

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



## COMPONENT 2 LEARNING AIM A

GRADE FROM COMPONENT 1:

TARGET GRADE:



What are the roles and responsibilities of the following primary care providers?

Doctor

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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 patients needs are more than secondary care can offer. If this is the case the 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	



## 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 Oriel High 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 Oriel High School.

1. Research Mr Patel's journey from Oriel High School to Crawley 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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