Year 11

Health and Social Care Term 1 Knowledge Organiser

1 & 2 – Barriers to accessing services

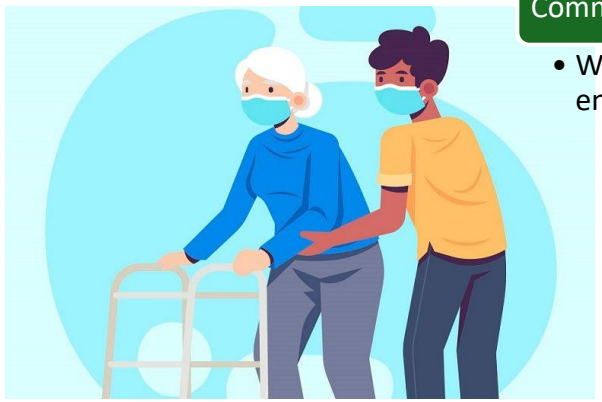
Types of barriers and how they can be overcome by the service providers and users.

- Physical barriers – e.g. issues getting into and around the facilities
- Sensory barriers – e.g. hearing and visual difficulties
- Social, cultural and psychological barriers – e.g. lack of awareness, differing cultural beliefs, social stigma, fear of loss of independence
- Language barriers – e.g. different first language, language impairments
- Geographical barriers – e.g. distance of provider, poor transport links
- Intellectual barriers – e.g. learning difficulties
- Resource barriers for service provider – e.g. staff shortages, lack of local funding, high local demand
- Financial barriers – e.g. charging for services, cost of transport, loss of income while accessing services

5 & 6– Benefits to individuals of good care

An individual who is well cared for:

- Is supported to help them overcome their personal obstacles
- Receives high quality care
- Receives person-centred care
- Is treated with respect
- Is NOT discriminated against
- Is empowered and has independence
- Is involved in the decisions that affect them and their care
- Is protected from harm
- Is comfortable raising complaints
- is treated with dignity and has their privacy protected



3 & 4 – The 6 C's

Care

- Looking after someone correctly and in a consistent way.

Compassion

- Treating someone with empathy, dignity and respect so they don't feel scared or embarrassed.

Competence

- Having the skills and knowledge to do your job well and efficiently.

Communication

- This includes spoken language, body language and listening, helping people feel at ease and explaining their care to them.

Courage

- Doing the right thing and speaking up when concerns arise even when this might be difficult.

Commitment

- Wanting to continuously improve the care experience for individuals by ensuring you have the up-to-date skills and knowledge needed.