Health and Social Care - Launchpad

OCR exam document	RO32 Specification	Knowledge organiser blank KO	Textbook link
Exam and revision tips	Scheme of work	Command words	Countdown plan

Ro32 Topics	GREEN Can recall all of it easily	AMBER Kind of know it but need to memorise it	RED Really struggle with it, need help understanding it
Topic area 1: The Rights of service users			
1.1 Types of care settings: Health care settings			
1.1 Types of care settings: Social care settings			
1.2 The Rights of individuals CCCPE			
1.2 Examples of the Rights in Health and Social care			
1.3 The benefits of maintaining the Rights e.g. empowerment, high self esteem, needs are met, trust, valued, confidence, safe, equality of access to services.			
Topic area 2: Person centred values			
2.1: Person centred values e.g. individuality, choice, rights, independence, privacy, dignity, respect, partnership, encouraging decision making.			
2.1: Examples of applying the person centred values			
2.1 The 6 C‘s e.g. Care, compassion, commitment, competence, communication, courage.			
2.2 Benefits for service providers applying the person-centred values e.g. Provides clear guidelines of the standards of care that should be given, Improves job satisfaction, Maintains or improves quality of life, Supports rights to choice and consultation, Supports service practitioners to develop their skills, Enables the sharing of good practice.			
2.2 Benefits for service users of having the person-centred values applied e.g. 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			
2.3 Physical Effects on service users' health and wellbeing if person-centred values are not applied e.g. Pain if medication or treatment is not given, Illness may get worse, Malnutrition/illness due to lack of food for special dietary needs, Dehydration due to lack of regular fluids, Injury			
2.3 Intellectual Effects on service users' health and wellbeing if person-centred values are not applied e.g. Lack of progress or skills development, Failure to achieve potential, Loss of concentration, Lack of mental stimulation			
2.3 Emotional Effects on service users' health and wellbeing if person-centred values are not applied e.g. Depression, Feeling upset, Low self-esteem/feeling inadequate, Anger/frustration, Stress			
2.3 Social Effects on service users' health and wellbeing if person-centred values are not applied e.g. Feeling excluded, Feeling lonely, Lack of social interaction/poor social skills, Become withdrawn			
Topic area 3: Effective communication in health and social care settings			
3.1 The importance of verbal communication skills in health and social care settings			
3.2 The importance of non-verbal communication skills in health and social care settings			
3.3 The importance of active listening in health and social care settings			
3.4 The importance of special methods of communication in health and social care settings			
3.5 The importance of effective communication in health and social care settings			
Topic Area 4: Protecting service users and service providers in health and social care settings			
4.1 Safeguarding e.g. Service users who need safeguarding, Impacts for service users of a lack of safeguarding, Safeguarding procedures in care settings, Safeguarding training for all staff, Disclosure and Barring Service (DBS) checks for all staff			
4.2 Infection prevention e.g. General cleanliness, Personal hygiene measures, PPE (Personal protective equipment)			
4.3 Safety procedures and measures e.g. Safety procedures for reducing risk/danger and promoting good practice, Emergency procedures, Equipment considerations, Safety measures			
4.4 How security measures protect service users and staff e.g Identifying staff, Monitoring of keys, Receiving and monitoring visitors, Reporting of concerns to line managers, External doors, restricting			

access, Window locks and restraints			
Keywords in Health and social care e.g. empower, advocacy, vulnerable, Need to know basis, self esteem, trust.			