

Health and Social Care
Ro21 Revision booklet
Essential Values of Care



Aspire Believe Achieve
Stockland Green School

Name _____

Target _____

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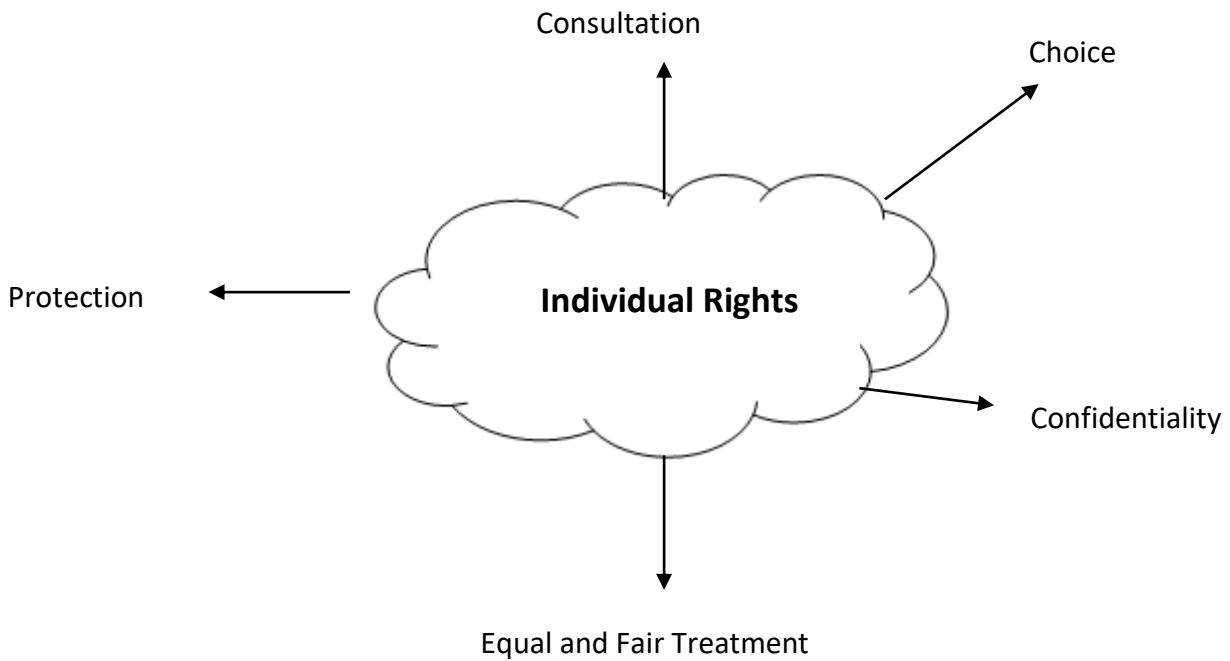
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Learning Outcome 1: Understand how to support individuals to maintain their rights.



Examples of how these rights can be maintained.

- Choice**
- Let service users choose which activities they join in with
 - Give food options
 - Allow service user to select own GP
 - Allow service user to choose how and where they receive treatment

- Confidentiality**
- Store personal information securely such as locked filing cabinet or password protect on computers
 - Not speak about service users where others can hear e.g. no gossiping outside of work, don't refer to people by name and have private meetings in an office with closed door

Protection

- From abuse
- From harm

Equal and Fair Treatment

- Being treated for their individual needs

Consultation

- Ask the service users what care they would like
- Get the service users opinions and views.

Activity

1) Explain how service users in a residential home could be given choice

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2) And explain also how this could be done in a nursery

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3) Explain how information in a hospital could be kept confidential

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4) And explain also how this could be done in a nursery

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5) Explain how patients in a hospital could be protected from harm

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6) And explain also how this could be done in a nursery

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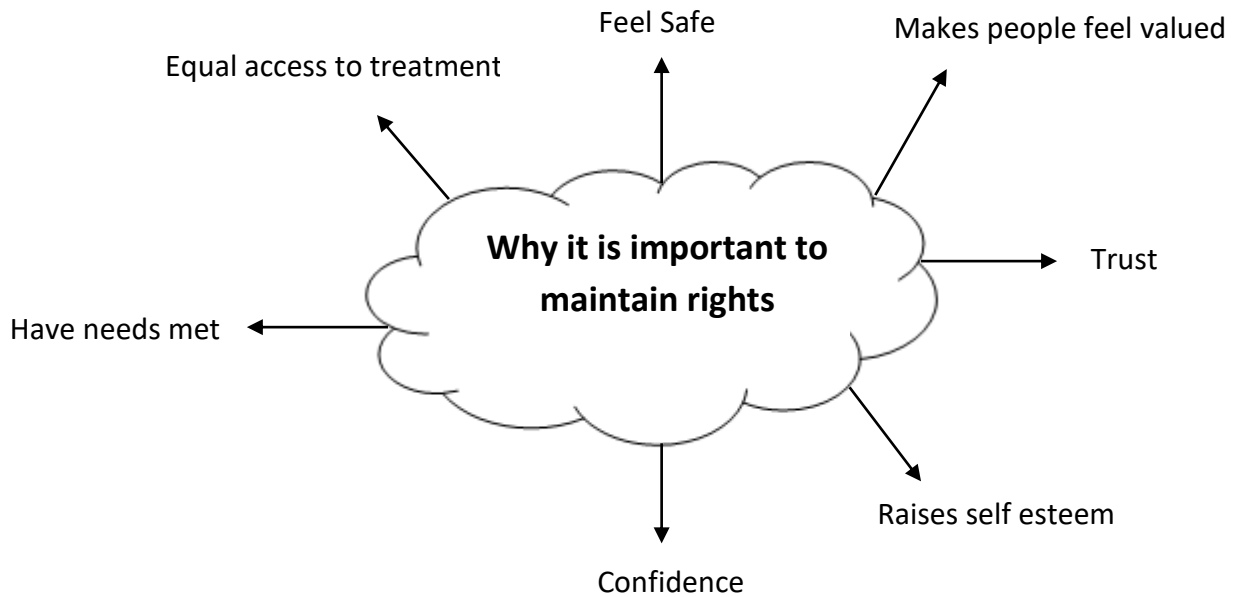
7) Explain how service users in a residential home could be given equal and fair treatment

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8) And explain also how this could be done in a nursery

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Why it is important to maintain rights:



Activity

9) At Oak Trees residential home residents are given choices about the activities that they do and the food that they eat. Explain how this will affect the resident.

Hint – think about why it is important to maintain rights

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10) At Busy Bees nursery there have been complaints that staff are gossiping about personal information of the children. Explain how this will affect the children and the parents.

