

## Unit 2: Working in Health and Social Care

Level: **3**

Unit type: **External**

Guided learning hours: **120**

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### Unit in brief

Learners explore what it is like to work in the health and social care sector, including the roles and responsibilities of workers and organisations.

### Unit introduction

This unit will help you to understand what it is like to work in the health and social care sector. When working for an organisation in this sector, you will have important responsibilities that you need to understand and carry out. These include maintaining the safety of and safeguarding individuals with health and social care needs, making sure that you properly handle their personal information and preventing discrimination towards them. You will need to understand how you will be accountable both to these individuals and the regulatory bodies that represent people who work in the health and social care sector. It is necessary for you to understand how your work will be monitored when you carry out a specific role such as nurse or social worker.

You will begin by looking at the range of roles and general responsibilities of people who work in health and social care settings. You will learn about the organisations that provide services in this sector, and the different settings in which these services are delivered according to the needs of the service user. You will learn about the ways these services are provided and about the barriers that can prevent people from getting the services they need.

As an employee of an organisation that provides services in the health and social care sector, you will have responsibilities towards people who seek information and advice, those who are being assessed and people who use services provided by or on behalf of your employer. You will also have responsibilities towards your employers, both as an employee and when you are undertaking specific duties on behalf of your employer. These organisations are regulated and inspected so you will also need to understand how inspectors and regulators monitor the work that you do. You will learn about working with people with specific needs, including ill health, learning disabilities, physical and sensory disabilities, and the needs of people who occupy different age categories. This unit will cover the skills you need to work in these areas of health and social care.

### Summary of assessment

This unit will be assessed through one examination of 80 marks lasting 1 hour and 30 minutes.

Learners will be assessed through a number of short- and long-answer questions.

The paper consists of four sections, and each section is based on a different short scenario briefly explaining the situation of a person with health and social care needs. Each scenario is relevant to a different service user group. Each section of the paper is structured with questions of 2, 4, 6 and 8 marks.

The assessment availability is twice a year in January and May/June. The first assessment availability is May/June 2017.

Sample assessment materials will be available to help centres prepare for assessment.

## Assessment outcomes

**AO1** Demonstrate knowledge of service user needs, roles and responsibilities of workers, and working practices within the health and social care sector

Command words: identify

Marks: 2 marks

**AO2** Demonstrate understanding of service user needs, roles and responsibilities of workers, working practices and procedures in the health and social care sector

Command words: describe

Marks: 4 marks

**AO3** Analyse and evaluate information related to the roles and responsibilities of health and social care workers and organisations and how workers and organisations are monitored and regulated

Command words: explain

Marks: 6 marks

**AO4** Make connections between the roles and responsibilities of health and social care workers and organisations, how workers and organisations are monitored and regulated and how multidisciplinary teams work together to meet service user needs

Command words: discuss

Marks: 8 marks

## Essential content

The essential content is set out under content areas. Learners must cover all specified content before the assessment.

### **A The roles and responsibilities of people who work in the health and social care sector**

#### **A1 The roles of people who work in health and social care settings**

Understand the roles of people who work in health and social care settings, to include:

- doctors
- nurses
- midwives
- healthcare assistants
- social workers
- occupational therapists
- youth workers
- care managers/assistants
- support workers.

#### **A2 The responsibilities of people who work in health and social care settings**

Understand the day-to-day responsibilities of people who work in health and social care settings, to include:

- following policies and procedures in place in the health and social care setting in which they work
- healing and supporting recovery for people who are ill
- enabling rehabilitation
- providing equipment and adaptations to support people to be more independent
- providing personal care, to include washing, feeding, toileting
- supporting routines of service users, to include day-to-day family life, education, employment, leisure activities
- assessment and care and support planning, involving service users and their families.

#### **A3 Specific responsibilities of people who work in health and social care settings**

Applying care values and principles.

