

# BTEC LEVEL 1 / 2 TECH AWARD IN HEALTH AND SOCIAL CARE



## COMPONENT 2

### LEARNING AIM A

#### Health and Social Care Services and Values

GRADE FROM COMPONENT 1:

TARGET GRADE:

Name:

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# What's the Story?



Hi, I'm Verna and I'm forty-eight years old and live with my husband Sam, and our two cats. We live on the second floor of a block of flats and 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. I have a medical condition which affects my mobility and use a walking stick to get around most of the time, but some days I need to use a wheelchair. I also have asthma which has recently got much worse, and type two diabetes. I take medication for my diabetes and have a diet plan to help me cope.



Sam is my husband. He is fifty-two years old and has recently left his job at a local supermarket because he had an argument with the manager, so we are now living on a reduced income, and money is tight.

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.

## Why does this matter?

- We are looking at different care services that are available.
- We are looking at how different health and social care related issues affect us physically, intellectually, emotionally and socially.
- We are reviewing suitable local services for individuals with particular health and social care needs.
- We are researching different barriers that affect our ability to access services and possible ways these barriers could be overcome.

## Sounds familiar?

You will have already looked at PIES (physical, intellectual, emotional and social) in Component 1, Human Lifespan Development.



To understand the different types of health and social care services and barriers to accessing them



Explain health and social care services that meet some of the needs of individuals in a given scenario



Explain how barriers could affect the use of one health or social care service for an individual in a given scenario



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



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

# Curricular Concepts

*Have you ever noticed how some of the things you study in one subject appear in another subject too?*

*(All of the essential knowledge is healthy living in TASK A)*

Students are able to understand their work more and remember more if there are clear links between subjects. Throughout your learning at Colton Hills, we will be asking you to think about some of the most important ideas in the world to enable you learning to be deeper than ever before. Look for these 'curricular concepts' in your learning.



**SOCIAL  
JUSTICE**



**CULTURAL  
DIVERSITY**



**CIVIC  
RESPONSIBILITY**



**TECHNOLOGICAL  
PROGRESS**



**PRECIOUS  
PLANET**



**HEALTHY  
LIVING**



**ETHICAL  
ENTERPRISE**



**CREATIVE  
ARTISTRY**

# Glossary

Adoption	Permanently transfer the care of a child from the child's biological parents to the adoptive parents, who become their legal carer
Domiciliary care	Care provided to service users in their own home to help them to stay independent
Foster care	Where a child is placed with a care giver who is not their parent in that person's home
Geographical barriers	Due to geographic distance, extreme weather conditions, environmental and climatic barriers, lack of public transportation and challenging roads, rural residents may be limited to accessing health and social care services
Language barrier	A difficulty for individuals to communicate because they speak different languages
Mobility	Refers to an individuals ability to move about
Palliative care	Specialist care for people living with a terminal illness and their families
Rehabilitation	Care that can help you get back, keep or improve abilities that you need for daily life
Residential care	Support for individuals who are unable to live independently
Respite care	Short term care to cover a short period of time while the original carer takes time away from the service user
Sensory barrier	Either a hearing or a sight impairment which affects a service users ability to access a service
Tertiary care	Highly specialised and long term medical care



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Dentist

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Optician

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Which primary care services have you attended?

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**Secondary and tertiary care**

Specialist	What they specialise in
Cardiology	
Gynaecology	
Urology	
Paediatrics	
obstetrics	
Respiratory	
haematology	

In your own words describe what secondary care is.

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### Tertiary care



Sometimes, a patient's needs are more than secondary care can offer. If this is the case the patient will be referred to a tertiary care service.

Complete the table below and explain the services available in each specialist area.

Specialist area	Services that may be provided
Spinal	
Cardiac	
Cancer care	
Chronic pain	
Burns	
Neonatal	



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**Services for children and young people**

Research the following:

FOSTER CARE	
RESIDENTIAL CARE	

Why might children be placed in foster care or residential care?

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## Activity

With your partner, read one of the scenarios below. Then think about the following. Use the internet to find out more information.

1. What are the positive aspects of the service that the individual is accessing?
2. What difficulties might the individual face when accessing the service?