Hint – think about why it is important to maintain rights

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11) An inspection at a local hospital has discovered that a Muslim patient has been served a meal containing pork, without the option of another meal. This means that the patient has not been eating.

Identify the rights not maintained by the hospital and how this will affect the patient.

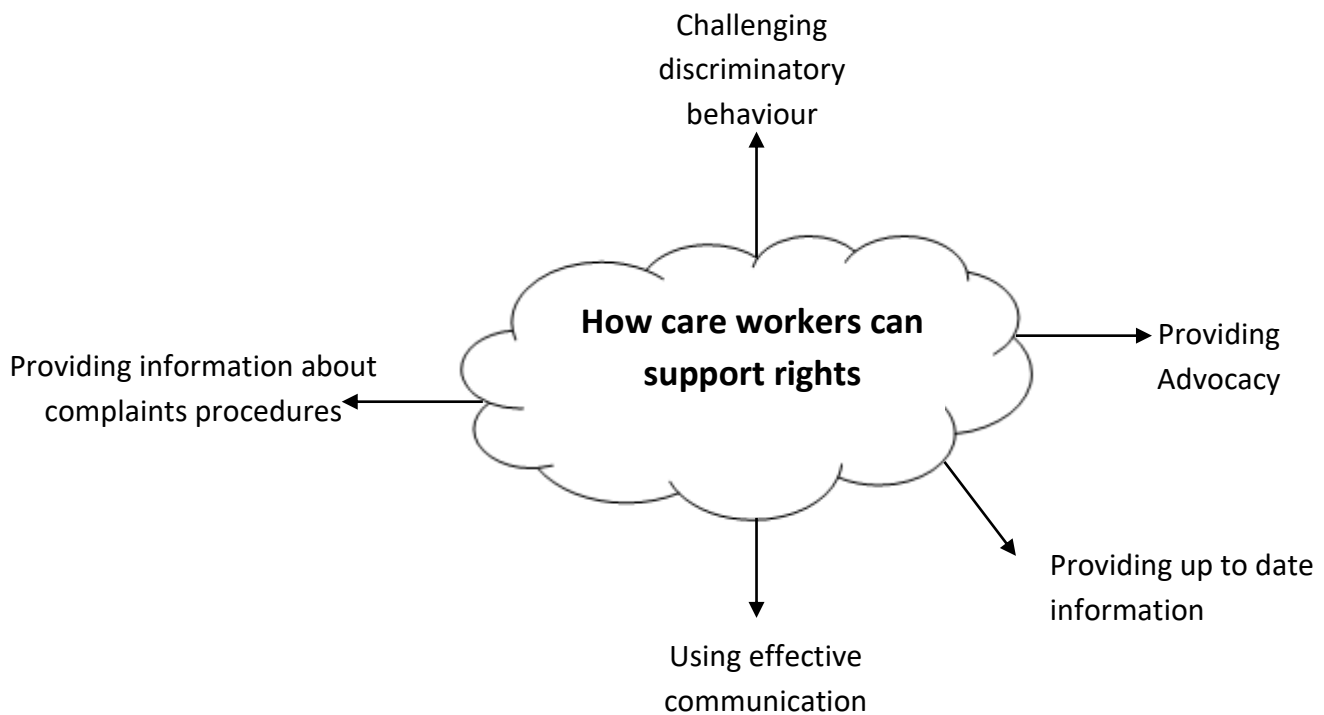
Hint – think about why it is important to maintain rights

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12) Explain why it is important that rights are maintained in a care setting.

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How care workers can support individuals rights:



Examples of how care workers can support individual's rights:

- **By using effective communication**

I.e. using language and vocabulary that can be understood.

not being patronising.

listening to individual's needs.

adapting language to meet the needs of in the individual for that situation.

emphasising words

using gestures

changing the speed they speak

use a cheerful tone.

Activity

13) Complete the table below describing how these strategies could be done in a residential home or nursery – be prepared to give examples for either in your exam

	Description of how this could be done in nursery or residential home	How this will make the service user feel
Using language and vocabulary that can be understood.		
Not being patronising.		
Listening to individual's needs.		
Adapting language to meet the needs of in the individual for that situation.		
Emphasising words		
Using gestures		
Changing the speed they speak		
Use a cheerful tone.		

- **By providing up to date information**

i.e. Time services open

Type of care provided

Location of services

Alternative services available

Activity

14) Complete the table below describing how these strategies could be done in a residential home or nursery – be prepared to give examples for either in your exam.

	Description of how this could be done in nursery or residential home	How this will make the service user feel
Time service opens		
Type of care provided		
Location of services.	<p>Have full address with postcode on their website so that people know where the service is.</p> <p>Have directions by train, bus and road on their website so people know how to get there using different transport links.</p>	<p>This will make people feel confident that they know where they are going, so they won't be anxious about how to get to their appointment</p>
Alternative services available		

- **By providing information about complaints procedures**

i.e. Telling people the options that they have

Telling people the steps to take when making a complaint

Following procedures

This means that service users will feel empowered and it will help develop trust. It protects the service users from discrimination and from abuse. The service users will be able to have a say in their treatment and so feel valued and will know that their needs are being met. By having information given to them about complaints procedures they will know that there is someone who will help, that they have been listened to and that something is being done.

Activity

15) Complete the table below describing how these strategies could be done in a residential home or nursery – be prepared to give examples for either in your exam.

	Description of how this could be done in nursery or residential home	How this will make the service user feel
Telling people the options that they have		
Telling people the steps to take when making a complaint		
Following procedures		

- **By challenging discriminatory behaviour**

- i.e. Challenge at the time

- Use procedures afterwards

- Campaigning over a long period of time

Challenge discrimination at the time

Could do this by explaining to the individual how they are discriminating and supervise the individual/monitor staff

Challenge afterwards through procedures

Refer to organisations and polices such as bullying and equal opportunities. Implementing complaint procedures means that people using the service are aware of the action if they have a complaint about discrimination or poor practice. They can report to senior staff to deal with the issue and carry out disciplinary action against staff or the service user. They could, if need be, take legal action.

Challenge through long-term proactive campaigning

Run awareness sessions such as displays, campaigns and workshops. They could also give staff training to raise awareness of discrimination and the correct ways of working.

Activity

In a recent inspection at Busy Bee nursery there were several incidents recorded in which discrimination was observed. In one incident there was a boy whose parents were in a same sex marriage and some other children were making fun of them, calling the boy names.

16) Explain what staff should have done at the time of the incident

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17) Explain what the nursery should do long term to prevent discrimination between children in this way in future

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18) As well as this a member of staff was observed calling one of the children rude names referring to their ethnicity.

