

CNAT Health & Social Care Revision RAG sheet

1 paper – 70 mins in length. 70 marks.

Specification Content	Red	Amber	Green
Topic Area 1: The rights of service users in health and social care settings			
Types of care settings			
Health care settings – GP, hospitals, nursing homes, walk in centres, opticians, dentists			
Social care settings – food banks, Social Services, care homes, day centres			
The rights of service users (CCCPE)			
Choice			
Confidentiality			
Consultation			
Equal and fair treatment			
Protection from abuse and harm			
The benefits to service users' health and wellbeing when their rights are maintained			
Empowerment ♣ Encourages independence and being self reliant ♣ Feeling in control of their lives ♣ Gives service users choice, control and independence			
High self-esteem ♣ Feeling valued ♣ Feeling respected ♣ Positive mental health			
Service users' needs are met ♣ Appropriate care or treatment such as mobility aids provided, or dietary requirements met ♣ Results in good/improving physical or mental health			
Trust ♣ Reassured that service providers will not harm them ♣ Confident that service providers have service users best interests in mind ♣ Confident in the care they receive			
Topic Area 2: Person-centred values			
Person-centred values and how they are applied by service providers (DR PIP RICE)			
Individuality			
Choice			
Rights			
Independence			
Privacy			
Dignity			
Respect			
Partnership			
Encouraging decision making of service user			

Qualities of a service practitioner, the 6C's			
Care			
Compassion			
Competence			
Communication			
Courage			
Commitment			
Benefits of applying the person-centred values			
Benefits for service providers of applying person centred values			
Provides clear guidelines of the standards of care that should be			
Maintains or improves quality of life			
Supports service practitioners to develop their skills □			
Enables the sharing of good practice			
Enables the sharing of good practice			
Benefits for service users of having the person-centred values applied			
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			
Effects on a service user's health and wellbeing if person-centred values are not applied			
Physical effects ♣ 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			
Intellectual effects ♣ Lack of progress or skills development ♣ Failure to achieve potential ♣ Loss of concentration ♣ Lack of mental stimulation			
Emotional effects ♣ Depression ♣ Feeling upset ♣ Low self-esteem/feeling inadequate ♣ Anger/frustration ♣ Stress			
Social effects ♣ Feeling excluded ♣ Feeling lonely ♣ Lack of social interaction/poor social skills ♣ Become withdrawn			
Topic Area 3: Effective communication in health and social care settings			
The importance of verbal communication skills in health and social care settings			
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			
The importance of non-verbal communication skills in health and social care settings			
Adapting type/method of communicating to meet the needs of the service user or the situation			
Eye contact			
Facial expressions			
Gestures			
Positioning			
♣ Space			
♣ Height			
♣ Personal space			
Positive body language, no crossed arms/legs			
Sense of humour			
The importance of active listening in health and social care settings			
Active listening skills			
♣ Open, relaxed posture			
♣ Eye contact, looking interested			
♣ Nodding agreement			
♣ Show empathy, reflecting feelings			
♣ Clarifying			
♣ Summarising to show understanding of key points			
The importance of special methods of communication in health and social care settings			
Advocate			
Braille			
British Sign Language			
Interpreters			
Makaton			
Voice activated software			
The importance of effective communication in health and social care settings			
Supports the person-centred values and individual's rights			
♣ 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			
♣ 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 ♣ Misunderstanding if information not clearly explained ♣ Errors or danger to health due to inaccurate record keeping ♣ Distress/upset if service user feels patronised ♣ 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 health and social care settings			
Safeguarding			
Service users who need safeguarding ♣ Vulnerable groups – e.g. 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			
Impacts for service users of a lack of safeguarding ♣ Physical impacts ♣ Intellectual impacts ♣ Emotional impacts ♣ Social impacts			
Safeguarding procedures in care settings ♣ Safeguarding policy ♣ Designated Safeguarding Lead (DSL) person with responsibility for safeguarding			
Safeguarding training for all staff so that they ♣ Are aware of their duty to report a serious concern ♣ Know the care settings procedures for reporting a disclosure of abuse or serious concern ♣ Can recognise possible signs of abuse or harm ♣ Know who to report to			
Disclosure and Barring Service (DBS) checks for all staff ♣ Standard checks ♣ Enhanced checks ♣ The barred list			
Infection prevention			
General cleanliness ♣ 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 health and care settings			
Personal hygiene measures			

<ul style="list-style-type: none"> ♣ Hair tied back/covered ♣ Open wounds covered <ul style="list-style-type: none"> ♣ No jewellery ♣ No nail polish ♣ Correct hand washing routine <ul style="list-style-type: none"> ♣ Regular showering and hair washing ♣ Regular brushing of teeth ♣ Appropriate use and disposal of tissues/ antiseptic wipes/sanitiser 			
PPE (personal protective equipment) <ul style="list-style-type: none"> ♣ Disposable aprons ♣ Disposable gloves ♣ Rubber gloves ♣ Face masks <ul style="list-style-type: none"> ♣ Hairnets or hygiene hats ♣ Overalls ♣ Overshoes ♣ Surgical garments/scrubs 			
Safety procedures and measures for reducing risk/danger and promoting good practice			
First aid policy			
Risk assessments			
Staff training programmes for <ul style="list-style-type: none"> ♣ Equipment considerations ♣ Moving and handling ♣ First Aid ♣ Moving and handling techniques 			
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 			
Safety measures <ul style="list-style-type: none"> ♣ Displaying a fire safety notice ♣ Using warning signs such as a 'wet floor' sign and 'no entry' sign 			
How security measures protect service users and staff			
Security measures Identifying staff : <ul style="list-style-type: none"> ♣ ID lanyards ♣ Staff uniform 			
Monitoring of keys <ul style="list-style-type: none"> ♣ Limits number of people with access to keys ♣ List of keyholders – know who has the keys 			
Receiving and monitoring visitors <ul style="list-style-type: none"> ♣ Staff on duty at entrance monitors access 			

<ul style="list-style-type: none"> ♣ Signing in and out book for visitors, know who is there and who has left ♣ Issuing visitor badges 			
<p>Reporting of concerns to line managers</p> <ul style="list-style-type: none"> ♣ Appropriate action can be taken by senior staff 			
<p>External doors, restricting access</p> <ul style="list-style-type: none"> ♣ Electronic swipe card entry system ♣ Buzzer entry system ♣ Security pad with pin code 			
<p>Window locks and restraints</p> <ul style="list-style-type: none"> ♣ Keeps vulnerable service users safe – prevents falling out of open window or strangers entering 			