- Promoting anti-discriminatory practice by:
  - implementing codes of practice and policies that identify and challenge discrimination in specific health and social care settings
  - adapting the ways health and social care services are provided for different types of service users.
- Empowering individuals, to include:
  - putting the individual at the heart of service provision and promoting individualised care
  - promoting and supporting individuals' rights to dignity and independence
  - providing active support consistent with beliefs, cultures and preferences of health and social care service users
  - supporting individuals who need health and social care services to express their needs and preferences
  - promoting the rights, choices and wellbeing of individuals who use health and social care services
  - balancing individual rights to health and social care services with the rights of other service users and staff
  - dealing with conflict in specific health and social care settings, to include GP surgeries, hospital wards, residential care homes for the elderly, residential care homes for vulnerable children and young adults, and domiciliary care settings.

- Ensuring safety – how people who work in health and social care ensure safety for individuals and staff through:
  - use of risk assessments
  - safeguarding and protecting individuals from abuse
  - illness prevention measures, to include clean toilets, hand-washing facilities, safe drinking water
  - control of substances harmful to health
  - use of protective equipment and infection control
  - reporting and recording accidents and incidents
  - complaints procedures
  - provision of first-aid facilities.
- Information management and communication – ways of promoting effective communication and ensuring confidentiality through:
  - applying requirements of the data protection legislation
  - adhering to legal and workplace requirements specified by codes of practice in specific health and social care settings
  - the recording, storage and retrieval of medical and personal information, to include electronic methods, mobile phones, social media, written records, use of photographs
  - maintaining confidentiality to safeguard service users
  - respecting the rights of service users where they request confidentiality
  - following appropriate procedures where disclosure is legally required.
- Being accountable to professional bodies – how employees are accountable to professional bodies, to include:
  - following codes of professional conduct
  - being familiar with/applying current codes of practice
  - ensuring that revalidation procedures are followed
  - following safeguarding regulations
  - following procedures for raising concerns/whistleblowing.

#### **A4 Multidisciplinary working in the health and social care sector**

Partnership working, to include:

- the need for joined-up working with other service providers
- ways service users, carers and advocates are involved in planning, decision-making and support with other service providers
- holistic approaches.

#### **A5 Monitoring the work of people in health and social care settings**

How the work of people in health and social care settings is monitored, to include:

- line management
- external inspection by relevant agencies
- whistleblowing
- service user feedback
- criminal investigations.

### **B The roles of organisations in the health and social care sector**

#### **B1 The roles of organisations in providing health and social care services**

- Ways services are provided by:
  - the public sector:
    - NHS Foundation Trusts, to include hospitals, mental health services and community health services
    - adult social care
    - children’s services
    - GP practices

- the voluntary sector
- the private sector.
- Settings where health and social care services are provided to meet different needs, to include:
  - hospitals
  - day care units
  - hospice care
  - residential care
  - domiciliary care
  - the workplace.

### **B2 Issues that affect access to services**

- Referral.
- Assessment.
- Eligibility criteria.
- Barriers to access, to include specific needs, individual preferences, financial, geographical, social, cultural.

### **B3 Ways organisations represent interests of service users**

To include:

- charities/patient groups
- advocacy
- complaints policies
- whistleblowing policies.

### **B4 The roles of organisations that regulate and inspect health and social care services**

The ways organisations regulate and inspect health and social care services, and the people who work in them.

Organisations that regulate or inspect health and social care services. (Learners should study organisations relevant to either England, Wales or Northern Ireland; they do not need to study organisations relevant to all UK countries.)

- In England:
  - Care Quality Commission (CQC)
  - Ofsted.
- In Wales:
  - Care and Social Services Inspectorate Wales (CSSIW)
  - Healthcare Inspectorate Wales (HIW).
- In Northern Ireland:
  - Regulation and Quality Improvement Authority (RQIA)
  - Public Health Agency (PHA)
  - Education and Training Inspectorate (ETI).
- The roles of organisations which regulate or inspect health and social care services, to include:
  - how regulation and inspections are carried out
  - how organisations and individuals respond to regulation and inspection
  - changes in working practices required by regulation and inspection
  - how services are improved by regulation and inspection.

Organisations that regulate professions in health and social care services.

- In England:
  - Nursing and Midwifery Council (NMC)
  - Health and Care Professions Council (HCPC)
  - General Medical Council (GMC).
- In Wales (in addition to above):
  - Care Council for Wales (Social Care).
- In Northern Ireland (in addition to above):
  - Northern Ireland Social Care Council (NISCC).
- The roles of organisations which regulate professions in health and social care services, to include:
  - how regulation is carried out
  - how organisations and individuals respond to regulation
  - the changes in working practices required by regulation
  - how services are improved by regulation.