Explain what should happen at the time that the discrimination occurs

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19) Explain how policies and procedures should be used to prevent this event happening again

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20) Explain what should happen long-term to prevent discrimination from staff

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- **By providing advocacy**

This is speaking for someone who can't speak for themselves.

Activity

21) Give examples of when advocacy would be needed in a care setting

1.

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Past Exam Questions

Past Exam Question 1

Identify three rights of individuals at Woodbridge Residential Care Home

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2.
3.

Past Exam Question 2

Explain why it is important for patients at a Hospital that the rights of individuals are maintained. Use examples to support your answer

This was an answer given in this exam that was given 2/6 marks

If the rights to an individual are not met then a person could feel sad, lonely and not wanted. These rights are maintained so that people feel safe and secure, especially in a hospital. Where it is already a new area. If a person doesn't feel happy then they might not get better

This was an answer to the same question that was given 6/6 marks

It is important for patients to feel that their rights are maintained so that they feel empowered, instil trust, and instil confidence and to feel safe. By giving the patient choice as an individual they will feel empowered and they will feel that they have control. F.g. they can choose what to wear, what to eat and what they would like to look like.

Freedom from discrimination will allow service users to feel confident about themselves. F.g. a woman who is physically unable to walk may be aware of how people look at her in a wheelchair. Care workers should talk to her, help her by introducing her to other residents who are in the same situation. They should also provide her with up to date information about activities that she can participate in.

What was the difference between the 2 answers that could explain the difference in marks?

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Now you are going to write your own model answer to the same question

Hint : This is worth 6 marks. Identify 3 reasons that is important to maintain rights and give examples

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Past Exam Question 3

Give two ways that staff should maintain confidentiality in a hospital.

Can you correct this answer that was given in the exam? This got 0 marks

1. Be careful with files left lying around the hospital
2. By not talking about private info around others.

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Past Exam Question 4

Give three examples of choice the residents at a residential home could be given.

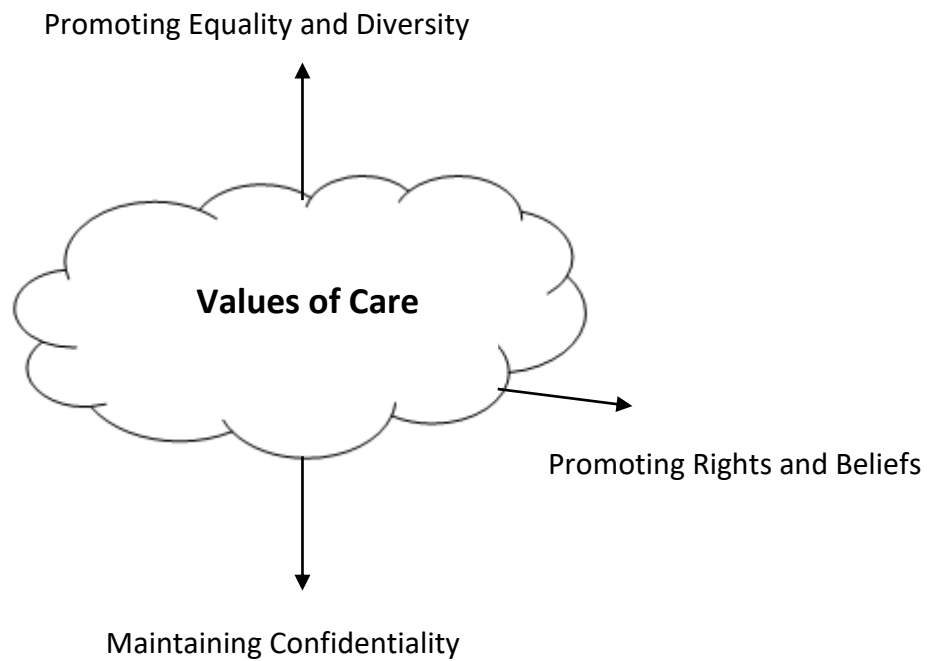
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Learning Outcome 2: Understand the importance of the value of care and how they are applied.

The values of care are:



It is important that these values of care are applied in health settings like GP surgeries, social care settings such as residential homes and early year care such as nurseries.

Examples of how care values can be applied

- **Promoting equality and diversity**

i.e treat service users the same regardless of gender, class, age, culture, religion or sexuality

providing services that all can access

having a person centred approach

accepting service users with different sexual orientation

following anti-discriminatory practice

value and respect all service users

treat people the same despite age, gender, ethnicity, religion, sexual orientation, class or ability

- **Maintaining Confidentiality**

i.e written documents are in locked filing cabinets

computers with personal information have password protection

use an office for a personal conversation/meeting

staff don't gossip about service users

information is shared on a need to know basis

- **Promoting rights and beliefs**

i.e allowing people the right to refuse treatment

accepting different cultural beliefs and religious beliefs

making provisions for people with different beliefs to celebrate their events

providing appropriate food for Muslims (no pork)

providing a place for service users to worship

- **Being a reflective practitioner**

i.e. care workers reflect on day to day work

consider how their work impacts on the people that they care for

Activity

1) Explain how the rights and beliefs of a patient could be maintained in a hospital.

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2) Explain how information should be kept confidential in a Doctors surgery

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3) What are the values of care and how are they maintained in a care setting?