### Scenario 1: Amir, 10 years old and in foster care

I am living with Mandy, my foster carer. My mum and stepdad have split up. It was horrible when they argued and fought. Sometimes it would go on into the middle of the night. My mum wasn't coping and got in touch with Children's Services, who found me a place with Mandy.

Mandy and her family are kind. The house is quiet and I sleep better. Sometimes though I get upset and lash out. Mandy listens to me. I like being with Mandy but look forward to when I can go home to my mum again.

### Scenario 2: Connor, 15 years old and in residential care

I have lived here for 9 months, I like living here. Most of the staff are good. I like having people around especially when I am feeling worried. I like having my own room. Its better here than when I lived at home. I was always getting into trouble and argued with my mum. Some things that I find difficult are the rules and bedtimes and not being able to go out when I like. I never had rules at home.

### Scenario 3: Sadie, 16 years old and attends a youth group

I hardly ever went to school; couldn't see the point so started messing about. I used to meet up with mates in the park, drink, smoke and do drugs. There was nothing else for us to do.

A group of adults, 6 months ago, got together and opened a community centre next to the park. We weren't sure at first – I didn't trust them, couldn't make out why they did it. Anyway, it was raining one day so we gave it a go and went in. they turned out to be really good. They seemed really interested in us. It's a good place to go; there are rules, but it's ok.

Tom, one of the youth workers is great, I love talking with him. He has given me confidence and he believes in me. He is helping me to get work experience. I never thought I would make anything of my life, but I really want to work and do well now. I want to feel proud of myself.

### Positive aspects of the following services

Foster care	Residential care	Youth work

**What difficulties do you think that the individuals may face when accessing the services?**

Foster care	Residential care	Youth work

**Services for adults of children with specific needs**

Who are the Care Quality Commission (CQC) and what do they do?

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Research the following terms

Sensory impairment	
Respite Care	
Domiciliary care	

## Activity

The following three people have specific needs.

Charlie is 27 years old and has Down's Syndrome. Charlie has moderate learning difficulties.

Robin is 75 years old and has dual sensory loss. Robin is sight and hearing impaired.

Jasmine is 14 years old and has cerebral palsy. Jasmine has difficulty with co-ordination and movement.

1. Research about each disorder and make some brief notes next to the picture
2. In pairs discuss each individual's needs....what support would they need and what equipment like hearing aids would they need.



Down's Syndrome

Dual sensory loss



Cerebral Palsy



## Services for older adults

### Age related problems

Problem (or condition)	How can it affect people as they age
Arthritis	
Cardiovascular disease	
Osteoporosis	
Cancer	
Breathing problems	
Dementia	
Depression	

## Case studies.....

### Case study 1: Jack

Jack is 82 years old and has arthritis. He has limited mobility but can get about using a walking frame. Jack has no family nearby. He loves the company of others and led the local dominoes and darts teams for several years.

Jack is mostly independent but needs a little help with personal care. He has decided to move from his own home into a local residential home, where he will not have the worry of paying bills and shopping. He wants to be able to enjoy life fully without the responsibility of running his own home.

Jack has many people around him for company. But he also has the privacy of his own room, where he can have quiet times as well.

### Case Study 2: Winston

Winston is 87 years old. Recently he had a fall. He is recovering well and can walk with a frame.

Winston's wife died 5 years ago and his daughter lives about 50 miles away. He is a keen gardener and loves to watch the birds from his living room.

Winston likes to visit a local club where he see's friends. He has lived in his home since he was in his 20's. He planted the trees in his garden when he first got married. He also has a vegetable plot and likes to give produce to friends and neighbours.

Winston has chosen to stay in his home with the help of a carer who visit twice each day to help him with personal care.

## Activity

Daisy is 76 years old has had a stroke. Her mobility is good, but sometimes she gets confused. She lives alone, but has many friends in the neighbourhood. She is trying to decide whether to stay at home supported by carers or move into residential care. Daisy has requested information about both options.

1. Research Daisy's 2 options. Find out the care and support each offers.
2. Explain the difference between domiciliary care and residential care.

## Informal social care

List some of the ways in which an informal carer can provide support.

## Physical barriers



What is a physical barrier?

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Why do people struggle with access?

