B2: Issues / **barriers** to accessing services

B1: The difference between the **public**, **private** and **voluntary** sector (services provided, strengths/weaknesses of each, funding?)

A4: What a **multidisciplinary** approach is and how this **benefits** service users.

A3: What **anti-discriminatory** practice is and how to **promote** it within the workplace.

A3: What is **empowerment** and how do you **empower** service users:

C1: What are **specific needs** for people with learning disabilities, physical and sensory disabilities and older service users (Think generic PIES / basic support they need)

B3: How you can **represent the interests** of service users?

B4: Organisations that **inspect** and **regulate** HSC services AND **how** they regulate and inspect

B3: The 3 ways service users are **referred** and the process of their **assessment** (informal carers, personal budget, community care assessment…)

C2: Explain different examples of **policies** that employers need to put in place.

A3/B4: Name 2 **professional bodies**. What are the roles and who do they regulate?

A1/A2: What are the responsibilities of **Occupational Health Therapists**, **Hospital Staff** and **Support Workers**?

1.

2.

3

C2: Give an example of one **failure** within care. How did **policies** and **practice** change as a result?

A3: How could you demonstrate **confidentiality** as a HSC worker? Why is this important?

A4/B3: What is an **advocate**? When are advocates provided? When can a family member be an advocate?

1. **Data Protection Act (1998)** Provides guidelines to organisation, businesses or the government on how to control personal data Eg, used for specific purposes, accurate, safe and secure.
2. **The Care Certificate (2015)** Introduced after a failure within the NHS and aims to equip HSC workers with the knowledge and skilled to provide the 6 Cs. (a 12 week induction programme).
3. **The Care Act (2014)** Guidance on the services vulnerable individuals are entitled to and how the council will implement them.

* Introduced the national eligibility threshold which consisted of 3 criteria that needed to be met to qualify for a personal budget.
* You can be provided with a statutory advocate if you have ‘substantial difficulty’ in supporting yourself.
* Any adult over 18 has the right to a full assessment of their needs and to be fully involved including informal carers.

1. **Mental Health Act (1983)** Individuals can be sectioned un the MHA if they require urgent treatment for mental health or are at risk of harming themselves or others. Individuals sectioned under the MHA have the right to access a statutory advocate.
2. **Mental Capacity Act (2005)** If a person is unable to decide for themselves a trusted person or statutory advocate can make an informed decision for them. They need to demonstrate that they have taken practical and appropriate steps to help the user decide for themselves.
3. **Equality Act (2010)** Prevents discrimination on the grounds of age, sexual orientation, sex, religion, race, pregnancy or maternity, relationship status, gender reassignment, disability.
4. **Human Rights Act (1998)** Humans have a right to

* Access education
* Life including marriage
* Freedom from torture, inhumane punishment, slavery or forced labour.
* Liberty and security
* Privacy (life, correspondence.
* Freedom of thought, expression and religion.
* Peaceful enjoyment or possessions and protection