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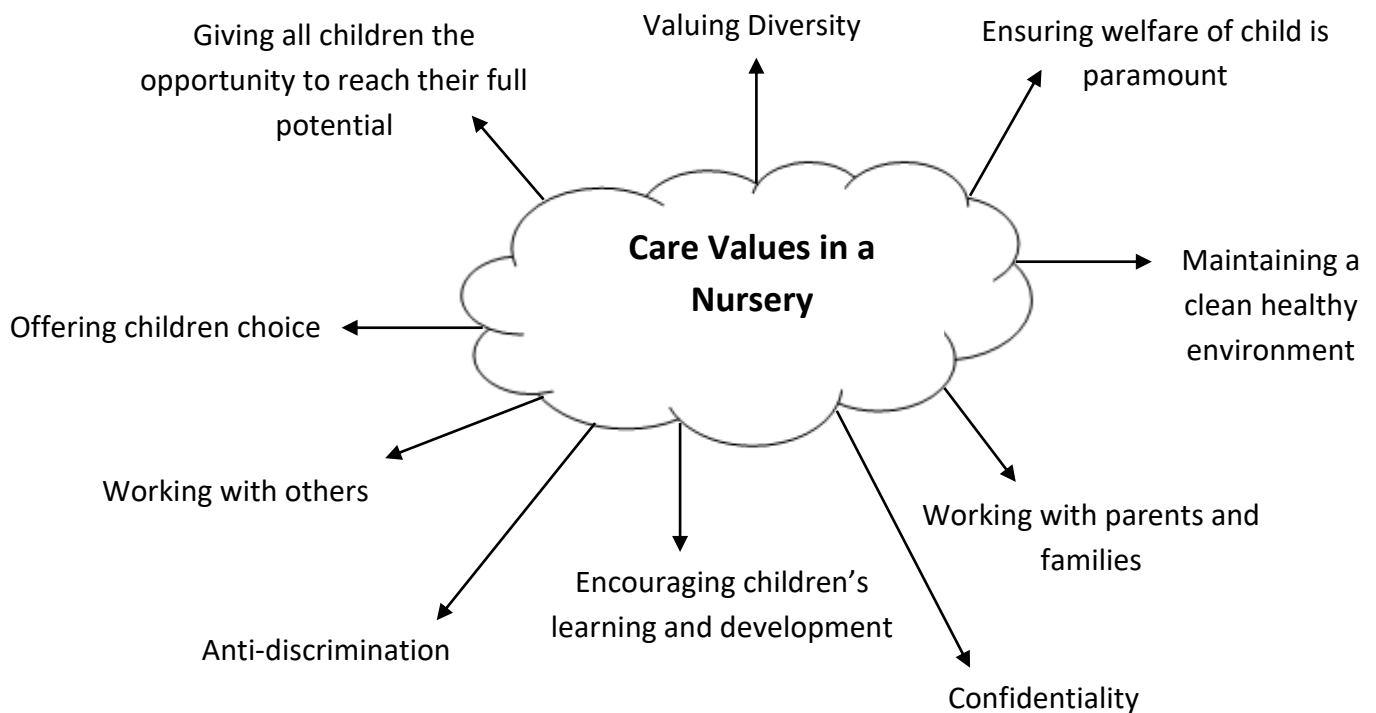
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How the care values are applied in a early years setting (nursery)



Examples of how this could be done:

Ensuring the welfare of the children is paramount

- Don't smack or humiliate children
- Encourage positive expectations
- Keep relevant information about the child such as allergies.
- Have health and safety procedures in place

Activity

4) Complete the table to below explaining how staff at a nursery could do each of these strategies to ensure welfare is paramount and explain how this affects the child.

Example	Explain what staff should do	How this affects the child (think about why rights need to be maintained)
Don't smack or humiliate children		
Encourage positive expectations		
Keep relevant information about the child such as allergies.		
Have health and safety procedures in place		

By keeping children safe and maintaining a healthy clean environment

- Protect children from abuse
- Have health and safety procedures
- Disinfect appropriate areas
- Promote hand washing
- Promote covering mouth when coughing
- Prepare food in a safe area

Learning Outcome 2 – Applying care values in a nursery

- Clean surfaces and equipment
- Provide a balanced diet
- Respond to special dietary requirements such as food allergies
- Safe disposal of waste
- Check for damaged equipment
- Train staff in first aid
- Check fire alarms and equipment

Activity

5) **Complete the table to below explaining how staff at a nursery could do each of these strategies to ensure the environment is safe and clean. Also explain how this affects the child.**

Example	Explain what staff should do	How this affects the child (think about why rights need to be maintained)
Protect children from abuse		
Have health and safety procedures		
Disinfect appropriate areas		
Promote hand washing		
Promote covering mouth when coughing		

Learning Outcome 2 – Applying care values in a nursery

Prepare food in a safe area		
Clean surfaces and equipment		
Provide a balanced diet		
Respond to special dietary requirements such as food allergies		
Safe disposal of waste		
Check for damaged equipment		
Train staff in first aid		
Check fire alarms and equipment		

By working in partnership with parents and families

- Inform parents of incidents
- Keep parents up to date with progress

Children take work home

Have a diary of what they have done during the day

Reports sent home

Activity

6) Complete the table to below explaining how staff at a nursery could do each of these strategies work with parents and families and explain how this affects the child.

Example	Explain what staff should do	How this affects the child and parents (think about why rights need to be maintained)
Inform parents of incidents		
Keep parents up to date with progress	Get children to take some of their work home to parents	
	Fill out a diary that the children take home so that parents can read what they have done at nursery and write in what they have done at home.	
	Write and send home reports telling parents the progress that their child is making, for example what number they can count up to and what colours/shapes they can identify.	

By encouraging children’s learning and development

- Have a range of reading books
- Have visits to the seaside, farms, the shops, the country, the zoo etc
- Have a range of toys for pretend play
- Have time for drawing
- Read short stories
- Have activities that children can develop dance and movement
- Use action rhymes
- Practice counting
- Use sorting exercises such as by size, colour or animal

Activity

7) Complete the table to below explaining how staff at a nursery could do each of these strategies to encourage learning and explain how this affects the child.

Example	Explain what staff should do	How this affects the child and parents (think about why rights need to be maintained)
Have a range of reading books		
Have visits to the seaside, farms, the shops, the country, the zoo etc		

Use sorting exercises such as by size, colour or animal		
Have a range of toys for pretend play		
Have time for drawing		
Read short stories		
Have activities that children can develop dance and movement		
Use action rhymes		
Practice counting		

Offering children choice

- Fruit that they eat
- Books that they read
- Games that they play

Activity

8) List as many other choices that you can think of that a child should be given at nursery AND explain how this will affect them.

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By valuing diversity

- Celebrate different customs and festivals
- Have displays celebrating diversity
- Have foods which celebrate different cultures
- Have toys that demonstrate different backgrounds and different languages
- Have talks/visitors and assemblies about different cultures
- Encourage children to talk about their culture

Activity

9) Complete the table to below explaining how staff at a nursery could do each of these strategies to encourage learning and explain how this affects the child.

Example	Explain what staff should do	How this affects the child (think about why rights need to be maintained)
Celebrate different customs and festivals		
Have displays celebrating diversity		
Have foods which celebrate different cultures		
Have toys that demonstrate different backgrounds and different languages		
Have talks/visitors and assemblies about different cultures		
Encourage children to talk about their culture		

10) Explain how diversity can be promoted in a nursery school

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Providing all children the opportunity to meet their full potential

- All children given the same opportunities and choices

Activity

11) Give examples of how children could be given the same opportunities to meet their full potential AND explain how this affects the child.