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### **RESEARCH TASK**

RESEARCH THE FOLLOWING REHABILITATION EQUIPMENT / RESOURCES - ADD A DIAGRAM / PICTURE AND A DESCRIPTION OF HOW IT WOULD HELP SUPPORT SOMEONE

1. A piece of equipment to support people getting in and out of a bed – either disabled or elderly
  
  
  
  
  
  
  
  
  
  
2. Research 3 different mobility aids
  
  
  
  
  
  
  
  
  
  
3. Research one adapted car for someone that cannot use their legs – how does it differ to a 'normal' car?



## **Activity**

Some areas are difficult for people to access because they cannot walk or balance properly. They may need to use a wheelchair, mobility scooter or walking aid. Often there are differences in floor levels with steps and changes in surfaces. Small areas such as bathrooms can be particularly difficult to access.

1. In pairs carry out an access audit of Colton Hills Community School for an individual who uses a wheelchair or mobility scooter. Your access audit must identify where physical barriers may occur.

Ways in which a wheelchair user can access the school and facilities	
Difficulties they may encounter in their wheelchair	

## Sensory barriers



What is a sensory barrier?

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## Social, cultural and psychological barriers

Having a phobia about accessing a service can create a great deal of anxiety. It could lead to panic attacks or avoidance of going altogether. There can be many social, cultural and psychological reasons why people do not want to, or cannot, access health or social care services.

Gives some examples of the following:

Reason	Example
Self-diagnosis	
Stigma	
Drug and alcohol problems	
Fear of giving in to the illness	
Opening hours	
Cultural barriers	
Negative experience	
Mental health difficulties	

Health and social care workers must be sensitive to people's preferences and choices.

### Language barriers



What is a language barrier?

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Identify some ways in which a language barrier can be overcome.

### Geographical barriers



People who need to access health and social care services may have problems that stop them from travelling very far. In fact, for some people, getting to a nearby service can be difficult.

Reasons for barriers

## **Activity**

Read the scenario and then answer the questions.

Mr Patel has an appointment at the dermatology clinic in a local hospital. He needs to be there at 10am. His appointment last for about 2 hours. Mr Patel lives very close to Colton Hills Community School.

1. Research Mr Patel's journey from Colton Hills Community School to Wolverhampton's New Cross Hospital. He is unsure whether to drive or get public transport.
2. Find public transport information about his journey from the road where your school is to the hospital. Will he need to take a bus or train? Consider his appointment time. How much time should he allow from when he leaves the house? Remember that he will need to walk to the bus stop / train station. List all the timings for Mr Patel to arrive by 10am.
3. Plan a route that Mr Patel can take if he chooses to drive. You will need an online street map to assist you.

**Case study: Robert**

Robert has been diagnosed with prostate cancer. He needs to have radiotherapy treatment in a specialist hospital 35 miles from home. There are no direct transport links. Each treatment takes 10-15 minutes. He needs to attend 5 days a week for 6 weeks – that is 30 sessions in total.

To begin with Robert was fine driving. But the treatment started to make him tires and feel unwell. So family and friends took it in turns to drive him there. Robert could have stayed in discounted accommodation close to the hospital to avoid all the travel. But he preferred to be at home with family after his treatments.

Thankfully radiographers offered appointment times that avoided rush hours.

What ways did Robert use to overcome barriers to his appointments?

Intellectual barriers



Some people may find learning and problem solving difficult. This physical disability could lead to physical and mental health difficulties.

List some reasons why people may have intellectual disabilities

How can you detect whether a child has delayed intelligence?

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Why is good communication important when supporting individuals to access services?

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**Resource barriers**

Think about how many people access health and social care services at one time? Thousands? Millions? So it is not surprising that sometimes people cannot access what they need.

As our aging population increases, there will need to be more buildings built to support and look after older people. What are the barriers to providing these extra buildings?

**Paying for resources**

How is the NHS funded?

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What range of resources need to be paid for out of money from the NHS?

**Barriers created by lack of staff**

The most expensive resource in the health and social care sector is staff. Without staff, other resources would be of no use.

What barriers can staff shortages cause the NHS?

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**Activity**

Miss Cooper is staying in a nursing home while her bungalow is fitted with handrails and ramps. She recently broke her hip and is recovering at the nursing home.

