

Y11 February Mock Revision List

Topic Area 1: The rights of service users in health and social care settings

Topic 1.2 The rights of service users	Revision material created	Confidence level
For each of the following rights you need to know what it is and an example of how it is met <ul style="list-style-type: none"> • Choice • Confidentiality • Consultation • Equal and fair treatment • Protection from abuse and harm 		

Topic Area 2: Person-centred values (PCVs)

Topic 2.1 Person-centred values and how they are applied by service providers	Revision material created	Confidence level
Person-centred values (you need to know definitions and how these are applied) <ul style="list-style-type: none"> • Individuality • Choice • Rights • Independence • Privacy • Dignity • Respect • Partnership • Encouraging decision making of service user 		
Qualities of a service practitioner (the 6 C's) (you need to know the definitions of these, how they are applied and how they support PCVs) <ul style="list-style-type: none"> • Care • Compassion • Competence • Communication • Courage • Commitment 		

Topic 2.2 Benefits of applying the person-centred values	Revision material created	Confidence level
Benefits for service providers of applying person-centred values <ul style="list-style-type: none"> • Provides clear guidelines of the standards of care that should be given • Improves job satisfaction • Maintains or improves quality of life 		

<ul style="list-style-type: none"> • Supports rights to choice and consultation • Supports service practitioners to develop their skills • Enables the sharing of good practice 		
<p>Benefits for service users of having the person-centred values applied</p> <ul style="list-style-type: none"> • Ensures standardisation of care being given • Improves the quality of care being given to the service user • Maintains or improves quality of life for the service user • Supports service users to develop their strengths 		

Topic 2.3 Effects on service users' health and wellbeing if person-centred values are not applied	Revision material created	Confidence level
<p>Social effects</p> <ul style="list-style-type: none"> • Feeling excluded • Feeling lonely • Lack of social interaction/poor social skills • Become withdrawn 		

Topic Area 3: Effective communication in HSC settings

Topic 3.1 The important of verbal communication skills in HSC settings	Revision material created	Confidence level
<ul style="list-style-type: none"> • Adapting type/method of communicating to meet the needs of the service user or the situation • Clarity • Empathy • Patience • Using appropriate vocabulary • Tone • Volume • Pace • Willingness to contribute to team working <p>(you need to have an understanding of the skills and how and when they could be used, as well as this you need to know the benefits of using them)</p>		

Topic 3.2 The important of non-verbal communication skills in HSC settings	Revision material created	Confidence level
<ul style="list-style-type: none"> • Adapting type/method of communicating to meet the needs of the service user or the situation • Eye contact • Facial expressions • Gestures 		

<ul style="list-style-type: none"> • Positive body language, no crossed arms/legs • Sense of humour • Positioning <ul style="list-style-type: none"> • Space • Height • Personal space <p>(you need an understanding of what this is and the benefits of using it)</p>		
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Topic 3.5 The importance of effective communication in HSC settings	Revision material created	Confidence level
<ul style="list-style-type: none"> • Supports the person-centred values and individual's rights <ul style="list-style-type: none"> • Empowerment • Reassurance • Feeling valued • Feeling respected • Trust • Helps to meet service users' needs • Protects the rights of service users • The impact of good communication skills <ul style="list-style-type: none"> • Well informed service users • Actively listening to service users' needs, concerns, and opinions enables them to feel valued and respected • Using appropriate vocabulary/no jargon aids understanding so service users feel reassured • The impact of poor communication skills <ul style="list-style-type: none"> • Misunderstanding if information not clearly explained • Errors or danger to health due to inaccurate record keeping • Distress/upset if service user feels patronized • If speech is too fast the listener will not have time to take it all in 		

Topic Area 4: Protecting service users and service providers in HSC settings

Topic 4.1 Safeguarding	Revision material created	Confidence level
Safeguarding – what is it?		
Service users who need safeguarding <ul style="list-style-type: none"> • Vulnerable groups eg homeless people • Children • People with physical and learning disabilities • People with mental health conditions • Older adults in residential care settings • People who have a sensory impairment – sight loss, hearing loss • People in residential care dependent on carers – children, older adults. 		
Disclosure and Barring Service (DBS) checks for all staff <ul style="list-style-type: none"> • Standard checks • Enhanced checks • The barred list (you need to know the reasons for having DBS checks and the difference between the types of checks)		

Topic 4.2 Infection Prevention	Revision material created	Confidence level
(you need to understand reasons for carrying out infection prevention in different HSC settings as well as HOW they protect service providers and service users)		
General Cleanliness <ul style="list-style-type: none"> • Use anti-bacterial sprays on surfaces • Clean toys and play equipment regularly • Mop floors and vacuum carpets daily • Clean and disinfect toilets frequently • Correct disposal of hazardous waste in HSC settings 		
Personal hygiene measures <ul style="list-style-type: none"> • Hair tied back/covered • Open wounds covered • No jewelry • No nail polish • Correct hand washing routine • Regular showering and hair washing • Regular brushing of teeth • Appropriate use and disposal of tissues/ antiseptic wipes/sanitiser 		

Topic 4.3 safety procedures and measures	Revision material created	Confidence level
<p>Safety procedures for reducing risk/danger and promoting good practice</p> <ul style="list-style-type: none"> • Emergency procedures <ul style="list-style-type: none"> • Fire drill • Evacuation • Equipment considerations <ul style="list-style-type: none"> • Fit for purpose • Safety checked • Reporting system for damage • Risk assessed <p>(As part of this you need to know the importance of procedures and measures, the difference between a measure and a procedure, how they protect service providers and service users)</p>		

Topic 4.4 How security measures protect service users and staff	Revision material created	Confidence level
<p>Security measures</p> <ul style="list-style-type: none"> • ID lanyards • Staff uniform 		
<p>Receiving and monitoring visitors</p> <ul style="list-style-type: none"> • Staff on duty at entrance monitors access • Signing in and out book for visitors, know who is there and who has left • Issuing visitor badges 		