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Anti-discrimination

- Challenge discrimination at the time

Could do this by explaining to the child that they are discriminating and monitor them

- Challenge afterwards through procedures
- Challenge through long-term proactive campaigning

Have displays that promote diversity

Have assemblies and visitors from different backgrounds

Have staff training so that staff know how to deal with the incident

Confidentiality

- Share information with staff on a need to know basis
- Keep personal records in a locked filing cabinet
- Keep digital information stored on a computer with password protection

Working with others

- Work as part of a team
- Have contact with other professionals linked with the welfare of the child
- Understand other staffs roles

12) Explain how the care values can be applied in a nursery school

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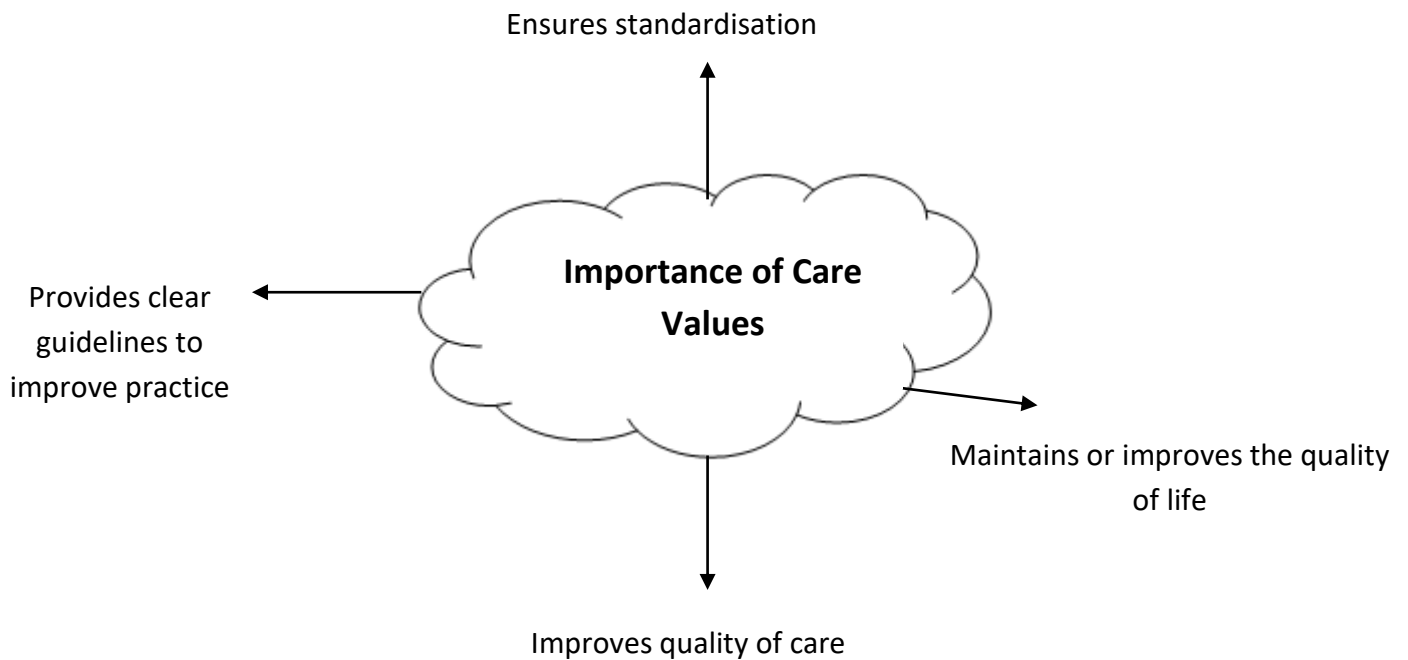
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Importance of applying care values



Activity

13) Explain what we mean by the following terms:

Ensures standardisation.....

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Provides clear guidance to improve practice.....

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Improves quality of care.....

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Maintains or improves quality of life.....

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The effects on people who use services if the values of care are not applied

Hint – Remember PIES

Physical

- Pain
- Injury
- Bruising
- Broken bones from abuse
- Dehydration

Intellectual

- Loss of focus
- Loss of concentration
- Lack of knowledge
- Lack of progression
- Lack of stimulation

Emotional

- Feeling betrayed
- Low self-esteem
 - Anger
 - Stress
- Frustration
- Humiliation
- Loss of trust

Social

- Feels excluded from the group
 - Poor social skills
 - Anti-social behaviour
 - Marginalised

Activity

14) Complete the table below

Event	Effect on child	What should have been done	Effect of this on child
Some members of staff have been pinching the children's arms when they have not been playing with toys correctly.			
Rory has wet himself and the nursery teacher has spoken about this loudly in front of all the other children.			
Georgie can already count up to 10, but has to do the same activities as all other children when they are practicing counting.			
Richard is bullying another child saying that they smell and hitting them, the staff don't say anything.			
It is a hot day and the children have been on a trip to the sea-side. Katie doesn't have a drink.			

Learning Outcome 2 – Effect If Care Values Are Not Applied

<p>Ricardo can't speak English and the staffs don't do anything to help them play and socialise with the other children.</p>			
<p>Harriet has nits and so is not at nursery today, the staff have been gossiping about this in front of the other children</p>			
<p>Poppy has a reading age of 5 and has read all the 'hard' books in the nursery and says the others are 'too easy'</p>			
<p>Neil is struggling to learn the names of different shapes and some of the children are saying that he is stupid in front of staff, but they don't do anything</p>			
<p>Ryan is new to the nursery and one of the teachers has heard that he is naughty so always tells him off and won't let him play with the other children.</p>			

A recent report at Green Oaks Residential home has found that some members of staff are calling the residents racist names.

15) Identify which care values aren't being met and what the effects of this may be.

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16) Explain why it is important that the care values are met when working with young children.

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Past Exam Questions

Past Exam Question 1

Describe the following three values of care that should be applied by staff at a residential care home.

A) Reflective Practitioner

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B) Confidentiality of Information

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C) Valuing Diversity

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Past Exam Question 2

Describe how the following values of care could be applied by staff at a Hospital.

Promoting individuals rights and beliefs

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Promoting equality and diversity

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Past Exam Question 3

Discuss the importance of applying the care values. Use examples to support your answer

This was an answer given in the exam that was given 1/8

The importance of applying the values of care is that they make a person feel valued and wanted and this could apply to a care home for children they need to feel valued as it is a part of childhood to feel valued it aids their mental growth

This was an answer given in the exam that was given 5/8

Applying care values are important so that young children up to 8 years of age reach their full potential. By valuing maintaining rights and diversity it makes the service user feel empowered, safe and equal, and instil confidence.

By challenging discriminatory behaviour this makes service users feel equal.