She used the phone in her room to make an opticians appointment at 10 am tomorrow. She has asked for a carer to go with her as she needs physical assistance. The nurse in charge informed her then – all care staff will be helping other residents to wash, dress and have breakfast. The home is also short staffed.

1. Why are the care team particularly busy in the morning in nursing homes?

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2. How might Miss Cooper feel about not being able to attend her optician’s appointment?

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3. How can the care team help her attend an appointment that will be acceptable to her and put less strain on staffing resources?

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**Financial barriers**

Although some parts of health and social care services cost nothing, the service user usually pays for others.

What parts of the NHS are free? Write down what parts of the NHS are free.

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What Health and Social Care services are not free?

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## Prescriptions

Many people pay for their prescriptions (the medicine prescribed to them by their doctors), although some may be exempt (not have to pay because of their age or circumstances)

Make a list of people that get help with prescriptions.

How can paying for a health and social care service be a financial barrier?

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## Activity

Using the NHS website ([www.nhs.uk](http://www.nhs.uk)) find out who is exempt from dental and optical care costs.

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How can travel costs prevent people from accessing health and social care settings?

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What other financial costs do you think that people might incur when accessing health and social care services?

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**CIVIC**  
RESPONSIBILITY



**SOCIAL**  
JUSTICE

# Case studies

## Component 2 Health and Social Care Services and Values

Learning aim A: Understand the different types of health and social care services and barriers to accessing them

### Case study 1: Verna and Sam Williams

1. Verna Williams is forty-eight years old and lives with her husband Sam, and their two cats. They live on
2. the second floor of a block of flats. The lift is often broken. This means that access to the street is down
3. two flights of stairs. The block of flats is on a new estate half a mile from the nearest bus stop.
4. Verna has a medical condition which affects her mobility. Verna uses a walking stick to get around most
5. of the time, but some days she needs to use a wheelchair.
6. Verna also has asthma which has recently got much worse. She has type two diabetes. She takes
7. medication and has a diet plan to cope with the diabetes.
8. Sam Williams is fifty-two years old He has recently left his job at a local supermarket because he had an
9. argument with the manager. Sam and Verna are now living on a reduced income.
10. Sam has a hearing impairment for which he uses a hearing aid. Sam also has a learning disability and a
11. speech impairment. This means that he has difficulty communicating with people and he becomes
12. frustrated when asked to repeat what he has said.

### Case study 2: Myra McDermott and Elizabeth McDermott

1. Myra McDermott is forty-two years old and lives with her daughter Elizabeth in a rural village. The
2. village has very few services. People have to travel into the nearest town for healthcare and shopping.
3. Myra has a skin condition which means that her skin is itchy and flakes regularly. She needs to use
4. creams provided by the G.P, and cannot sleep when her skin becomes really uncomfortable.
5. Myra also has gum disease and is now experiencing bleeding when she brushes her teeth. Myra is afraid
6. that she will need to have all of her teeth removed if she goes to the dentist and so has not made an
7. appointment.
8. Elizabeth McDermott is twelve years old and attends the academy which is within walking distance from
9. home.
10. Elizabeth is autistic and has behavioural difficulties. The head teacher at the academy has told Myra
11. that Elizabeth is becoming too difficult for the staff to manage. She has said that the school will be

12. discussing what to do with the Local Authority. This could mean that Elizabeth is transferred to a school
13. for children with additional needs.
14. This means that Elizabeth would need to travel by school bus to her new school. She will have to leave
15. her friends and travel, with other children she doesn't know, to the new school which is five miles
16. away. Elizabeth's family needs advice.

### **Case study 3: Amiya and Rajiv Dutta**

1. Amiya Dutta is eighty-four years old and lives, with her husband Rajiv, in the centre of a large city.
2. Amiya has dementia and needs 'round the clock care' as she is vulnerable. Amiya likes to go shopping
3. but tends to wander away from her husband and become lost. She has twice been brought home by the
4. local police, very upset and confused.
5. Amiya has now become incontinent which means that she has no control over her bladder and needs to
6. have her clothes changed several times a day. Amiya also wakes up in the night and wanders around the
7. house.
8. Rajiv Dutta is eighty two years old and has severe headaches, which mean that he sometimes cannot
9. keep to his daily routine because of the pain. Rajiv also has high blood pressure and needs medication.
10. Because Rajiv has to provide personal care for Amiya, he finds it difficult to visit the G.P. for a
11. prescription. He does not always take his medication regularly.

