SEATON VALLEY HIGH SCHOOL

TOPIC AREA 1: SERVICE USERS' RIGHTS

R032: Principles of care in health and social care settings

AIM FOR DISTINCTION*

Service user: someone receiving care or support. **Service provider:** the organisation or staff delivering it.

1.1 TYPES OF CARE SETTINGS



HEALTHCARE

Assessment, treatment and support for health needs.

Examples: Dental practice; GP surgery; health centre; hospital; nursing home; opticians; pharmacy; walk-in centre.



SOCIAL CARE

Support for daily living, independence and social needs.

Examples: Community centre; day centre; foodbank; homeless shelter; residential home; retirement home; social services department; support group.

Setting check: OCR groups nursing homes as healthcare and residential homes as social care. Link each example to the support it provides.

1.2 THE RIGHTS OF SERVICE USERS



CHOICE

Having meaningful options and a say in decisions. **Example:** Staff offer two suitable activities and support the person to choose.



CONFIDENTIALITY

Protecting personal information and controlling access. **Example:** Staff password-protect records and share details only with authorised people who need them for care.



CONSULTATION

Being asked for views before care is agreed. **Example:** Staff discuss a care plan, listen to preferences and use these to shape support.



EQUAL AND FAIR TREATMENT

Fair access to support that meets individual needs. **Example:** An accessible entrance or understandable information enables participation; fair support can differ between people.



PROTECTION FROM ABUSE AND HARM

Being protected from mistreatment and avoidable danger. **Example:** Staff recognise and report concerns through safeguarding procedures so appropriate action can follow.

1.3 BENEFITS WHEN RIGHTS ARE MAINTAINED



EMPOWERMENT

Choice gives control over daily decisions and encourages independence. Selecting a preferred activity helps the person shape their own day.



HIGH SELF-ESTEEM

Consultation helps the person feel listened to, valued and respected. This can support confidence and positive mental wellbeing.



NEEDS ARE MET

Equal and fair treatment can secure suitable care, equipment or dietary support, improving physical or mental health.



TRUST

Confidentiality and protection reassure the person that staff act in their interests. Confidence in the care they receive can grow.

AIM FOR DISTINCTION*: precise knowledge + relevant application + developed reasoning

ANSWER THE COMMAND

Identify/state: name the requested item.
Describe: give relevant detail.
Explain: show why or how.
Analyse: link causes and consequences.
Evaluate: weigh relevant factors and justify a judgement.
Use the number of examples requested.

ORIGINAL PRACTICE EXAMPLE

Scenario: Maya lives in a residential home and enjoys painting.
Question: Explain benefits of maintaining her rights to choice and consultation.

Choice can empower Maya because selecting painting lets her shape her own day in the residential home, encouraging independence.

Consultation can improve Maya's self-esteem because staff seek and use her views when planning support. This shows that her preferences matter, helping her feel valued and respected.

EXAMINER CHECKS

1. Explain benefits, not only actions.
2. Use scenario facts and the correct person.
3. Choice = options; consultation = views.
4. Confidentiality concerns information; privacy also covers personal space.
5. Make distinct points; avoid vague or repeated claims.

Sources: OCR J835 specification v6 (June 2026), pp.18-19; R032 January 2025 Q2 and June 2025 Q1 papers, mark schemes and reports.
Seaton Valley High School | Cambridge National Health and Social Care | Original practice example | Illustrations: AI-generated