By maintaining peoples beliefs it makes them feel empowered as it's their choice – their religion. Also giving service users choice makes them feel empowered.

What was the difference between the 2 answers that could explain the difference in marks?

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Can you now write your own model answer that would be worth 8/8 marks?

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Past Exam Question 4

This is a question from a past exam

Describe how the following values of care could be applied by staff at Thorpe Hospital

- Promoting individuals rights and beliefs
- Promoting equality and diversity

This was an answer given and it was awarded 1 / 4 marks

- Promoting individuals rights and beliefs

Thorpe hospital should set up a procedure for patients to voice opinions if this procedure was there, then the issues would be stopped.

- Promoting equality and diversity

If a person was Muslim then they wouldn't be able to eat pork which in Thorpe Hospital people dietary needs were not met

This was the mark scheme from the paper:

Two marks available for each appropriate description.

Example descriptions:

- Meeting individual needs – mobility/personal care
- Maintaining privacy – knock on door, not gossiping about service user
- Giving choice – diet treatment
- Non-discriminatory language when talking to patients/not patronising
- Facilitate any cultural/religious requirements e.g. prayer room, food, female staff

Can you explain why this awarded only 1 / 4 marks?

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Can you write a model answer for this question?

Describe how the following values of care could be applied by staff at Thorpe Hospital

- Promoting individuals rights and beliefs

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- Promoting equality and diversity

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Model answer

This was awarded 4 / 4 marks

- Promoting individuals rights and beliefs

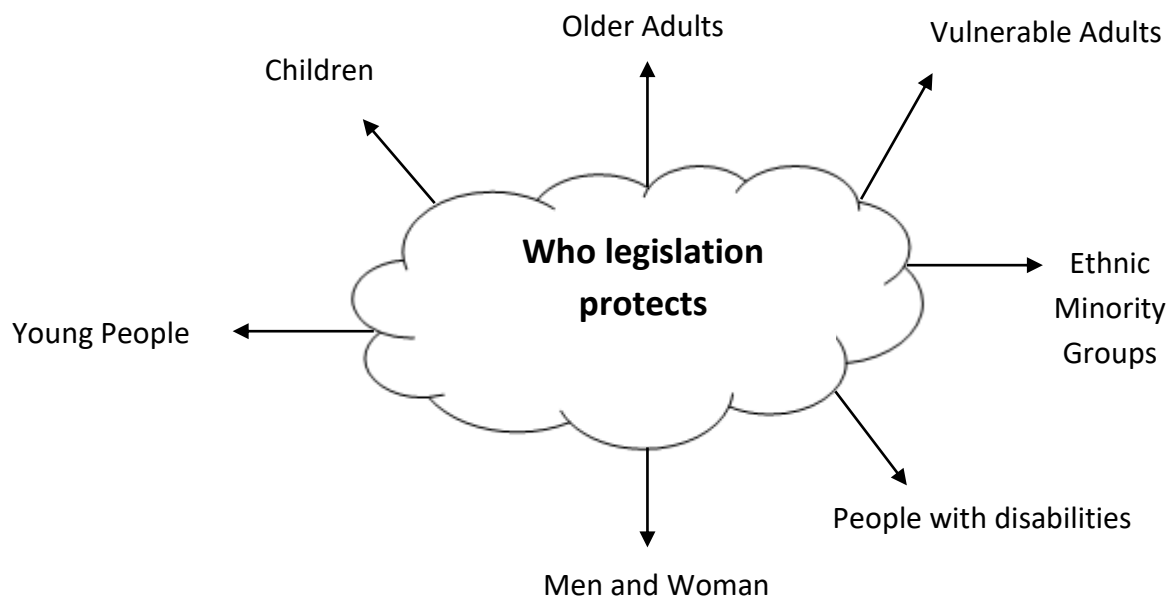
Staff could make sure that they were aware of people's beliefs so that they know how to provide for them in a way which supports their rights. For example they would not giving Muslim patients pork.

- Promoting equality and diversity

Staff could make sure that they understand each patient's choices and not discriminate them for it. For example, instead of just having Christmas dinners they could also celebrate other religious event.

Learning Outcome 3: Understanding how legislation impacts on care settings.

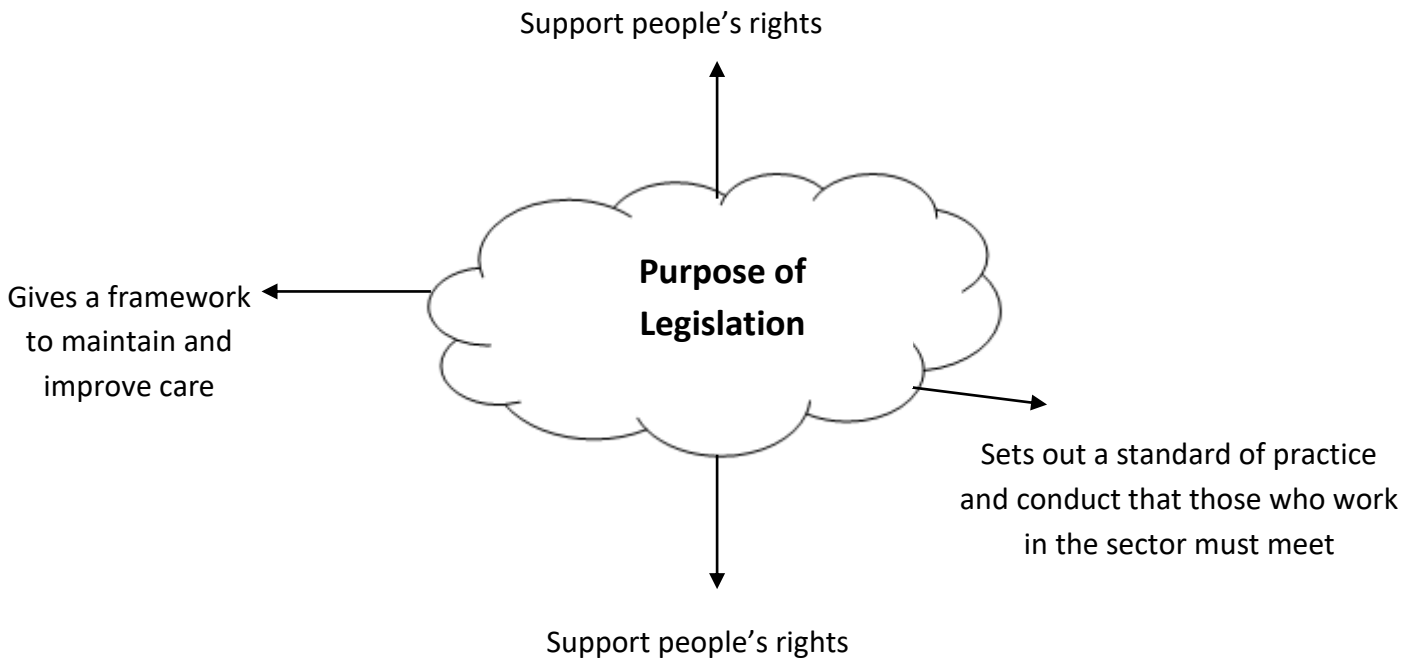
Legislation is in place to protect the following groups of people:



There is some different legislation in place to support these people rights. These include:

- Equality Act 2010
- Children's Act 2004
- Data Protection Act 1998
- Health and Safety at Work Act 1974
- Mental Health Act 2007

The legislation do the following:



Activity

1) Who does the legislation protect and why do these legislation exist?