# Examples of students work

## Health and social care services review (task 2) (taken from a Distinction grade)

Healthcare is an organised way of medical care concerned with the maintenance of the health of the whole body. It is delivered by healthcare providers or professionals in various fields including a pharmacy, nursing, medicine, dentistry, psychology etc.

**Primary care:** Is healthcare provided by a medical professional (such as a GP) with whom a service user has initial contact. They observe the patient and outline their problems and conclude what they are suffering from (if it is an illness) as well as outline their basic medication that might be required. This also has a spectrum of services from prevention (i.e. vaccinations and family planning) to the management of chronic health conditions and palliative care. Primary health care can meet most of an individual's health needs over the course of their life. A few examples of a primary care service are GPs, accident and emergency, dentists, pharmacy. There are some primary care specialities as well. For instance, obstetrics and gynaecology and geriatricians are all primary care doctors, they just happen to specialise in caring for a particular group of people. If it is necessary, whoever your primary carer might be, they can redirect you to a specialist. A type of primary care service available in Wolverhampton is the New Cross Hospital, the main service (which is primary care) in this hospital in the A&E department. It offers access to services 24 hours a day, every day of the year. A&E staff include paramedics, A&E nurses, diagnostic radiographers, reception staff, porters, healthcare assistants and emergency medical doctors.

**Palliative care:** This is also known as end-of-life care, as it is a specialised medical care for people living with a serious illness. This type of care is focused on relief from the symptoms and stress of a serious illness. The goal to improve the quality of life for both the patient and the family. Palliative care teams are trained in treating people suffering from the symptoms and stress of serious illnesses such as cancer, congestive heart failure (CHF), chronic pulmonary disease (COPD), kidney disease. Amyotrophic Lateral Sclerosis (ALS) and many more. This type of care treats pain, depression, fatigue, constipation, nausea, difficulty sleeping, anxiety and any other symptoms that may be causing distress. The team will help you gain the strength to carry on with daily life. In short, palliative will help improve your quality of life. There is a service named Aldergrove Care Home in Wolverhampton, it is a care home which provides specialised care needs including nursing care, dementia care and young adult's physical disability and rehabilitation as well as palliative care.

## Services available: Domiciliary care Home Instead Senior Care

This service provides aid for people over 18, by giving personal care on a contracted hours basis. It is based in Wolverhampton, Wombourne and Kingswinford. They support the individual who requires help as well as help the family and caregiver (this means they would support Amiya for her social care needs and would help Rajiv take care of her – resulting in there being less stress on Rajiv which would help him emotionally and mentally). 'Home Instead Senior Care's aim is to provide comfort, safety and happiness to their patients. They provide flexible, personalised home care based on their specific requirements. They spend a minimum of one hour at the individual's house however, they mainly stay longer as patients require more

help. They create a care plan by taking into account lifestyle, background, daily routine, preferences and needs. This would help the patient feel more comfortable and secure in the hands of the care workers. This social care service is mainly for people with specific needs or elderly. This service has many support types for the elderly. For example, they do home help and housekeeping, companionship, palliative care, respite emergency home care and dementia care including Alzheimer's disease.

For caring for dementia patients at home, they help build confidence and encourage engagement. This would impact them socially and hopefully will strengthen the relationship between the caregiver and patient but also the people who live with the patient. They provide healthy diets suitable for the patient, this would impact the patient physically as they would be much healthier, but also emotionally as being healthy often links to high esteem. Furthermore, they allow the family to take breaks from taking care of the patient. This would allow the family to release stress, subsequently, impacting their emotional development. They also give tips and advice to the family members on how to engage with the patient.

This service is extremely good as it can provide stability for the patient and the patient's family. Amiya will be looked after greatly by this service as they are effective at meeting their patient's needs, her daily routine, passions, hobbies and more will be analysed by a member from the service. They also provide for Rajiv which would be great for him as he could use the extra hands so he can do things he would enjoy, and he will also be able to have time to visit the GP and will remember to take his medication regularly. They will encourage Amiya to participate more in the activities she enjoys, this would improve her emotional development. Furthermore, the basic company they provide will make Amiya feel safe and possibly boost her social development.