




ExtCert & Nat Dip Health & Social Care Unit 2 Topic B	Road Map			
In this unit you will explore what it is like to work in the health and social care sector. The aims are as follows: <b>LG1:</b> Knowledge <b>LG2:</b> Application <b>LG3:</b> Skills	<b>Assessment Grades</b>			
	Topic B: Roles of organisations in providing health and social care services			
	Past exam questions			
Themes	Learning Goals/Outcomes/Content			
1. Ways services are provided – public sector, voluntary sector and private sector.	<p>LG1: To know the roles of public sector services involved in the health and social care sector.</p> <p>LG2: To explore the roles of organisations related to the public sector services.</p> <p>LG1: To know the roles of private and voluntary services.</p> <p>LG2: To examine the use and purpose of private and voluntary services.</p> <p><i>The public sector - Primary health care, secondary healthcare, tertiary healthcare, NHS Foundation Trusts, adult social care, children’s services, GP practices.</i></p> <p><i>Voluntary sector – charities</i></p> <p><i>Private sector – managed by commercial companies</i></p>			
2. Settings – hospitals, day care units, hospice care, residential care, domiciliary care, the workplace	<p>LG1: To know the different settings that provide health and social care services.</p> <p>LG2: To examine the settings that health and social care services are provided and how they are used.</p> <p>LG1: To know the roles of hospices, residential care, domiciliary care and the workplace.</p> <p>LG2: To examine the roles of hospices, residential care, domiciliary care and the workplace.</p> <p><i>Settings – hospitals, day care centres/units, hospice care, residential care, domiciliary care, the workplace (occupational health services)</i></p>			
3. Issues that affect access to services – referral, assessment, eligibility criteria and barriers	<p>LG1: To identify the issues that affect access to services.</p> <p>LG2: To explore the issues that affect access to services within health and social care.</p> <p>LG1: To identify the barriers to accessing health and social care services.</p> <p>LG2: To explore the barriers to accessing health and social care services.</p> <p><i>Referral – self-referral, third-party referral, professional referral</i></p> <p><i>Assessment – local authorities to carry out community care assessments, carer’s assessment, Care Act 2014.</i></p> <p><i>Eligibility criteria – national eligibility criteria, personal budget/direct payment</i></p>			

	<i>Barriers – language, location of the service, financial, scarce resources, communication</i>			
4. Ways organisations represent interests of service users – charities/patient groups, advocacy, complaints policies and whistleblowing policies	<p>LG1: To identify how organisations represent the interests of service users.</p> <p>LG2: To explore way organisations represent the interests of service users.</p> <p><i>Charities and patient groups – pressure groups</i>  <i>Advocacy – help those with communication problems, usually volunteers</i>  <i>Complaints policies – formal complaints procedures</i>  <i>Whistleblowing policies – protection or staff</i></p>			
5. Organisations regulate and inspect services – Care Quality Commission, Ofsted, Nursing and Midwifery Council, Health and Care Professions Council, General Medical Council	<p>LG1: To identify the regulators in the health and social care sector.</p> <p>LG2: To explore the bodies who regulate health and social care services.</p> <p><i>The Care Quality Commission – monitoring and inspecting health services and adult social care services in England.</i>  <i>The National Institute for Health and Care Excellence (NICE) – guidance on current best practice in health and social care</i>  <i>Public Health England – protect and improve the public health and wellbeing of people in England to reduce health inequalities</i>  <i>Ofsted – regulates and inspects services that educate children, young people and adults or care for children.</i></p> <p><i>Organisations that regulate professionals:</i>  <i>NMC – regulating the stand of professional practice for nurses and midwives</i>  <i>RCN – largest union for nursing profession</i>  <i>HCPC – regulates a wide range of professionals and promotes good practice and to protect the public.</i>  <i>GMC – registration and regulation of doctors</i></p>			
7. Responsibilities of organisations – codes of practice, National Occupational Standards, continuing professional development, safeguarded	<p>LG1: To identify the responsibilities of organisations.</p> <p>LG2: To understand the responsibilities of organisations towards people who work in health and social care settings.</p> <p><i>Codes of practices – sufficient numbers of qualified staff to meet needs of service users, Common Induction Standards 2010 in social care settings.</i>  <i>National Occupational Standards – standards of professional practice that should be met in the workplace.</i>  <i>Continuing professional development – update skills</i>  <i>Safeguarding – internal and external complaints, membership of trade unions/profession associations, following protocols of regulatory bodies, whistleblowing</i></p>			
<p>Links: Unit 5 Meeting individual needs  Topic C: Working with people with specific needs in the health and social care sector</p>				