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Equality Act 2010

Key Points

- Prohibits discrimination in education, employment, access to goods and services, housing and management of services
- Covers direct and indirect discrimination
- Covers victimisation/harassment
- Women have the right to breastfeed in a public area
- Pay secrecy clauses are illegal

Impact on service users

- Feel secure knowing that they can't be discriminated against
- Can report if they feel victimised and harassed knowing something will be done about it
- Will have the same access to services as everyone else.

Impact on people who work with service users

- Must follow the equality act policies
- Must treat all people the same regardless of race, gender ethnicity etc
- Will know that they are treated fairly within their profession and can't be discriminated against.

Impact on service providers

- Must follow the equality act policies
- Need to monitor staff
- Need to provide training course for staff
- Need to have disciplinary procedures
- Have a whistle blowing policy
- Must keep up to date with updates and changes of the legislation

Children's Act 2004

Key Points

- Protect children who are at risk
- Take children's wishes into consideration
- Children have the right to be heard
- Support families and keep them together where possible

Impact on children

- Children will feel safe knowing that they are protected
- Their views and wishes will be listened to
- They will be kept with their family and siblings where possible

Impact on people who work with children

- Will have to be trained to identify children at risk
- Will have the responsibility to implement correct procedures

Impact on service providers

- Must follow the children's act policies
- Need to monitor staff
- Need to provide training courses for staff
- Need to have disciplinary procedures
- Have a whistle blowing policy
- Must keep up to date with updates and changes of the legislation

Data Protection Act 1998

Key Points

- Personal data should be gotten lawfully, processed fairly and held for particular purpose
- Personal data should be kept secure
- Data must be accurate and relevant and not kept for longer than necessary
- It must not be transferred to countries outside the European economic area

Impact on service users

- They have the right to access their information
- They know that their data is kept safe and secure

Impact on people who work with service users

- Need to follow the policies in place
- Should check information before they record it
- Store documents safely

Impact on service providers

- Must follow the data protection act policies
- Need to monitor staff
- Need to provide training courses for staff
- Need to have disciplinary procedures
- Have a whistle blowing policy
- Must keep up to date with updates and changes of the legislation

Activity

Discuss how the Data Protection Act supports the rights of patients to confidentiality.

4) This was given 2/6 marks. What should be added/removed from this answer to improve it?

The data protection act supports the rights of patients to confidentiality, for example it states that information should not be given out or shared with other people unless the individual themselves gives permission for it to be shared with other people such as family. It also makes sure that authorised people can actually access the information and it must be kept in a safe secure place. This can protect patients from harm. For example if a relative is not allowed access to a patient because they are a threat then the data protection act stops them from finding out about the patient's condition.

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5) Can you write a model answer for this question that would get the full marks?

Hint: This is worth 6 marks. Identify 2 features of the Act, for each give an example of this feature could be done **and how this will make the patient feel! **

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Health and Safety at Work Act 1974

Key Points

- Determines what is required for an environment to be safe for work purposes.
- Employers must reduce risks and hazards providing it is practicable to do so
- Risk assessments must be carried out by an employer

Impact on service users

- Will be in a safe environment
- Will not be worrying or anxious about their safety
- They will know that they are safe

Impact on people who work with service users

- Will have to be Health and Safety trained
- Will have the responsibility to implement correct procedures
- Will have to carry out risk assessments
- Have the responsibility to maintain a safe environment

Impact on service providers

- Must follow the children's act policies
- Need to monitor staff
- Need to provide training courses for staff
- Need to have disciplinary procedures
- Have a whistle blowing policy
- Must keep up to date with updates and changes of the legislation

Mental Health Act 2007

Key Points

- Compulsory admission for people who are thought to be in danger to themselves/others
- Has sectioning procedures
- Patients have the right for their nearest relative to represent them
- New safeguards for patients having electro convulsive therapy
- Provides a duty to provide advocates
- Age appropriate services

Impact on service users

- Will know that possible therapies that they have are regulated
- Will feel safe knowing that their relatives can speak on their behalf
- Will have appropriate treatment for their age

Impact on people who work with service users

- Will have to be trained to work with people who are protected by the Mental Health Act
- Will have the responsibility to implement correct procedures
- Will need to know what the Mental Health Act involves

Impact on service providers

- Must follow the mental act policies
- Need to monitor staff
- Need to provide training courses for staff
- Need to have disciplinary procedures
- Have a whistle blowing policy
- Must keep up to date with updates and changes of the legislation

Past Exam Questions

Past Exam Question 1

Legislation is in place to protect different groups of people. Identify 4 groups of people that they protect

1.
2.
3.
4.

Past Exam Question 2

Example of a past paper answer

Identify **one** key feature for each piece of legislation below.

- Children’s Act
- Equality Act
- Mental Health Act

This was awarded 1 / 3 marks

- Children Act
Working in partnership with parents and carers
- Equality Act
Providing equal and fair treatment to service users
- Mental Health Act
Protection from abuse and harm

Can you correct this answer in the space below?

- Children Act

Working in partnership with parents and carers

- Equality Act

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- Mental Health Act

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Model Answer

This was awarded 3 / 3 marks

- Children Act

Working in partnership with parents and carers

- Equality Act

People are not discriminated against upon the basis of age, gender, race, culture and religion

- Mental Health Act

People have the capacity to decline or say no to electro-convulsive therapy

Past Exam Question 3

Describe the impact of the Health and Safety at Work Act on the Staff at Greenacres Residential Home – 3 marks available

This was an answer given in the paper last year.

The Health and Safety at work act makes sure that staff keep themselves and others safe in the workplace by setting out rules and regulations that must be followed by everyone to provide guidance of what to do in certain situations such as fire, and to stop accidents from happening.