### **B5 Responsibilities of organisations towards people who work in health and social care settings**

Responsibilities of organisations that provide health and social care services, to include ensuring employees:

- understand how to implement the organisation's codes of practice
- meet National Occupational Standards (NOS)
- undertake continuing professional development (CPD)
- are safeguarded through being able to:
  - have internal/external complaints dealt with properly
  - take part in whistleblowing
  - have membership of trades unions/professional associations
  - follow protocols of regulatory bodies.

## **C Working with people with specific needs in the health and social care sector**

### **C1 People with specific needs**

- Ill health, both physical and mental.
- Learning disabilities.
- Physical and sensory disabilities.
- Age categories to include:
  - early years
  - later adulthood.

### **C2 Working practices**

- Relevant skills required to work in these areas.
- How policies and procedures affect people working in these areas.
- How regulation affects people working in these areas.
- How working practices affect people who use services in these areas.
- Recent examples of how poor working practices have been identified and addressed.

## Grade descriptors

To achieve a grade a learner is expected to demonstrate these attributes across the essential content of the unit. The principle of best fit will apply in awarding grades.

### Level 3 Pass

Learners demonstrate knowledge and understanding of the roles and responsibilities of the people who work in health and social care settings in context. They also understand how organisations in the wider context impact on employee practices. Learners understand the influence of codes of practice on how employees undertake activities, and how and why the work of people in health and social care settings needs to be monitored. Learners can make judgements on the effectiveness of practices on service users, and can propose and justify recommendations for delivering services in context, based on health and social care concepts and principles.

### Level 3 Distinction

Learners demonstrate a thorough understanding of the roles and responsibilities of people who work in health and social care settings and the influence of organisations, in context. They can justify recommendations related to an employee's specific responsibilities, or multidisciplinary activities, but understand the organisational context in which those employees and teams operate. They can evaluate the impact and effectiveness of services in meeting the needs of different service users, and how monitoring and codes of practice impact on the work of employees within health and social care settings. Learners can analyse service user requirements in context and provide justified recommendations for service delivery for a variety of different service user groups underpinned by health and social care concepts and principles.

## Key terms typically used in assessment

The following table shows the key terms that will be used consistently by Pearson in our assessments to ensure students are rewarded for demonstrating the necessary skills.

Please note: the list below will not necessarily be used in every paper/session and is provided for guidance only.

Command or term	Definition
Describe	Learners give a clear, objective account in their own words showing recall, and in some cases application, of the relevant features and information about a subject.  For example, 'Describe two responsibilities of healthcare assistants...'
Discuss	Learners consider different aspects of a topic, how they interrelate and the extent to which they are important.  For example, 'Discuss how personal information might be managed by health and social care professionals'.

Command or term	Definition
Explain	Learners show they understand the origins, functions and objectives of a subject and its suitability for purpose. They give reasons to support an opinion, view or argument, with clear details.  For example, 'Explain reasons why health and social care services are provided in different settings'.
Identify	Learners indicate the main features or purpose of something, and/or is able to discern and understand facts or qualities.  For example, 'Identify two ways that a support worker might help...'.

### Links to other units

This unit has links with most other units in these qualifications.

#### **Pearson BTEC Level 3 Nationals in Health and Social Care**

This unit may be taught alongside:

- Unit 1: Human Lifespan Development
- Unit 5: Meeting Individual Care and Support Needs
- Unit 7: Principles of Safe Practice in Health and Social Care.

It may be advisable to teach this unit before:

- Unit 4: Enquiries into Current Research in Health and Social Care
- Unit 6: Work Experience in Health and Social Care
- Unit 9: Infection Prevention and Control
- Unit 12: Supporting Individuals with Additional Needs
- Unit 14: Physiological Disorders and their Care
- Unit 17: Caring for Individuals with Dementia
- Unit 18: Assessing Children's Development Support Needs
- Unit 19: Nutritional Health
- Unit 20: Understanding Mental Wellbeing.

### Employer involvement

Centres may involve employers in the delivery of this unit if there are local opportunities. There is no specific guidance related to this unit.