to meet the needs of the case study.</p> <p><b><u>Assess how realistic your suggestions are</u></b> – for each suggestion assess what the benefits would be for the case study, why they are realistic and why may it not work.</p>

<p><b>6</b> <b>P2</b> <b>M1</b> <b>D1</b></p>	<p><b>Barrier four:</b> _____</p> <p><b><u>Explain why your case study has this barrier</u></b> – why is this a barrier?</p> <p><b><u>Explain how this barrier affects your case study</u></b> – give examples of how this barrier affects your individual accessing the service?</p> <p><b><u>Explain how this barrier can be overcome</u></b> – give at least 2 realistic suggestions to overcome this barrier to meet the needs of the case study.</p> <p><b><u>Assess how realistic your suggestions are</u></b> – for each suggestion assess what the benefits would be for the case study, why they are realistic and why may it not work</p>

**Task 4:**  
**Suitabi**  
**lity of**  
**Health**  
**and**  
**Social**

In this section, you must **assess how suitable the health and social care services are in meeting the needs** of your chosen individuals. Then you should also **analyse how well the health and social care services actually meet the needs of your chosen individuals**, explaining how **barriers for one service can be overcome**.

**Care Services**

Rank your 2 services most effective and least effective	Case study 1: _____	Case Study 2: _____
<b>Most effective</b>	<p><b>Service name:</b> _____</p> <ul style="list-style-type: none"> <li>● Why was this service most effective?</li> <li>● How did it meet more of the case study's needs?</li> <li>● Evaluate 3 strengths of the service for your case study?</li> <li>● Evaluate 3 weaknesses of the service for your case study?</li> <li>● How did they make sure barriers were not an issue for your case study?</li> <li>● How will their overall health and wellbeing improve with this service?</li> <li>● What would happen to their needs if this service was not available?</li> </ul>	<p><b>Service name:</b> _____</p> <ul style="list-style-type: none"> <li>● Why was this service most effective?</li> <li>● How did it meet more of the case study's needs?</li> <li>● Evaluate 3 strengths of the service for your case study?</li> <li>● Evaluate 3 weaknesses of the service for your case study?</li> <li>● How did they make sure barriers were not an issue for your case study?</li> <li>● How will their overall health and wellbeing improve with this service?</li> <li>● What would happen to their needs if this service was not available?</li> </ul>
<b>Least effective</b>	<p><b>Service name:</b> _____</p> <ul style="list-style-type: none"> <li>● Why was this service least effective?</li> <li>● Why didn't it meet the case study's needs very well?</li> <li>● Were there any strengths of the service for your case study?</li> <li>● Evaluate 3 weaknesses of the service for your case study?</li> <li>● What were the barriers to access and how did this impact their needs?</li> <li>● How could this service be improved to meet the case study's needs?</li> </ul>	<p><b>Service name:</b> _____</p> <ul style="list-style-type: none"> <li>● Why was this service least effective?</li> <li>● Why didn't it meet the case study's needs very well?</li> <li>● Were there any strengths of the service for your case study?</li> <li>● Evaluate 3 weaknesses of the service for your case study?</li> <li>● What were the barriers to access and how did this impact their needs?</li> <li>● How could this service be improved to meet the case study's needs?</li> </ul>

## **Teacher Notes**

- This booklet is aimed at Level 2 Pass and above pupils, it can be adapted for level 1 is needed.
- LAA has been broken down into manageable tasks, which will also help with marking!

### **Task 1:**

- Introduction does not meet any specific criteria, but will help pupils understand the aim of the component.

### **Task 2:**

- Introduces the first part of the assignment and meets the criteria as pupils have a choice of 3 suitable case studies of two individuals, one with health care needs and the other with social care needs. Assessing how well the services meet their needs. Learners may need to refer to a combination of services to address an individual's needs.
- Remember to adapt the heading above the case studies to match your local area
- I have added a note for each case study to say which services they link to most i.e. health or social.
- Meets level 2 P1 by explaining the needs of each case study and the ways in which health and social care services (2 most appropriate chosen) meet the needs of individuals in a scenario.
- Meets level 2 M1 by analysing the extent to which health and social care services (the 2 chosen) meet the needs of individuals in a scenario.

### **Task 3:**

- Meets level 2 P2 by explaining the ways in which barriers would affect **one** individual from the scenario in using **one** of the services
- Meets level 2 M1 by explaining what barriers exist for **one** individual from the scenario in using a service and how these barriers can be overcome for this individual.
- Meets level 2 D1 by providing justified and realistic suggestions for how barriers can be overcome in using a service for **one** individual from the scenario. The justification should provide clear reasons and explain why the suggestions are realistic, this might include why other possibilities would not work.

### **Task 4:**

- Meets level 2 D1 by assessing the suitability of health and social care services (2 chosen for each case study) meeting the needs of individuals in a scenario. This is achieved by rating most and least effective with clear information about how they have reached this judgement.

*Please give feedback, or anything you disagree with. – Happy teaching Charlotte.*