This was the mark scheme for this question last year.

Impact on staff:

- Will have to be Health and Safety trained
- Will have to carry out risk assessments
- Staff have the responsibility to maintain a safe workplace
- Will have the responsibility to carry out correct procedures
- Must makes sure that the environment doesn't put anyone at risk

How many marks did this candidate get? Can you explain why?

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Here is another answer that was given to the same question

This insures that the staff health and safety e.g. how to pick up heavy objects. The health and safety act helps staff to prevent injury's at work.

How many marks did this candidate get? Can you explain why?

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Can you now write a model answer for the same question?

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Learning Outcome 4: Understanding how Personal Hygiene, Safety and Security Measures Protect Individuals

Personal hygiene measures in a care setting include:

- Hair tied back or covered
- Open wounds covered
- No Jewellery
- No nail polish
- Appropriate protective clothing
- Appropriate hand washing routine
- Regular showering and hair washing
- Regular brushing of teeth
- Appropriate use and disposal of tissues/.antiseptic wipes

Hint – be prepared to describe how this reduces the spread of infection

Activity

- 1) Complete the table below to explain how each of these personal hygiene measures reduces the spread of infection

Personal Hygiene Measure	How this reduces the spread of infection
Hair tied back or covered	
Open wounds covered	
No jewellery	
No nail polish	
Appropriate protective clothing	
Appropriate hand washing routine	
Regular showering and hair washing	
Regular brushing of teeth	
Appropriate use and disposal of tissues/antiseptic wipes	

Safety procedures in a care setting include:

- Emergency procedures such as fire evacuation

Key Points

- It reduces stress and anxiety in staff and service users as they know what to do
 - It makes sure that everyone is safe
 - It makes sure that the fire brigade is called
 - Everyone reports to their nearest assembly point
 - Ensures everyone evacuates the building
 - People know what the fire alarm sounds like
 - Staff have roles during a fire alarm
 - People are less likely to get injured
 - Guidelines are in place for staff and service users
 - Care workers know what to do in specific circumstances
- Equipment considerations such as training to use it and that it is fit for the job
 - Moving and Handling techniques

Security measures in a care setting include:

- Checking external entrances
- Monitoring of keys
- Security pads on doors
- Window locks
- Door locks
- Reporting concerns to line managers
- Identifying staff
- Receiving and monitoring visitors
- External CCTV
- Visitors book/signing in/out
- Visitor badges
- Security staff/guards
- Alarms
- CRB checks on workers

Activity

2) Explain how each of the security measures protects service users by completing the sentences below.

Checking external entrances protects services users by

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Monitoring of keys protects services users by

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Learning Outcome 4 – Security and Safety Measures

Security pads on doors protects services users by

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Window locks protects services users by

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Door locks protects services users by

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Reporting concerns to line managers protects services users by

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Identifying staff protects services users by

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Receiving and monitoring visitors protects services users by

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External CCTV protects services users by

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Visitors book/signing in/out protects services users by

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Learning Outcome 4 – Security and Safety Measures

Visitor badges protects services users by

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Security staff/guards protects services users by

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Alarms protects services users by

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CRB checks on workers protects services users by

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Protecting individuals:

- Reducing spread of infection

This can be done in a number of ways such as:

- Washing hands regularly especially after spillages and contact with human waste.
- Using anti-bacterial gel
- Using gloves when dressing open wounds
- No jewellery policy
- Nails kept short and clean
- Disposal of tissues
- Having a dress code such as hair nets or short sleeves
- Leaflets and posters about hygiene in different languages
- Reducing risk and danger by carrying out risk assessments
- Procedures to prevent accidents such as training programmes.

Equipment hazards

A care practitioner uses a range of equipment to make their work easier. For example they may use hoists, bath boards, wheelchairs and electronically operated beds in order to take some of the physical strain out of moving people. Personal protective equipment such as aprons, gloves and masks are also examples of equipment.

The equipment used by care practitioners must be in a good condition and should only be used by people who have received appropriate training. Examples of equipment that present health and safety risks to individuals and care practitioners include:

- Mobility aids that are the wrong size or don't work properly
- Faulty or damaged lifting equipment
- Brakes and hydraulics on beds that don't work properly
- Blades and syringes that aren't disposed of correctly
- Unlabelled or leaking bottles and containers
- Old and faulty gas fuelled appliances

- Very full or faulty waste disposal equipment

Infections

Preventing infection is one way of protecting people who use services. Care practitioners should follow basic measures to reduce risk of the spread of infection in a care setting. Many of the bacteria and viruses that cause infections are present in everyday life. Ways to prevent spread of infection include:

- High standards of hygiene relating to dress, hair care, footwear and oral hygiene
- Using protective clothing such as aprons, gloves and masks
- Following health and safety procedures
- Learning and using hand washing correctly.

Past Exam Questions

Past Exam Question 1

At Rose Hill nursery school some of the staff have to prepare lunch for the children. Identify 2 personal hygiene measures that they should carry out and describe how they reduce the spread of infection.

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Past Exam Question 2

At Rose Hill there are secure locks on the windows on the doors. Give 5 other security measures that the nursery should have.

1.
2.
3.
4.
5.

Past Exam Question 3

Spot the Mistake – and correct it!

Identify four security measures which could be used to protect individuals.

1. Security pads on doors
2. CCTV cameras
3. Gates surrounding the grounds
4. Sign in and out book at reception

Past Exam Question 4

Greenacres is a day care centre for adults with disabilities. The service users are encouraged to participate in making lunch which involves using equipment. Recently a service user slipped on a spilt drink in the dining area and broke his leg.

Explain how service providers such as Greenacres could prevent accidents and promote good practice for the adults who attend the day-care centre.

This was an answer that was awarded 3 marks

The service providers at Greenacres should have had cleaners and monitors. The monitors could see the message and call the cleaner to clean it up and stand next to it so that nobody slips. They could change the floor to carpet which would make sure nobody falls and even if they did it would have a lighter fall. They could use, drinks from a carton or bottle to reduce the risk of spilling anything.

This was awarded 7 marks

In order to prevent accidents and promote good practice for the adults attending the day care centre, the service providers could:

- If something is spilt use a wet floor sign to alert people to the danger and fetch something to clean it up.*
- Carry out risk assessments, because by doing so you are accounting for every risk in the scenario, and thus are able to minimise it.*
- An appropriate service user to staff ratio as everything has potential risks.*
- Show service users how to appropriately use equipment and stress the importance of asking for help if there is a problem, and not try and solve it themselves*
- Educate service users how to deal with a situation that could be dangerous.*

What was the difference between the 2 answers that could explain the difference in marks?

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